

## Appendix 2 – Item: Update on the Mobilisation of the Responsive Repairs Contract

Considered by Home Sub-Committee on 24 July 2023

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
HOM.2.23/24	The Sub-Committee recommends that each of the Responsive Repair Contractors should have a dedicated team that specialised in helping vulnerable tenants with their repairs, and that sub-contractors were not used for these jobs.	Councillor Lynne Hale Housing	Rejected  We need to determine how to identify vulnerable tenants and update our databases. Additionally, we need to ascertain who is best placed to deliver the services.  Contractor staff all go through safeguarding training which is regularly refreshed. Annual training plans are reviewed as part of the contract monitoring.	Susmita Sen, Corporate Director of Housing	N/A	N/A	TBC
HOM.3.23/24	The Sub-Committee recommends that there should be additional qualitative monitoring of the contracts for the initial periods of commencement, to identify and address any potential cultural issues as early as possible.	Councillor Lynne Hale Housing	Already in Progress  This monitoring will be rigorous to avoid any repeats of the past, and will look at complaints, telephone surveys and the resident engagement review.  Additionally, Acuity surveys have been reengaged.	Susmita Sen, Corporate Director of Housing	N/A	N/A	TBC
HOM.4.23/24	The Sub-Committee recommends that the Council should have oversight of the training being provided to staff of each of the new contractors, and that the Council has the ability to monitor training attendance to ensure it is completed by all contractor staff.	Councillor Lynne Hale Housing	Already in Progress  The contractor have to provide an update of their annual training plans that will be reviewed annually as part of contract monitoring and scrutiny.	Susmita Sen, Corporate Director of Housing	N/A	N/A	TBC

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HOM.5.23/24	The Sub-Committee recommends that as a priority, automation within the NEC system is used to identify where repeated calls are being logged for the same repair to ensure that the department is not reliant on individual officers proactively identifying issues.	Councillor Lynne Hale  Housing	Already in Progress  There will be a standard Power BI report that will highlight multiple repairs to the same property.	Susmita Sen, Corporate Director of Housing	N/A	N/A	TBC
HOM.6.23/24	The Sub-Committee recommends that the Council undertake a 'Mystery Shopping' exercise on the out-of-hours responsive repairs service to provide reassurance of service quality, and to identify and mitigate any issues.	Councillor Lynne Hale  Housing	Already in Progress  This will be undertaken by the Resident Repairs Contract Monitoring Group once this has been established and recruited to.	Susmita Sen, Corporate Director of Housing	N/A	N/A	TBC