



Ongo Homes Resident Scrutiny Panel

Investigation into

Repairs (average days for completion)

15 August 2022

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1.0 Introduction

This report is the outcome of a detailed Resident Scrutiny Panel (RSP) investigation into how Ongo Homes manages its average days for completing standard repair work.

The RSP originally started their investigation in October 2021, however, due to resignations in membership, the investigation was paused until new members were recruited. The panel recommenced this work again on the 18th January 2022.

Throughout the duration of the investigation, the RSP endeavoured to uphold the key principles relating to its scrutiny work, namely that the group would:

- i. Work on behalf of Ongo Homes tenants ensuring that Ongo provides services to the highest standard
- ii. Provide an independent check and critical challenge to drive up and influence improvements to standards, processes and performance
- iii. Ensure that Ongo embeds the National Regulatory Framework on the delivery of both organisational and local offers by monitoring and challenging these standards
- iv. Form an effective but independent part of the Governance structure within Ongo, together with Community Voice (CV), the Executive Leadership Team (ELT) and the Ongo Homes Board
- v. Ensure that Ongo is a well-managed, viable organisation which places tenants at the heart of its business delivering through tenant led scrutiny

The RSP decision to investigate this area was taken from a choice of topics and performance information provided for consideration by Ongo staff and CV. The investigation was to ensure Value for Money (VFM) and customer satisfaction for tenants.

Due to changes in membership for the panel some members were involved from the start and newer members joined part way through, those involved include:

Scrutiny Panel Members

Tim Mills
Keith Lumbars
Stewart Pearson
Dawn Johnson
Eddie Stringer

Supported By

Karen Cowan
Wendy Wolfe

2.0 Scope of the investigation

The following points were considered during the investigation:

- Obtain an understanding of the repairs process, including what work is carried out by internal staff and what work is passed to external contractors, and why
- What the target timescale is for completing standard repairs
- What the actual timescale is for completing standard repairs for each of internal staff and of contractors
- Customer feedback:
 - Work done right first time
 - Customer satisfaction with quality of work
 - Customer satisfaction that their repair only had to be reported once
 - Complaint numbers, percentages and trends
 - Compliment trends
- The information given to customers advising them of the timescale for the repair
- When phoning to report a repair, are customers informed of what to expect in relation to the repair work and advised whether this will be completed by internal staff or external contractors
- Use of MyHome app. when reporting a repair and the information that is available when using the app
- Value for Money

3.0 Background

As a Housing Association, Ongo has a responsibility to ensure all standard repairs are completed to a satisfactory standard and within a reasonable timescale.

All standard repairs can be reported via the following methods: Customer Experience, Neighbourhood Services, Tenancy Services or the MyHome app.

Repairs are booked in and appointments are made with the tenant. Work planners monitor the number of jobs that are logged to help provide tenants with an idea of timescale for when the work will be carried out. Currently there is no set time scale for a standard repair and this is based on agreement made with the tenant.

The work planner will arrange for an inspection to be carried out and this inspection will determine who will carry out the work, e.g. internal staff or contractors. At the first point of contact for booking a repair, the customer wouldn't be aware of who will be attending.

Additional appointments may be required on some occasions when a workman visits a property if the repair can't be completed straightaway. This could be due to not having the

right materials or the repair requiring more time to complete. In these cases time would be planned in to go back and complete the work.

The RSP decided to look into the process for reporting repairs and timescales for completing these jobs to see if any improvements could be made.

4.0 Methodology

The RSP used the following fact-finding methods to identify Ongo's approach to the average days taken for completing standard repairs when using both internal staff and external contractors:

4.1 Desktop consideration of:

- Balance Scorecard
- Current policies & procedures
- Complaints spreadsheets for Contractors & Internal staff
- Housemark information

4.2 Background presentations provided to the panel by the following Ongo staff.

- Neil Keay
- Russ Edwards
- Neil Keay

4.3 A further meeting took place with operational staff

4.4 Various meetings were held by the RSP with minutes taken and distributed. Information and documents were shared by email outside of meetings. A final meeting was held to discuss and agree the conclusions and agree the recommendations.

5.0 Findings

5.1 To remind tenants about their responsibilities in relation to day-to-day repairs, how to report these etc.

5.2 The Maintenance Policy isn't currently included in the tender process for contractors.

5.3 There is no set timescale for completing repairs when using in-house staff and external contractors.

5.4 There is a lot of responsibility put on Work Planners / Property Maintenance staff to check work completed by the contractors.

5.5 The performance information shows that repairs are completed much quicker when

using in-house staff as opposed to work completed by contractors.

5.7 More emphasis needed on recording of customer feedback on satisfaction with repairs to help with monitoring future performance.

5.8 Need to consider the current appointment times and suitably for tenants.

6.0 Conclusions

The RSP members are confident that they have met the brief/scope for this investigation and have agreed a list of recommendations to further improve the service and increase customer satisfaction.

7.0 Recommendations

	High
	Medium
	Low

	Recommendations	Anticipated outcome / comments	Priority
1.	<p>Reinforce with Customer Advisors the need to do a QL check on customer data to identify existing information on disabilities/vulnerabilities.</p> <p>Revise scripts used by Customer Advisors to ask the right probing questions in relation to checking for disabilities/vulnerabilities if they are considering responding to the repair request with a self-service option.</p> <p>Also record any new information provided by the tenant to influence future service provision.</p>	<p>Utilise existing information to ensure fit for purpose advice is provided (e.g. no point in asking the individual to do their own checks or reset the pressure on a boiler if not possible for them to do this).</p> <p>The continual process of updating customer information will ensure service provision is shaped to meet the needs of the individual where possible.</p>	<p>High</p> <p>High</p>
2.	<p>Add new tab onto the QL system to record tenants with Autism or Learning Disabilities and record any advocate details if relevant.</p>	<p>Vulnerable tenants' needs will be accommodated.</p>	<p>Medium</p>

3.	Advertise in Key News / MyHome / Website – asking that tenants inform Ongo of any changes to their customer profiling information, e.g. in relation to medical or disabilities etc.	Tenants will be aware of their own responsibilities in helping with the continual process of updating customer information.	High
4.	Expand and promote the use of videos to help customers when reporting repairs. To be available on the website, social media etc. Also Customer Advisors to promote the links.	Clear and consistent information will be available to tenants.	Medium
5.	If Ongo’s objective is to increase self-service, then there is a need to revise the MyHome app so appointment slots are consistent with realistic timescales.	A self-service offer that meets the needs to tenants and also meets Ongo’s objective to increase self-service.	Medium
6.	Consider expansion of appointment slots available to include weekends and evenings.	Improved customer satisfaction. Could reduce number of missed appointments by tenants, enhancing value for money.	Medium
7.	Internal process to be developed that includes a target timescale in which a repair should be referred to a contractor once known that the work can’t be carried out in-house. Create alert to advise the tenant of the referral and name of the contractor.	Clear consistent approach for staff. Clear information for tenant. Minimise waiting times for repairs to be completed, increasing customer satisfaction.	Medium

8.	<p>Timescales to be agreed in Service Level Agreements (SLAs) with each specific contractor, that are the same wherever possible as in house timescales</p>	<p>Clear approach for contractors and tenants re expectations of service delivery and timescales.</p> <p>Minimise waiting times for repairs to be completed, increasing customer satisfaction.</p>	Medium
9.	<p>A maximum timescale (using calendar days) should be set for a standard repair for works delivered in-house. Measures to be agreed.</p> <p>Note - currently there is no timescale, just agreement with the customer when it is booked in.</p>	<p>Clear and consistent information will be available to tenants.</p> <p>Minimise waiting times for repairs to be completed, increasing customer satisfaction.</p> <p>Compliance with future RSH requirement.</p>	High
10.	<p>Ongo's Maintenance Policy to be shared at the tender/procurement stage with contractors. Incorporate in the procurement process.</p>	<p>Contractors will be clear on expectations and responsibilities.</p> <p>Better service will be provided resulting in improved customer satisfaction.</p>	High