

Report of: Chair of Housing Scrutiny Committee

Meeting of	Date	Ward(s)
Executive	17 October 2019	All

Delete as appropriate		Non-exempt
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Subject: Further Development of the Responsive Repairs Service – 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 Responsive Repairs. 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

In September 2018, the Housing Scrutiny Committee commenced a review of the Council's Responsive Repairs service. The overall aim of the review is to evaluate how the performance of Islington Council's responsive repairs service could be maximised and identify opportunities for further development and improvement in service delivery.

The objectives of the review is to evaluate the performance of Islington Council's responsive services by holding decision makers such as staff, contractors and suppliers to account; evaluate resident satisfaction and the accuracy of satisfaction surveys. In addition

it will review examples of gaps and failures in service provision; consider if and how the first time fix rates could be increased; analyse if the systems and processes supporting repair operatives are optimal or if there is scope for further improvement and evaluate how the service communicates with residents and identify opportunities for further development.

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 believes the recommendations will address the concerns about multiple visits and improve communications with the residents.

Appendices: Scrutiny Committee Recommendation report

Background papers: None

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