

SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Responsive Repairs

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Simon Kwong

Lead Officers: Matt West

Overall aim: To consider resident experiences of the Responsive Repairs service.

Objectives of the review:

- To identify the different types of responsive repairs carried out
- To measure the satisfaction of residents with responsive repairs, and to evaluate the utility of the metrics used
- To consider how works are reported, planned, prioritised, responded to, and communicated to residents
- To evaluate how the service compares to the services of other London Boroughs and registered providers
- To confirm that the services are designed to deliver customer focused outcomes
- To identify any areas for improvement

How is the review to be carried out:

Scope of the Review

The review will focus on:

1. Responsive Repairs
 - The types of repair carried out
 - Reporting and planning processes, including accessibility for those with disabilities
 - How responsive repairs are prioritised and methods of triage employed
2. Resident Satisfaction
 - How resident satisfaction can be measured
 - Current levels of resident satisfaction
 - Communication with residents
 - How resident satisfaction can be improved, if required
3. Other considerations
 - Comparisons to other London Boroughs

Types of evidence:

1. Documentary evidence including
 - Contextual report/presentation
 - Service policies and strategies
 - Service evaluations and performance indicators
2. Witness evidence including
 - Presentation from officers
 - The views of tenants and leaseholders from the repairs Reference Group
 - Presentation from Kwest regarding how impartial data is collected
 - Presentation from external Call Centre Customer Excellence Accreditor
3. Visits
 - Visit to the Brewery Road Site to see the operation in progress (*optional*)

Additional Information:

Programme	
Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	13 July 2015
2. Draft Recommendations	26 May 2016
3. Final Report	June 2016 (Date TBC)