

**NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL -  
THURSDAY, 5TH SEPTEMBER, 2019**

**SUPPLEMENTARY PAPERS**

The following Papers were tabled at the meeting.

<b><u>AGENDA ITEM</u></b>	<b><u>REPORT TITLE</u></b>	<b><u>PAGE</u></b>	<b><u>WARD</u></b>
5.	Maintenance and Investment (RMI) Update	1 - 14	All

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**OSBORNE**

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**Slough**  
Borough Council

## **Repairs, Maintenance & Investment (RMI) Partnership Report**

### **Year 2**

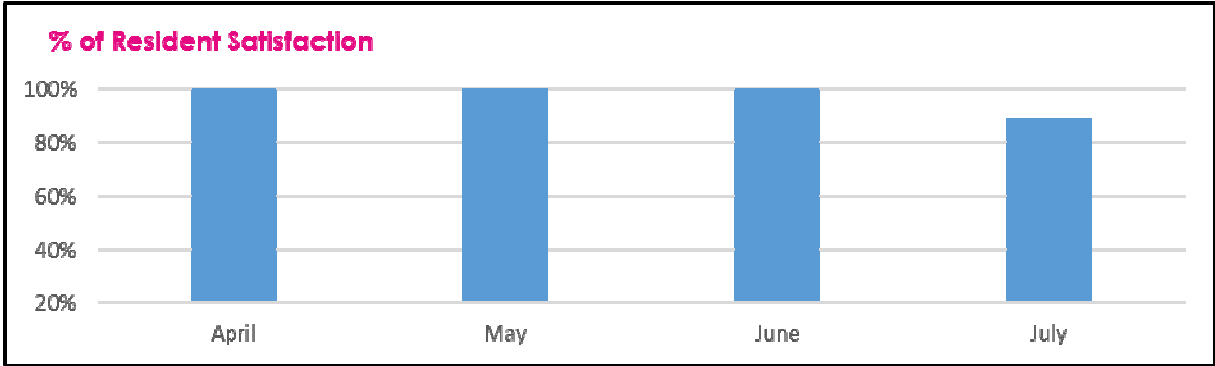
**1<sup>st</sup> April 2019 – 31<sup>st</sup> July 2019**

**Neighbourhood & Community Services Scrutiny Panel  
Update 05.09.19**

# Performance – Customer Experience

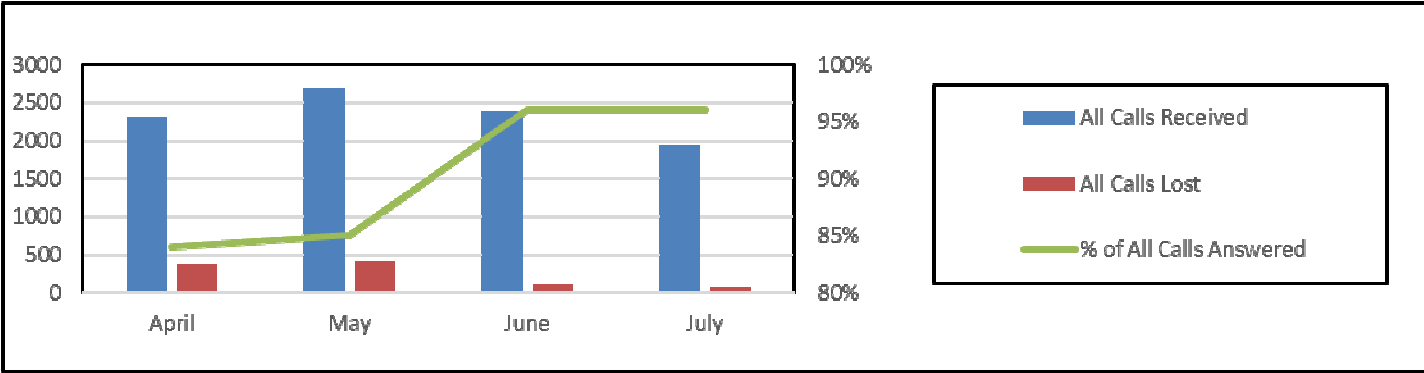
## Customer Experience

KPI	Target	April	May	June	July	YTD
% of Resident Satisfaction		100%	100%	100%	89%	97%
All Calls Received		2313	2691	2375	1943	9322
All Calls Lost		367	416	101	69	953
% of Calls Lost (KDI 4)	5%	15%	15%	4%	4%	10%
Average Call Wait Time (KDI 5)	00:03:00	00:04:24	00:07:18	00:01:06	00:00:42	00:03:23
Average Call Duration		00:04:39	00:04:39	00:01:05	00:02:03	00:03:07

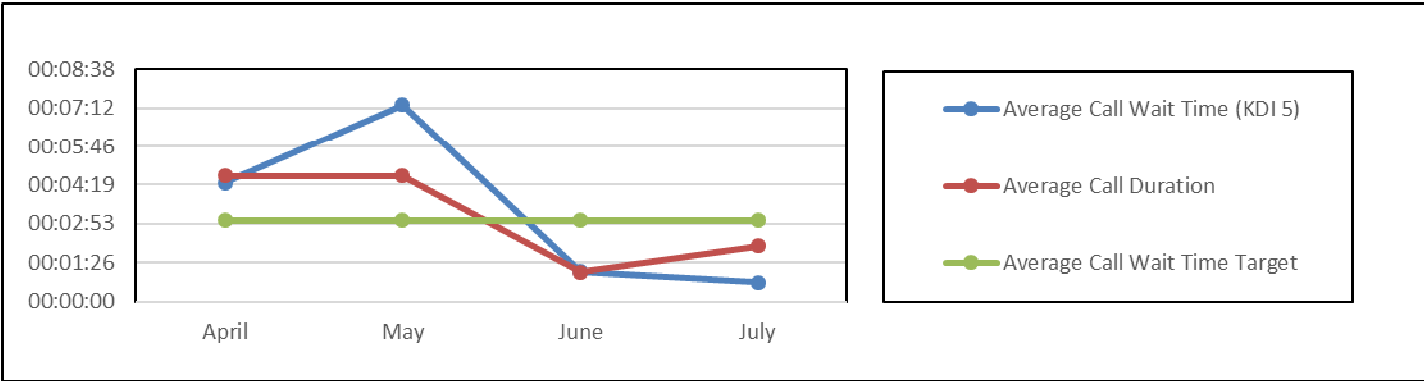


# Performance – Customer Experience

Calls made to the contact centre



Average time to answer calls



# Performance – Customer Experience

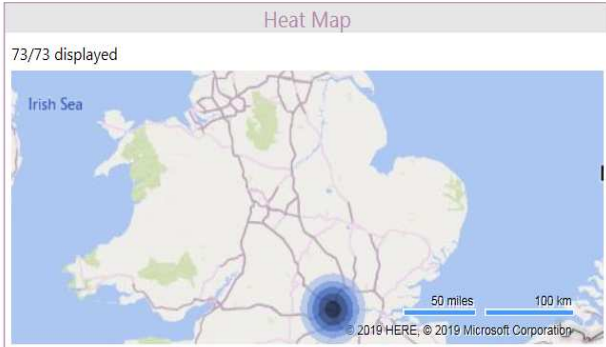
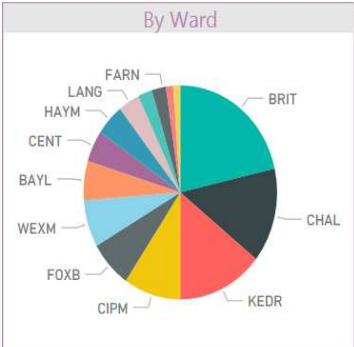
Complaints

September-2019

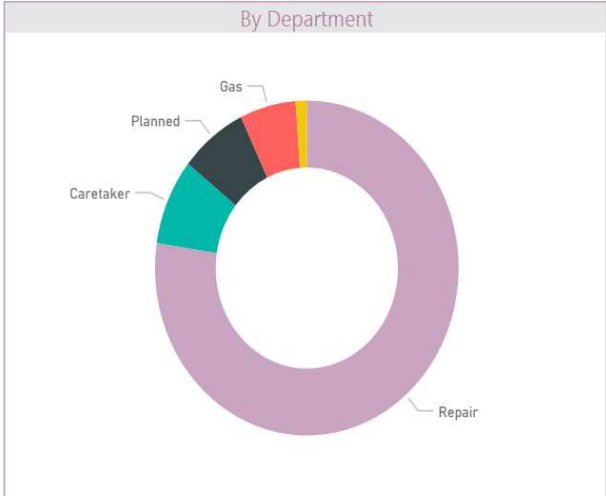
Received This Month  
19

Year To Date

Status	Complaint Stage 1	Complaint Stage 2	Total
Canceled	4		4
Diagnostics	1		1
In Progress	23	1	24
Information Provided	2		2
Not Upheld	9		9
On Hold		1	1
Partially Upheld	5	2	7
Problem Solved	4		4
<b>Total</b>	<b>77</b>	<b>7</b>	<b>84</b>



Month	Partially Upheld	Upheld	Total
Aug-2019	1	8	9
Jul-2019	3	9	12
Jun-2019	1	14	15
May-2019	5	5	10
Apr-2019	13	2	15
<b>Total</b>	<b>23</b>	<b>38</b>	<b>61</b>



# Performance – Customer Experience

Compliments Last 12 Months

August-2019

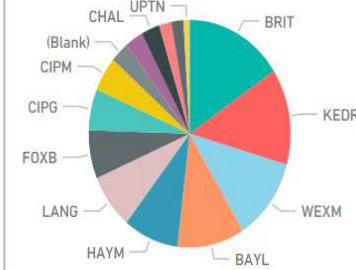
Compliments Received

102

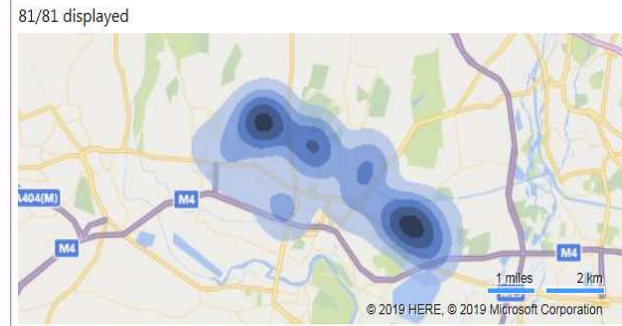
Word Cloud



By Ward

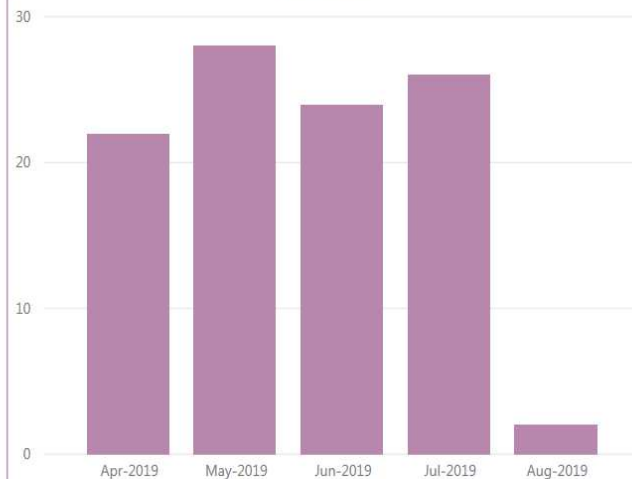


Heat Map

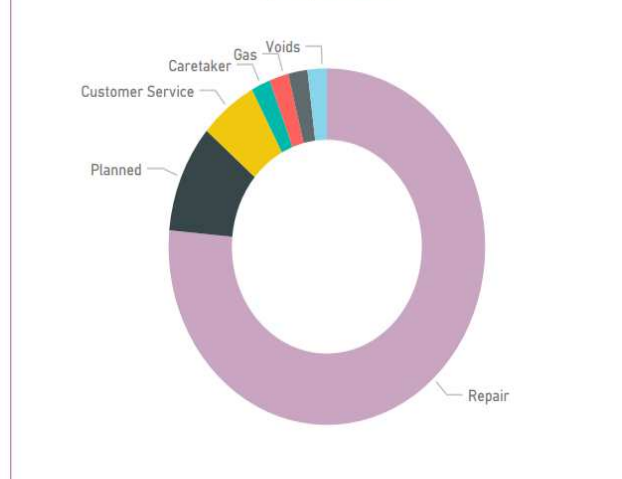


Month	Received
Aug-2019	2
Jul-2019	26
Jun-2019	24
May-2019	28
Apr-2019	22
<b>Total</b>	<b>102</b>

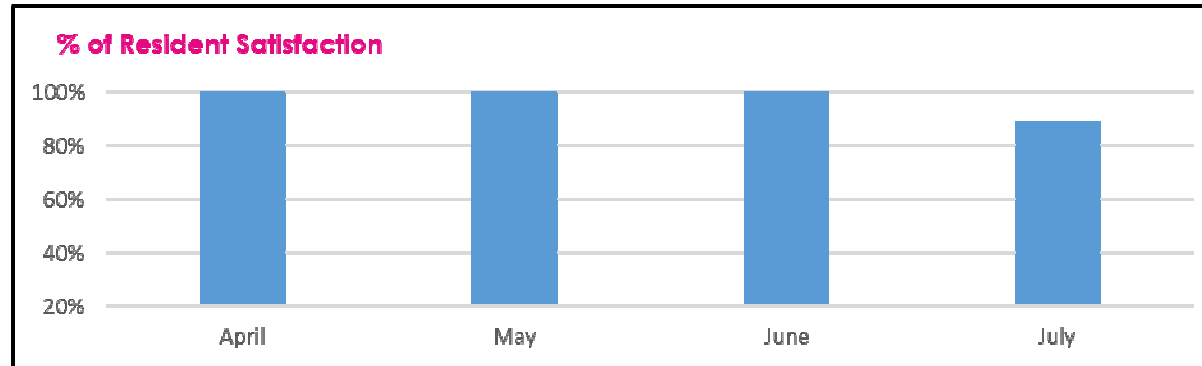
Received



By Department



# Customer Satisfaction



Customer Satisfaction (Repairs)		Performance %
How many orders did we complete	1485	
How many residents took part in survey	497	33%
Number of satisfied residents following Repairs works	494	99%
Number of unsatisfied residents following Repair works	2	0.40%
Number of impartial residents following repair works	1	0.21%
Customer Satisfaction (Planned Works)		Performance %
How many residents took part in survey	14	
Number of satisfied residents following Planned works	11	79%
Number of unsatisfied residents following Planned works	0	0%
Number of impartial residents following Planned works	3	21%

The performance around Customer Satisfaction overall has been good from April to date, however in July OPSL have decided to review the effectiveness of how we gather our information. The table to the left shows an in depth overview of how we will be collecting this information going forward to feed back to Slough Borough Council. We also started our first of many Neighbourhood Forums on 2<sup>nd</sup> August 2019, which helped us retrieve more Customer Feedback as well as source potential candidates for Resident Inspectors as we promised within our Service Delivery Plans. Some evidence of this can be seen on the next slide



# Performance – Responsive Repairs

## Responsive and heating repairs

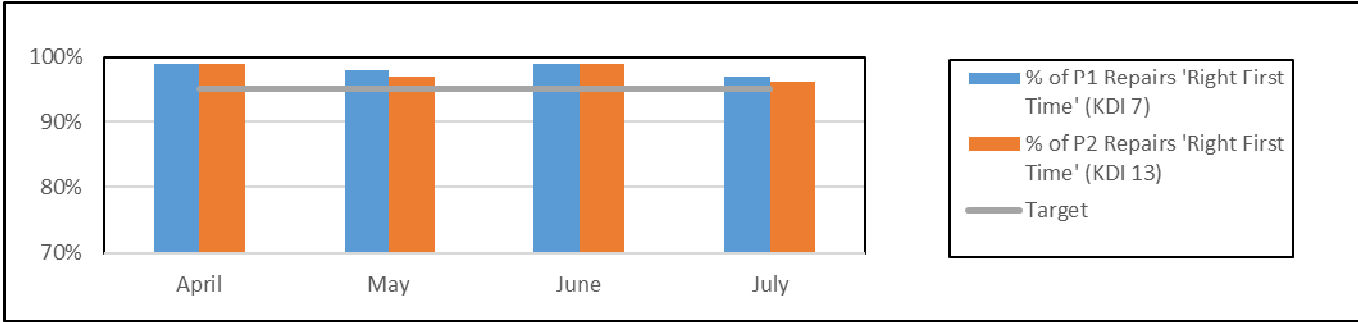
	Target	April	May	June	July	YTD
Jobs Completed		1417	1356	1336	1564	5673
Jobs Completed in Target		1291	1285	1270	1443	5289
% of Jobs Completed		91%	95%	95%	92%	93%
% of Appointments Kept (Emergency & Urgent) (KDI 6)	97%	97%	97%	97%	98%	97%
% of P1 Repairs 'Right First Time' (KDI 7)	95%	99%	98%	99%	97%	98%
% of P2 Repairs 'Right First Time' (KDI 13)	95%	99%	97%	99%	96%	98%
Average Repair Time		10	8	7	8	33

**Key:**

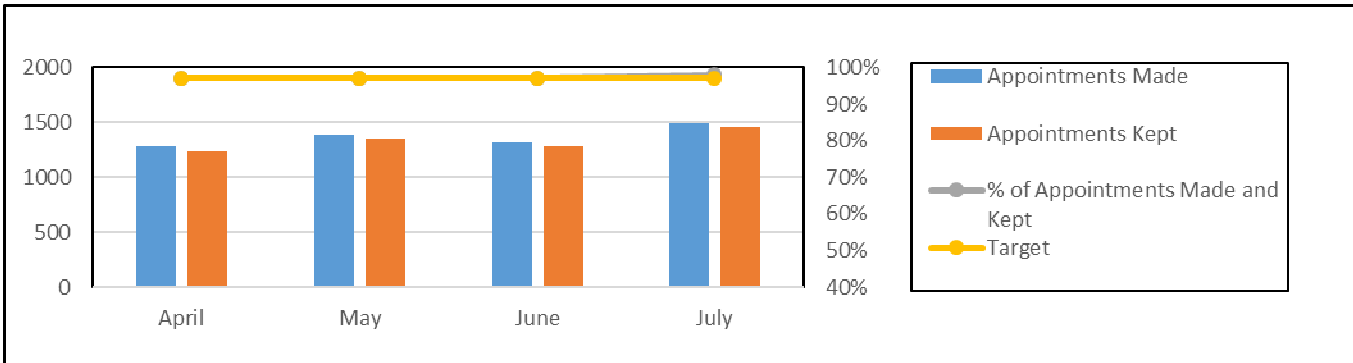
**P1** – Emergency – 2 hours attendance, complete within 24 hours  
**P2** – Urgent – 3 days

# Performance – Responsive Repairs

Repairs right first time



Appointments made and kept



# Performance – Voids

## Void performance

KPI	Target	April	May	June	July	YTD
% of Voids Completed in Target (V1,V2,V3) (KDI 12)	98%	100%	100%	100%	100%	100%
% of Voids Completed in Target (All Priorities)		100%	100%	100%	100%	100%
Voids Received (All Priorities)		31	25	24	27	107
Voids Completed (All Priorities)		31	25	24	27	107
Voids Completed in Target (All Priorities)		31	25	24	27	107
Zero Day' Voids delivered						
One Day' Voids delivered						

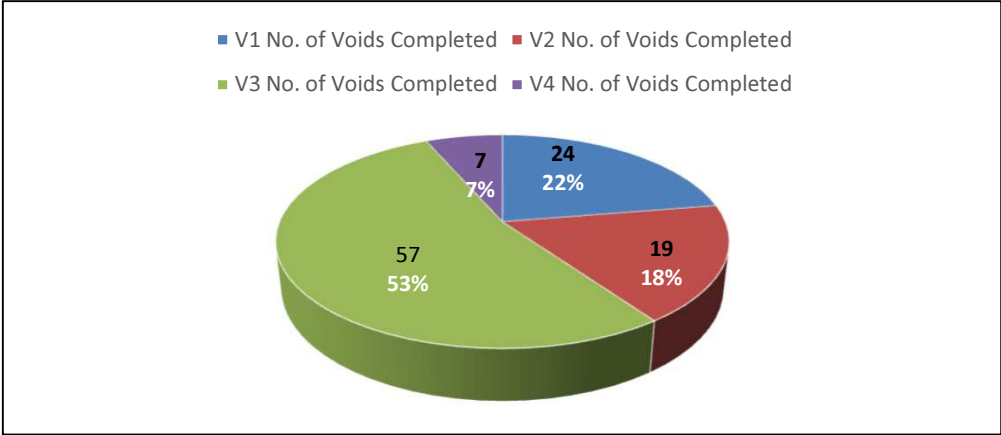
**Key:**

- V1 – 5 Days
- V2 – 10 Days
- V3 – 20 Days

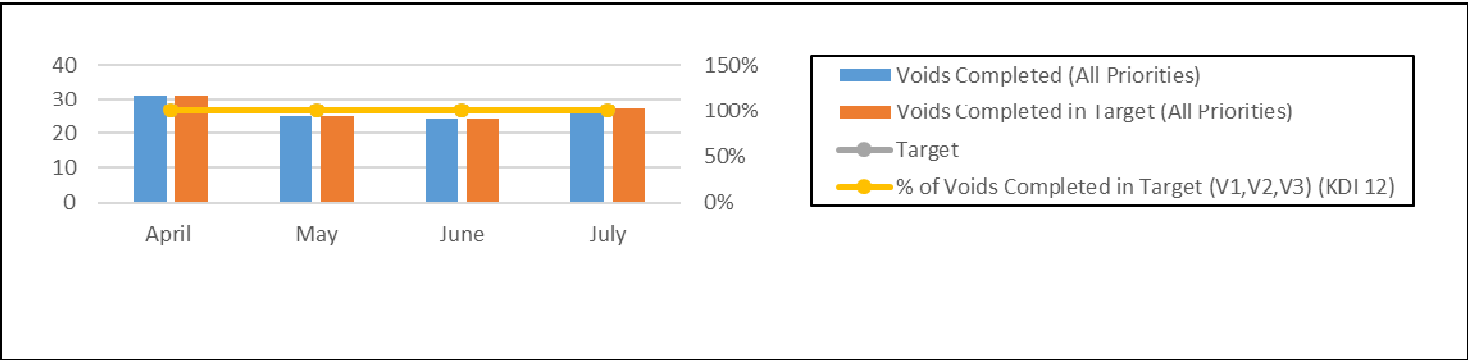


# Performance – Voids

Voids completed by category



Void completions v target



# Performance – Landlord Statutory Compliance

- **100% Gas servicing compliance** – 100% Customer satisfaction and Quality Control averaging score of 96.75% (PCM)
- **Fire Risk Assessments** – 100% surveys completed across 512 blocks, planned programme of works developed and underway beginning with de-designated schemes
- **Asbestos management surveys** – Updated 100% asbestos management surveys completed and asbestos register being managed effectively through new Alpha Tracker portal
- **Electrical Testing** – 25% of a programme of © 4000 properties in 2019/20 have been completed
- **All other compliance works streams (Lifts/Lightning Conductors/Water Hygiene L8/Fire Alarm Systems-Equipment-Dry Risers-Sprinkler Systems/Communal Boilers) -**  
This continues to be 100% compliant

# Forward Plan

In addition to focusing on areas identified where improvement is required e.g. caretaking and cleaning and continuing upward trend to best practice void management, other areas of focus include:

- Service Delivery Action Plan – following an independent review of the 15 service delivery plans to deliver contractual commitments
- Social Return on Investment (SROI)
- Environmental Plan
- Review Performance Indicator Suite
- New Cost Model for Service Delivery (e.g. price per property / price per void)
- Trend analysis and benchmarking
- IT enhancements
- Independent Resident Monitoring
- Trading Partnership
- Housing Development, Refurbishments and Top-hatting

# Questions

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