

Housing Scrutiny Committee 2015/16

Responsive Repairs – Witness Evidence Plan

Aim: To consider resident experiences of the Responsive Repairs service.

26 January 2016		
Who / What	Organisation / Purpose	Other key information
Matt West & Paul Lightfoot – Presentation and Report	Introduction to the responsive repairs service and the scrutiny review.	To cover: <ul style="list-style-type: none"> • the different types of responsive repairs carried out • how works are reported, planned, prioritised, responded to, and communicated to residents

29 February 2016		
Who / What	Organisation / Purpose	Other key information
Representatives from the Repairs Reference Group	To hear resident views on the service, including satisfaction, communication, and how satisfaction can be improved.	<ul style="list-style-type: none"> • To measure the satisfaction of residents with responsive repairs, and to evaluate the utility of the metrics used

23 March 2013		
Who / What	Organisation / Purpose	Other key information
Representative of KWest	To consider evidence from the council's resident surveying contractor, including current levels of satisfaction, surveying methods and data collection, and potentially comparisons to other housing providers.	To cover: <ul style="list-style-type: none"> • To measure the satisfaction of residents with responsive repairs, and to evaluate the utility of the metrics used • To confirm that the services are designed to deliver customer focused outcomes
Call Centre Customer Excellence Accreditor – written evidence	To consider matters related to customer service.	

19 April 2016

Who / What	Organisation / Purpose	Other key information
Representative from LB Barking or Camden	To compare the service against that of another borough.	To cover: <ul style="list-style-type: none">• To evaluate how the service compares to the services of other London Boroughs and registered providers
Sue Cooper, Managing Director of Affinity Sutton Repairs (<i>TBC</i>)	To compare the service against that on a registered provider.	To cover: <ul style="list-style-type: none">• To evaluate how the service compares to the services of other London Boroughs and registered providers

Additional evidence requested by the Committee:

Who / What	Organisation / Purpose	Other key information
Update on the new ICT system	To receive detailed information on the new repairs management system planned to be implemented in late 2016.	This information will provide additional detail to the scrutiny review.
Further details of apprentice scheme	Further information on how the apprentice scheme works, how many apprentices of each trade the council employs, how apprentices are trained, how long it takes for apprentices to be trained, the support apprentices have in place, etc.	This information will provide additional detail to the scrutiny review.

Scrutiny Visits:

Location	Purpose	Other key information
Brewery Road Site, Vehicles, Stores, and Training Facility	To enable members to see the responsive repairs service at work. To discuss the service with operatives.	Wednesday 13 April.

Key dates:

Draft recommendations: 26 May 2016

Final report: 11 July 2016