

Report of: Chair of Housing Scrutiny Committee

Meeting of	Date	Ward(s)
Executive	29 September 2016	All

Delete as appropriate		Non-exempt
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Subject: Responsive Repairs Scrutiny Review – Findings of the Housing Scrutiny Committee**1. Synopsis**

- 1.1 This report requests that the Executive receive the recommendations of the Housing Scrutiny Committee following the completion of its review of the Responsive Repairs service. A response to the recommendations set out in the report will be considered at a future meeting of the Executive.

2. Recommendations

- 2.1 That the report of the Housing Scrutiny Committee be received.
- 2.2 That the Executive Member's response be reported to a future meeting of the Executive, including having due regard to any relevant implications of the Housing Scrutiny Committee's recommendations.

3. Background

- 3.1 In January 2016 the Housing Scrutiny Committee commenced a review of the Responsive Repairs service. The overall aim of the review was to consider resident experiences of the service; the objectives of the review included measuring satisfaction, evaluating the utility of the satisfaction metrics used, considering matters related to planning, prioritisation and communication, and evaluating how the service compares to the services of other London Boroughs and registered providers. The final report of the Committee was agreed in July 2016 and is appended.

4. Implications

4.1 Financial Implications

The proposals in the report need to be costed before a response is made by the Executive.

4.2 Legal Implications

Relevant legal implications will be considered as part of the response to the review.

4.3 Environmental Implications

There are no environmental implications at this stage. Any environmental implications will be identified as part of the Executive Member response.

4.4 Resident Impact Assessment

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

The Committee has had regard to any equalities implications and resident impacts identified by witnesses during the course of the review. Details of any such implications are set out in the appended report. A Resident Impact Assessment has not been completed as the Executive is only asked to receive the report at this stage. The impact on residents will need to be fully considered as part of the Executive Member response to the review, at which point a Resident Impact Assessment will be completed if required.

5. Conclusion and reasons for recommendations

- 5.1 The Committee concluded that resident experiences of the repairs service varied and that further work was required to develop the service, particularly in regard to completing repairs first time and communications. The Committee was satisfied that officers have a plan to achieve service improvements and hope that the changes proposed will lead to a corresponding increase in resident satisfaction. In carrying out the review, the Committee met with officers, members of the public and others to gain a balanced view. The Executive is asked to endorse the Committee's recommendations

Appendices:

- Responsive Repairs – Report of the Housing Scrutiny Committee

Background papers:

- None.

Report author: Jonathan Moore, Senior Democratic Services Officer

Tel: 020 7527 3308

E-mail: jonathan.moore@islington.gov.uk