

Summary of the Resident Board 31st May 2022

Held Via Zoom Videoconferencing

The main focus of the Resident Board meeting on 31st May was the performance of the Repairs and Maintenance contractor, Osborne and Board welcomed the Osborne Operations Manager, Gerry Rankin (GR) who attended to answer questions and comment on performance issues.

Board looked at performance information in 9 areas as follows:

1. The percentage of repairs completed within a single visit to the Property was 85%.

Board Members (BMs) were pleased that this was much higher than last year and higher than the target of 75%. Board were disappointed that the target has not been updated for 2022-23 and GR agreed that he would expect it to be higher given current performance. Board to recommend an increase in the target.

2. The percentage of repairs completed within the prescribed timescale was 63%.

This performance is well below the target of 95% and GR accepted that this was not satisfactory. He was confident that performance will improve in the next quarter's figures but was not able to commit to what it would be due to the difficulties they have experienced in recruiting operatives. Board agreed to monitor improvement next quarter.

3. Resident Satisfaction with the most recent repair completed was 94%.

BMs said they could not accept this figure as valid given that it is based on the view of only 83 resident who had repairs. That represented only 4.8% of jobs completed in the month. GR agreed that this should be much higher and 10% was discussed as a target to achieve.

4. Number of stage 1 complaints received in the month was 30.

It is difficult to assess this without any comparisons to previous numbers, but GR stated that in his view this was too many. Board agreed to monitor this next month.

5. Number of responses to stage 1 complaints within 10 working days was 30.

This was felt to be a measure that gave only limited evidence of performance. Replying to a complaint should be guaranteed and more meaningful measures would be how many complaints were **resolved** and **how long** they took to resolve.

6. Percentage of complaints not escalated from stage 1 to stage 2 in the month was 68%.

The target for this is 90% so this performance is not good. Again, the important measure is how many complaints are resolved.

7. Average time to answer incoming calls in the Customer contact centre was 220 seconds.

BM's repeated their regular criticism of this measure that their own experience and from what they hear from other residents, this seems to be a completely inaccurate figure. Board will need to think about how they can further scrutinise this performance and would like to hear from residents what their experience is.

8. Appointments for responsive and gas repairs kept as arranged (not emergency) 70%.

Performance is well below the target of 90%. GR could offer no explanation for this performance but agreed to provide a response to the Board following the meeting.

9. Number of residents taking part in satisfaction survey was 83.

The target for monthly surveys completed by residents is 150 so this performance is very poor. GR agreed to consider alternative methods to collect resident feedback.

Performance information was also provided to this meeting regarding 'housing' which Board did not have time to discuss. Below are the performance measures and questions submitted in writing to Tony Turnbull, Neighbourhood Manager:

Performance Measure	Target	Actual
Block/estate inspections completed How many involved residents?	100%	100%
Blocks/estates judged Good What is the perception of residents?	70%	85%
% of closed ASB cases that were resolved How many cases were resolved?	98%	75%
Average working days taken to resolve ASB case How has target been revised to reflect performance?	90	40
Right To Buy applications received Do we want to receive more or less?	100	2
Number of Right to Buy sales Do we want to sell more or less?	70	2

This was the first meeting of the new scrutiny process agreed by Board and the participation by GR from Osborne was warmly welcomed.

Recommendations made by the Board to the council:

- A process is needed for the recruitment and selection of new Board Members
- A number of printed copies of Housing Highlights to be placed in each of the Hubs for people who do not have easy access to IT.
- RMI performance on the percentage of repairs completed within a single visit to the Property was good in the last quarter. However, Board would like SBC/OPSL to review the target for 22-23 as it is well below actual performance.
- Resident satisfaction with the most recent repair completed was based on 83 resident responses while 1730 jobs were completed in the month. Board would like to see 10% minimum of resident responses and ask SBC/OPSL to come up with a proposal possibly trialling other methods.