

Report of	Meeting	Date
Director of Housing Services	Corporate and Customer Overview and Scrutiny Panel	12 September 2006

UPDATE ON RECOMMENDATION 11 OF THE REPORT INTO HOUSING MAINTENANCE APPOINTMENT SYSTEM

PURPOSE OF REPORT

1. The purpose of the report is to update the Corporate and Customer Overview and Scrutiny Panel on the progress against recommendation 11 of the Report into Housing Maintenance Appointment System in monitoring the detail and accuracy of fault reporting.

CORPORATE PRIORITIES

2. This report is concerned with improved access to public services.

RISK ISSUES

3. The report contains no risk issues for consideration by Members.

BACKGROUND

4. The Customer Overview and Scrutiny Panel undertook a Scrutiny Inquiry into the Housing Maintenance Appointment System to consider the effectiveness of the then newly implemented appointment system in improving access to public services and to identify the potential for further development.
5. The final report of the Customer Overview and Scrutiny Panel contained eleven recommendations. Progress on all these recommendations was reported to Overview and Scrutiny Committee on 20 January 2005. The full report can be found on the Council's website.
6. "Recommendation 11 – To monitor the detail and accuracy of fault reporting. (This function is scheduled to be taken over by the Call Centre in summer 2004)" was incomplete at the time of the last report.

UPDATE

7. The proposed Large Scale Voluntary Transfer (LSVT) of the Council's houses to Chorley Community Housing has resulted in repair reporting not being carried out by the Call Centre so the automated telephone monitoring has not taken place. However in conjunction with the Housing Repairs and Maintenance Theme Group a local performance figure (HRM 6) has been set up to monitor the percentage of repeat visits. It was considered that this would, amongst other factors, be an indication of the detail and accuracy of the fault reporting.

8. The monitoring of this information showed a downward trend in the percentage of repeat visits during the first six months of the financial year (05/06) which indicated that the detail and accuracy of the repairs reporting was improving. However from October there was an increase to the levels at the start of the year. Analysis of the repeat visits during this period has revealed that the increase was due almost entirely to the need to order replacement parts for central heating boilers during the winter months.
9. The number of repeat visits continues to be monitored and analysed for 2006/7.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

10. Not applicable. Report for information only

COMMENTS OF THE DIRECTOR OF FINANCE

11. Not applicable. Report for information only

RECOMMENDATION

12. That the Customer and Overview Panel note the progress made on the implementation of recommendation 11 of the Report of the Customer Overview and Scrutiny Panel into the Housing Maintenance Appointment System.

STEVE LOMAS
DIRECTOR OF HOUSING SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Mike Wingeatt	5954	31 August 2006	ADMINREP/REPORT