

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 outhow works are reported, planned, prioritised, responded to, and communicated to residents

29 February 2016		
Who / What	Organisation / Purpose	Other key information
Representatives from the Resident Panel.	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

March 2016 <u>[TBC]</u>		
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 usedTo confirm that the services are designed to deliver customer focused outcomes
Call Centre Customer Excellence Accreditor	To consider matters related to customer service.	
Update on the new ICT system	To receive further information on the new repairs management system planned to be implemented in late 2016.	

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
Further details of apprentice scheme	More 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.	
Sue Cooper, Managing Director of Affinity Sutton Repairs	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

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.	TBC March 2016 Mini-bus required.

Key dates:

Draft recommendations: 26 May 2016

Final report: 11 July 2016