



Meeting: **SCRUTINY COMMITTEE**
Date: **THURSDAY, 17 JUNE 2021**
Time: **5.00 PM**
Venue: **COUNCIL CHAMBER - CIVIC CENTRE, DONCASTER ROAD, SELBY, YO8 9FT**
To: **Councillor S Shaw-Wright (Chair), Councillor W Nichols (Vice-Chair), Councillor A Lee, Councillor N Reader, Councillor R Sweeting, Councillor K Ellis, Councillor J McCartney and Councillor J Chilvers**

Supplementary Agenda

1. **Housing Repairs (Pages 1 - 30)**

To consider the report and presentation from Officers on housing repairs.

Janet Waggott

Janet Waggott, Chief Executive

Enquiries relating to this agenda, please contact Victoria Foreman on vforeman@selby.gov.uk or 01757 292046.

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Council House Repairs and Maintenance

Presentation to Scrutiny Committee

17th June 2021

June Rothwell, Phil Hiscott and Allison Heap

What we do

- Council house repairs

- Emergency (P1 – 24 hours)
- Urgent (P2 – 5 working days)
- Non-urgent (P3 – 25 working days)

- Voids

- Lettable standards

- Improvement Programme

- HRA Business Plan and capital programme

How repairs are booked

- Repairs can be booked via;
 - Asking an Officer to raise the repair (such as the Community Support (Lifeline) Team, Neighbourhood Officers and Property Services Team)
 - Booking On-line
 - Contacting the Customers Service Centre (during Covid this has been by phone or email)

Go to website;

<https://selby.gov.uk>

Then to Resident

Then Housing

When book a repair
if we can I would like to
do

The screenshot shows the Selby District Council website homepage. At the top, there is a search bar with the text "I'm looking for..." and a magnifying glass icon. Below the search bar is the council's logo, "SELBY DISTRICT COUNCIL", set against a background image of a church. A navigation menu includes links for Resident, Business, Community, Council, Apply, Tell us, and Pay for it. Below this is a secondary menu with icons and labels for Coronavirus (COVID-19), Benefits, Council Tax, Planning, Housing, and Waste and recycling. The main content area features a prominent "Coronavirus advice" banner with a green background and NHS logo, including a "HANDS FACE SPACE" graphic. To the right, there is a "Popular 'Resident' content" section listing links for Council Tax, Coronavirus (COVID-19), Education and learning, Selby 950 Downloads, Planning committee information, and Benefit Fraud. Below this is a "Tweets by @SelbyDC" section showing three tweets from the council's official Twitter account. The bottom of the page contains the council's logo, a "Contact us" link, a language selection dropdown, and social media icons for Facebook, Twitter, and Instagram. The footer text reads "© 2020 Selby District Council".

Repair call journey

Call comes through to the customer contact centre and is answered by an advisor (CSA).

CSA welcomes the caller and takes their name and address details.

The caller is searched for on the contact centres call logging system Lagan.

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The screenshot displays the Lagan system interface for searching individuals. The window title is "Verint Engagement Management". The interface is divided into several sections:

- Customer Service Guide:** Contains instructions: "Search for the individual using the search screen on the right", "Did you find the individual?", and "Please select from the options below to continue". It also lists three options: "Customer found - details correct", "Customer found - details Not correct", and "Customer not found".
- Search Form:** Includes fields for Surname (filled with "test"), Forename, Phone, Email, Forename 2, NI Number, Date of Birth, Postcode (filled with "YO8 4J"), House Number, Street Name, and External Reference. There is also a checkbox for "Use sounds like search".
- Buttons:** "Reset", "Cancel search", and "Search".
- Results Table:** A table with columns "Description" and "Source Type". It contains three rows of search results, all with "Verint" as the source type.

Description	Source Type
Test, Test, Test (Mx), 8-10 Market Cross, YO8 4J	Verint
test, example, 8-10 Market Cross, YO8 4J	Verint
Test, Test (Mx), 8-10 Market Cross, YO8 4J	Verint
- Relationships:** A section with "Relationship" and "With" labels.
- Footer:** "Dealing with interaction on channel: Voice In" and "No associated client | No associated client or location".

- If a record of the caller isn't found the CSA would then create a record
- The caller is then selected and their contact telephone number confirmed.

Customer Service Guide

Please select an option below

- About the Council
- Benefits and local taxation
- Business Support
- Community Services
- Debt control and Enforcement
- Environmental Health
- External bodies
- Housing
- Planning
- Property, Commercial services and Contracts

Individual

Mr Test Test Test
 8-10 Market Cross, Selby, North Yorkshire YO8 4S
 01757721101 (Unknown)
 info@selby.gov.uk (Email)
 Date Of Birth

Relationship With

Search

Search Type: Individual

Surname: test
 Forename:
 Phone:
 Email:
 Forename 2:
 NI Number:
 Date of Birth:
 Postcode: YO8 4S
 House Number:
 Street Name:
 External Reference:
 ICPC Reference Number:
 Use sounds like search

Find Cancel Search

Description	Source Type
Test Test, Test (Mr), 8-10 Market Cross, YO8 4S	Verint
test, example, 8-10 Market Cross, YO8 4S	Verint
Test, Test (Mr), 8-10 Market Cross, YO8 4S	Verint

The different service areas are shown and whilst speaking with the caller the CSA can then select the correct service area for the call.

By following the path on lagan, it takes the CSA to the procedure and guidance pages known as the wiki.

The wiki as well as explaining to the CSA what action they need to take regarding the enquiry, also has helpful links to both SDC and some external websites, telephone numbers and other information which assists the CSA with answering the enquiry.

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Customer Service Guide

Please use the wiki on the right to provide the customer with information about repairs.

Is the information provided sufficient or would the customer like to request a service?

Information sufficient
Request a service

Individual

Mr Test Test Test
8-10 Market Cross, Selby, North Yorkshire YO1
01757703101 (Unknown)
info@selby.gov.uk (Mail)

Date Of Birth

Relationship With

SELBY
DISTRICT COUNCIL
Working together and growing

Customer Services Wiki

Living Well in North Yorkshire

Home > Customer Service Center > Repairs

Repairs

Search

Navigation

- Glossary
- Search

What links here

- Assets Wiki
- Pumping Stations/Septic Tanks

Current COVID working arrangements

Assets - Daytime and 5 day repairs continue to raise as normal, on the job notes include the Covid check.

- 25 day repairs- Non urgent external repairs, raise the job and carry out the Covid check, in addition ask the tenant if they are happy for a tradesperson to be on the premises-include the answer to both of these questions in the repair notes.
- 25 day repairs- Non urgent internal repairs, raise the job but do not give the tenant any timescale as inline with the Governments road map for easing restrictions these will continue to be suspended until at least 17 May, please also carry out the Covid check and ask if the tenant is happy for a tradesperson to be on the premises in readiness for when the job can be carried out.

Raising New Jobs

Always add new repairs on genero using repair finder. The exception to this is raising a job for an external contractor

For a repair as well as Lagan the CSA also needs to find the tenants account on Genero

Front Desk Enquiry fdq1/1 - v5.83 (Query mode)

Query Add Modify Okay Cancel Exit First Previous Next Last Spool User1 User2 SQL Do-Bang Help

Tenant / Account Information

Tenant Name

Account Addr

Comments

Telephone Agr. Contacts

Sold/Dem Alerts Stat Person

Weekly SP Void Curr Bal

Weekly HB Upm Rent

1 Transactions 2 Repairs 3 Application

Ts Ref	Audit Date	Type	Amount	Cr/Db	Balance	Cr/Db	Prd.	St.
--------	------------	------	--------	-------	---------	-------	------	-----

Tenancy reference number OVR

Once found they can start to add the repair.

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Job Details Query Screen - rp00g/1 - v6.324

Query Add Modify Okay Cancel Exit First Previous Next Last Spool User1 User2 SQL Do-Bang Help

BLOCKS

- Keyfax
- O/s-Contracts
- Call
- U-Call45

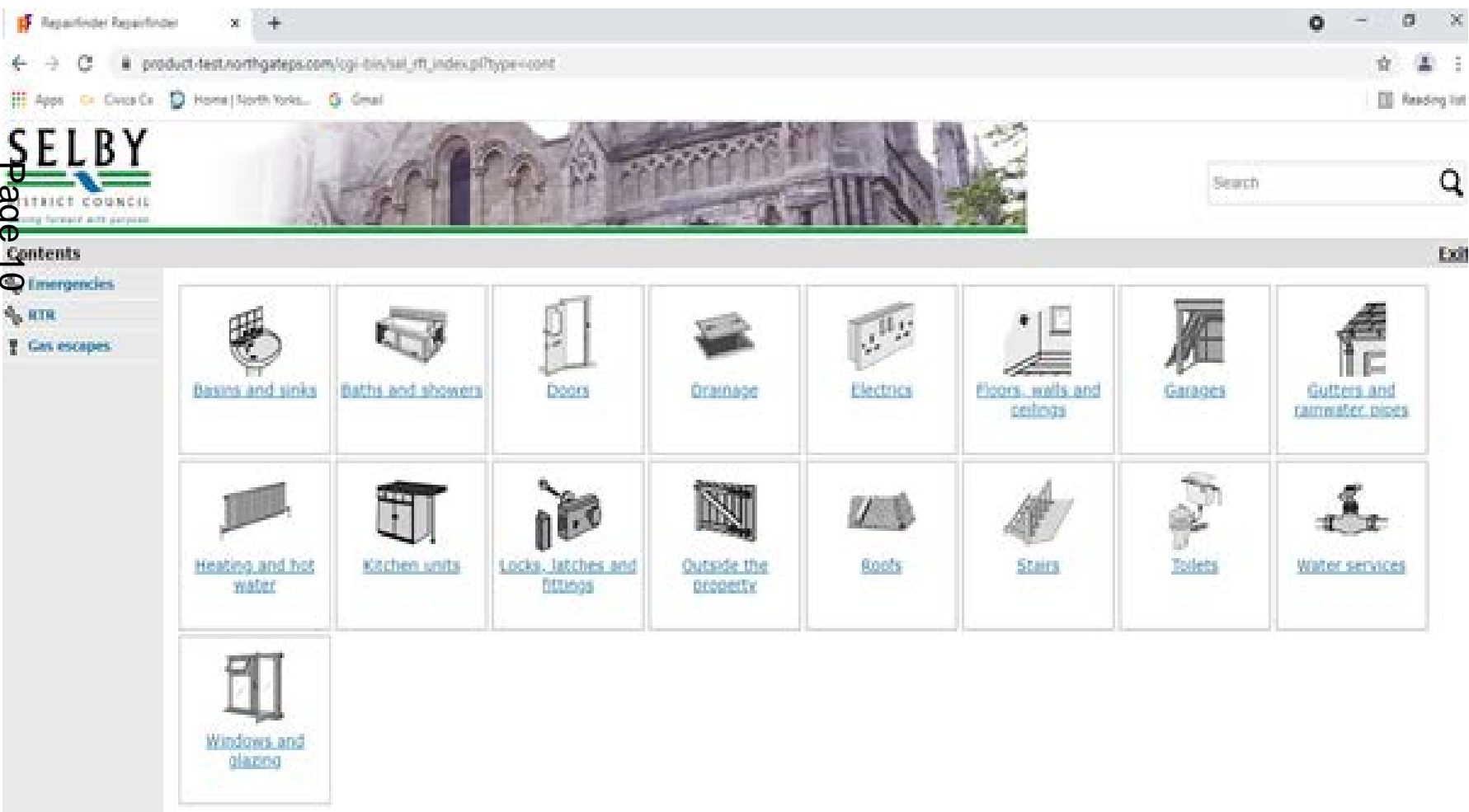
Address * ACCESS SELBY
8-9 MARKET CROSS
MARKET LANE,SELBY, YO8 4QA
Telephone

Reference ACCESS Block
Contract
Cur. St. [dropdown] [dropdown]
Fut. St. [dropdown] [dropdown]
Prop. Type PUB [dropdown] [dropdown] Contacts
Reps. Area CEN [dropdown] CEN [dropdown] Alerts

1 Details 2 Repairs

Before being able to fully input the details of the repair onto Genero the CSA also needs to log onto the Repair finder system to get the correct Timescales and Task codes for the repair.

To help is a series of pictures, the CSA would select the correct category.



They are then presented with a more detailed diagram.

The screenshot shows a web browser window with the URL `product-test.northgateps.com/cgi-bin/sel_left_index.pl?Type=diagram&swf=basin&title=Basins&sub=no&time=1620811880`. The page header features the SELBY DISTRICT COUNCIL logo and a search bar. The breadcrumb trail reads "Contents > Basins and sinks > Basins". A sidebar on the left contains links for "Emergencies", "RTR", and "Gas escapes", with a "Show Help" button above. The main content area displays a detailed diagram of a sink with various components labeled: "Plug and chain", "Tap", "Waste pipe", "Trap", and "Leaks". A list of error messages is shown, each with a checkbox and a question mark icon:

- Basin is loose
- Basin is broken
- Plug and chain is broken or missing
- Tap is loose
- Tap is leaking or dripping
- Tap will not turn off
- Tap is unusable and will not turn on
- Waste pipe is blocked
- Waste pipe is loose
- Waste pipe is broken
- Trap is leaking
- Trap is broken
- Water is seeping between the basin and wall
- Leaks

And by selecting the correct repair they are taken to some more questions which help allocate the correct timescale for the repair



Tap to basin will not turn off

Is this a chargeable job?

This job is chargeable if:

- you are not a council tenant;
- we did not install the item in need of repair;
- there is evidence of misuse;
- the damage was caused by the tenant or someone you know, even if it was accidental or caused by DIY; or
- the damage was caused by crime and you do not have a crime reference number.

If this repair is found to be chargeable upon arrival, the work will only be carried out if you make a payment.

If this job is rechargeable we will take payment upfront.

The cost for this job is £48.00. If you are a council tenant in receipt of Disability Living Allowance or are of State Pensionable Age, you may be able to have the work carried out at a reduced rate through the Selby Home Improvement Agency. Call 01757 341010.

Remember to use the recharge or commercial development expenditure code.

Proceed

Return to Contents

Only proceed if the tap is jammed open and running at full speed.

Proceed

Return to contents

This then shows the Task code to be used on Genero and also the timescale priority for the repair.

Contents > Basins and sinks > Basins > Job ordering

Exit

Emergencies

RTR

Gas escapes

Tap to basin will not turn off

Task	Renew tap to basin	Copy Task
Task code	L153	Copy Task code
This job includes	Remove and renew tap to washbasin, connect to service, match existing	Copy This job includes
Priority	1 day priority	Copy Priority
Quantity	1	Copy Quantity
Unit of measure	nr	Copy Unit of measure
Location	Please select	Copy Location
Source	Please select	Copy Source
Expenditure Code	Please select	Copy Expenditure Code
Contact Method	Please select	Copy Contact Method
RTR	Yes	Copy RTR
Recharge cost	£48.00	Copy Recharge cost
Staff notes	Is it the hot or cold tap? What type of tap is it, such as pillar, lever or mixer?	Copy Staff notes
Tenant advice	If running continuously, does the tenant know where the stoptap is located and are they able to turn it off? You will usually find the internal stoptap where the main water supply pipe enters the house, usually under the kitchen sink, a downstairs toilet or side of the chimney breast or in the garage. If the tenant has a storage tank, the stoptap will be near to the tank, possibly in the airing cupboard or roof space.	Copy Tenant advice
Additional comments	Tap to basin will not turn off 195 remaining	Copy Additional comments

- The CSA will then go back onto the Genero system and transfer the information onto the system.

Job Details Query Screen - rp00g/1 - v6.324 (Input)

Query Add Modify Okay Cancel Exit First Previous Next Last Spool User1 User2 SQL Do-Bang Help

Address * ACCESS SELBY Reference ACCESS Block
 8-9 MARKET CROSS Contract
 MARKET LANE,SELBY, YO8 4QA Cur. St.
 Fut. St.
 Telephone Reprs. Area CEN CEN Alerts

1 Details 4 Job Detail

Job No. 1061778 Rec. 12/05/2021 At 11:11
 Start 12/05/2021 Pr. 1
 Pr. Job
 Act. Comp. Est. 19/05/2021 Contract
 Stat. REC Repair Recorded Ptr No
 Stat. Date 12/05/2021 Contractor
 Exp Code 104 PLUMBING Nominal
 Job Code No. Tasks
 Source TEP TENANT ON PHONE Est Cost
 Means INT INTERNAL Act Cost
 Est Mins

Date on which work started or will start OVR

Tasks & Notes Relating To Job - rp00g/4 (Input)

Query Add Modify Okay Cancel Exit First Previous Next Last Spool User1 User2 SQL Do-Bang Help

Repair Information

Ref ACCESS ACCESS SELBY Tel.
 Job No. 1061778
 Notes

Seq.	Task	Units	Contractor	Est. Cost	Act. Cost	Date Comp.	Nom. Code
1	L153	1.00	D001	30.62			

Also putting details of the problem on the work notes for the trades team, at the current time the CSA will also be checking the Covid status of the property and if the tenant is happy for us to attend this information is also recorded on this screen for the assets team.

Work Notes - rp_notes1 (Modify mode) ...

Query Add Modify Okay Cancel Exit First Previous Next

Work Description

OVR

Stat. REC Repair Recorded

The CSA can then explain to the tenant what action they have taken, also explain any timescales and what to expect to happen next. The CSA will go back onto the Lagan system.

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The screenshot displays a web application interface for a Customer Service Agent (CSA). The interface is divided into several sections:

- Customer Service Guide:** A sidebar on the left containing a 'Continue' button and a message: "Please complete the e-form on the right and submit before continuing".
- Brief Details:** A sidebar on the left showing information for an individual:
 - Name: Mr Test Test Test
 - Address: 8-10 Market Cross, Selby, North Yorkshire YO8
 - Phone: 01757705101 (Unknown)
 - Email: info@selby.gov.uk (Trust)
 - Date Of Birth: [Redacted]
 - Relationship: With
- SDC Enquiry:** The main content area, titled "SDC Enquiry", contains a form with the following fields:
 - Method of contact: Phone (dropdown menu)
 - Please tick this box if this was an available contact:
 - Service details:** A green header section.
 - Please select the type of service:
 - Service: New repair (dropdown menu)
 - Service type: Housing repair - no charge (dropdown menu)
 - Service sub type: Bathroom (dropdown menu)
 - Additional information: Job 1061778 raised (text input field)

- And update the call log of the action taken, this is our audit trail of the conversation and if the caller rings again regarding the same enquiry the customer services team can see what has been discussed and what action was previously taken.
- If the timescale for the repair is a 1 day (High priority) when updating Lagan the CSA would select the enquiry option DTCO repair this automatically sends an email through to the Assets team so they are aware that a high priority repair has been raised.

Customer Service Guide



Guide for logging calls about property.

Please select from the options below:

Area maintenance car parks

Commercial unit query

Community right to bid

DTCO repair

General enquiry

Passed to service area

Repairs

New repairs appear on Civica Mobile where they will be appointed by the Repairs Officer and allocated to an appropriate member of the trades team.



LIVE - Civica Mobile Console - Operative Allocation

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Home

Operative Load

Timesheets

Allocation

Allocation Maxi

Task Search

Operative Locations

Timesheet Approvals

Activity Payment Rates

Activity Audit Trail

Logout

Date: Tue 15 Jun 2021
Zone: All Skill: All

	15 Jun 2021										
Operative	08	09	10	11	12	13	14	15	16	17	
Alan Atkinson - Joiner											
AMC Kenny Ransome											
AMC Nigel Wood	1										
AMC Wayne Stephenson	13									5	
Andrew Vaughan - Joiner	3										
Andy Todd (Plumber)	5					106273				5	
Ben Waud	3										
BP Electrical Supervisor	1										
Callum Colthorpe	11			106296	Waiting Work ca					4	
Chris Guy (Joiner)	4										
Chris Wainwright (Plumber)	1							1062974/1 84 D			5
Christopher O Leary (Plumt)	5										
David Firth (Joiner)	27							106274			1
Ed Wake	2										
Harry Grimbley - Bricklayer	6	Work carried out									2
Luke Livesley (plasterer)	3										

W 1062996/1	[REDACTED]	25 days - Wall in living room uneven and dented. C 19 clear. happy for	20/07/2021 23:59	Details
W 1062980/1	[REDACTED]	25 days - Unable to open daughters bedroom window again. It's locked s	20/07/2021 23:59	Details
W 1062982/1	[REDACTED]	25 days - small window in living room will not ope n seems to be locke	20/07/2021 23:59	Details
W 1062973/1	[REDACTED]	25 days - Electric meter door come off. No covid a nd happy to allow a	20/07/2021 23:59	Details

Task Ref:	Operative:	Start Date:	Start Time:	End Date:	End Time:	Task Type:
<input type="text"/>	Alan Atkinson - Joiner	<input type="text"/>	00:00	<input type="text"/>	00:00	All

View Key
Allocate (Unplanned)
Allocate (Planned)

- The call log for that enquiry is then completed and if the customer doesn't have anything else they would like to discuss the call is completed.
- The repair is then picked up by the Assets team.

The screenshot displays a web application interface with the following components:

- Customer Service Guide:** A sidebar on the left with a message: "Please complete the eForms on the right and submit before continuing" and a "Continue" button at the bottom.
- Brief Details:** A section below the sidebar containing individual information:
 - Name: Mr Test Test
 - Address: 8-10 Market Cross, Selby, North Yorkshire YO8
 - Phone: 01757791401 (Unknown)
 - Email: info@selby.gov.uk (Mail)
 - Date Of Birth: [Redacted]
 - Relationship: With
- SDC links:** A navigation bar with "Back", "Forward", "Home", and "Refresh" buttons.
- Main Content Area:** A large blue banner with the text "Case submitted". Below the banner, it states: "A case has been created with the following ID number: **101000219464**". A note at the bottom says: "(This can be provided to the customer for their reference if necessary)".

Responsive Repairs: Covid Recap

- ❑ During the first lockdown in March 2020 we attended emergency (P1) repairs only; urgent (P2) and routine (P3) repairs were put on hold. Void works continued but under strict 'social distancing' guidelines.
- ❑ The restrictions resulted in a significant backlog of P2 and P3 repairs when lockdown ended; circa 300 and 1,100 respectively.
- ❑ From July until the second lockdown in November 2020, we were able to reduce the number of outstanding P2 and P3 repairs to around 30 and 540 respectively.
- ❑ The implementation of the third lockdown in January 2021 meant we once again had to put non-urgent P3 repairs on hold.

Covid affect on capacity

Staffing – to date: As with the general population some members of the repairs team were shielding or on amended duties (no customer contact) due to medical conditions. This remains the case.

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Carrying five vacancies

One member of staff CEV – shielding at home unable to work

- Two members of staff CV – have been removed from duties in occupied properties due to additional risks
- Approximately 115 days lost to Covid related sickness/isolation

Roadmap to recovery

Recovery is focusing on our internal resource on repairs and utilising additional contractor support to minimise impact on the voids; offering overtime to staff including Saturday working and increased contractor usage. We are also seeking to increase resource to bring the backlog down as swiftly as possible.

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Review of structure, grades and T & C's to increase capacity to clear the backlog

- Reviewed Risk Assessments and safe working practices
- Recruiting 3 additional staff to clear the backlog or pass work to sub contractors – 2 appointed to start 12th July one still being recruited.
- Review the contractors work programmes for planned works

Responsive Repairs: update

Position at 19th May 2021

Status Summary	Repair Priority			Total	% of Total
	P1	P2	P3		
Closed Jobs	2,737	9,034	3,454	15,225	79.82%
Open Jobs	458	1,486	1,906	3,850	20.18%
Total	3,195	10,520	5,360	19,075	

Responsive Repairs: update

Position at 15th June 2021

Status Summary	Repair Priority			Total	% of Total
	P1	P2	P3		
Closed Jobs	3,313	9,920	3,887	17,120	85.69%
Open Jobs	30	1,069	1,759	2,858	14.31%
Total	3,343	10,989	5,646	19,978	

P1 jobs reduced from 458 to 30; P2 from to 1,486 to 1,069 and P3 from 1,906 to 1,759.

Responsive Repairs: update

Position at 15th June 2021

Status Summary

	19 th May 2021	15 th June 2021	Change
Closed Jobs	15,225	17,120	+1,895
Open Jobs	3,850	2,858	-992

Summary: 903 new jobs have been raised and 1,895 repairs completed, reducing the total number of repairs outstanding by 992.

Improvement Programme

- ❑ 585 properties have been issued to our major works contractor for a series of surveys and our works including:
 - 411 stock condition surveys
 - 158 bathrooms
 - 102 kitchens
 - 549 electrical tests
- ❑ Refusal of access and works continues to be a problem with 62 properties omitted from the programme
- ❑ Major risk to the programme continues to be access and materials availability

Material shortages

Construction materials shortage: 5 key items in short supply [Construction News, May 2021](#)

Construction material shortages to continue in 2021 [World Construction Today, May 2021](#)

UK construction surge hit by material supply shortages [Financial Times, June 2021](#)

Materials shortage is getting worse, warns construction council [Architects Journal, June 2021](#)

Building projects hit by lack of supplies and price rises [BBC News, May 2021](#)

Thank you

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