

Council House Repairs and Maintenance

Policy Review Committee

12 April 2021

June Rothwell and Phil Hiscott

What we do



- Council house repairs
 - Repairs Policy (available <https://www.selby.gov.uk/repairs-and-maintenance>)
- Voids
 - Lettable Standard
- Improvement Programme
 - HRA Business Plan and capital programme



**SELBY DISTRICT COUNCIL
RESPONSIVE DAY TO DAY REPAIRS
POLICY**

Performance standard for Repairs

- Emergency, Urgent and Non-urgent

Repairs are categorised into the following groups:

Emergency: Emergency repairs are required to prevent a serious risk to health and safety.

These will be carried out within 24 hours.

Urgent: Urgent repairs are those that need attention but are no risk to health and safety.

These will be carried out within 5 days.

Non-urgent: Non-urgent repairs are those that cause only minor inconvenience and have little effect on the property.

These will be carried out in 25 day

Responsive Repairs

- ❑ 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.
- ❑ Number of repairs raised since April 2020 is 15,754 of which 1,383 are outstanding
- ❑ 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 further lockdowns have meant we have once again had to put non-urgent P3 repairs on hold. Currently circa 1,383 jobs outstanding P3 repairs in the system outstanding relating to 924 properties
- ❑ Currently reviewing the backlog to identify any which may now require attention as well as seeking to appoint external repairs where contact with others can be minimised in line with Government guidance.

Improvement Programme

- ❑ During the March 2020 lockdown, all planned works programmes were suspended as contractors' put their respective workforces on furlough.
- ❑ Following lockdown, most contractors restarted in August arranging/carrying out surveys ready for a September/October start on site.
- ❑ To date our contractors have completed:
 - ❑ 61 kitchens
 - ❑ 34 bathrooms
 - ❑ 207 electrical inspections
 - ❑ 192 properties with new doors and/or windows
 - ❑ 42 central heating upgrades
- ❑ It should be noted however that Covid is also impacting programme delivery with the number of customers refusing works (circa 45% refusal on the kitchen programme) and/or material supply chain shortages.

Working safely during Covid

The Council is working to government guidance for Housing providers.

[Other people's homes - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK](https://www.gov.uk/guidance/other-peoples-homes-working-safely-during-coronavirus-covid-19)
www.gov.uk

Government Guidance on working safely in peoples homes

“As an employer, you have a legal responsibility to protect workers and others from risk to their health and safety, including from the risks of COVID-19. COVID-19 is a hazard in the workplace and, as such, should be managed in the same way as other workplace hazards.

This includes completing a suitable and sufficient assessment of the risks of COVID-19 in the workplace and identifying control measures to manage that risk.

Failure to carry out a suitable and sufficient risk assessment and put in place sufficient control measures to manage the risk may be considered a breach of health and safety law.

Your risk assessment will help you decide whether you have done everything you need to.”

Working safely during Covid

Selby has carried out Covid safe risk assessments

- For the activity – new ways of working which are less efficient
- For the premises – premises adapted to make Covid safe
- Individual – leading to staff isolating

Assessing the risks – for the activities

Task	Action	Information	Risk Assessment
Emergency repairs (P1)	To continue using current procedures	Continue using current risk assessment	General Risk Assessment Working from a vehicle Working in someone else's home
Urgent repairs (P2)	To continue using current procedures	Continue using current risk assessment	General Risk Assessment Working from a vehicle Working in someone else's home
Void repairs	To continue using current procedures	Continue using current risk assessment	General Risk Assessment Working from a vehicle Working in someone else's home
External contractor repairs (P1 and P2)	To continue using current procedures	Continue using contractors own risk assessments	Contractors own
Gas servicing	To continue using current procedures	Continue using contractors own risk assessments	Contractors own
Capital programme	To continue using current procedures	Continue using contractors own risk assessments	Contractors own
Aids and adaptations – P1/P2 repairs to existing installations	To continue using current procedures	Continue using existing/ contractors own risk assessments	General Risk Assessment Working from a vehicle Working in someone else's home Contractors own
Stock condition surveys	To continue using current procedures	Continue using current risk assessment	General Risk Assessment Working from a vehicle Working in someone else's home
Cyclical inspections	To continue using current procedures	Continue using current risk assessment – includes footpath and graveyards inspections	General Risk Assessment Working from a vehicle
External contractor routine repairs (P3)	Postponed - review on 3 rd December 2020	Review in line with Government restrictions in operation at the time	
Aids and adaptations – non-emergency repairs or new installations	Postponed - review on 3 rd December 2020	Review in line with Government restrictions in operation at the time	

Assessing the risk - Repairs



RISK ASSESSMENT: WORKING SAFELY DURING COVID 19

Directorate: Property Services	
Specific activity: General repairs, voids and inspections	
Prepared by: Phil Hiscott	Signed:
Approved by: June Rothwell	Signed:
Manager responsible for action: Property and Commercial Services Manager	Completion date: 16 th July 2020
Manager responsible for review: Head of Operational Services	Review date: Every 3 months or as guidance changes

Severity	3	3	6	9
	2	2	4	6
	1	1	2	3
Likelihood	1	2	3	

KEY			
SEVERITY		LIKELIHOOD	
3	Likely to result in death, major injury or damage to property or equipment	3	Extremely likely to occur
2	Likely to result in reportable injury or damage to property or equipment	2	Potential to occur
1	Likely to result in minor injury or minor damage to property or equipment	1	Slight chance of occurring

Assessing the risk – in the home



RISK ASSESSMENT: WORKING SAFELY DURING COVID 19

Directorate: Property Services	
Specific activity: Working in other people's homes	
Prepared by: Phil Hiscott	Signed: 
Approved by: June Rothwell	Signed: 
Manager responsible for action: Property and Commercial Services Manager	Completion date: 16 th July 2020
Manager responsible for review: Head of Operational Services	Review date: Every 3 months or as guidance changes

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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.

- Carrying three vacancies (soon to be five) – these cannot be advertised as want them to be on new grade, T&C's etc.
- 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

Gaining access during Covid

- Kitchens:

109 properties on programme

61 kitchens properties complete

25 households refused works due to Covid

- Windows and Doors:

192 properties new windows and/or doors

15 properties refused any works

- Boiler upgrade:

102 properties on programme

Anticipate only 42 will be completed due to Covid restrictions, refusals and parts availability

- Gas servicing:

41 properties currently with Enforcement colleagues due to Covid related refusal of access

Roadmap to recovery

Recovery will focus 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.

- Review of structure, grades and T & C's to increase capacity to clear the backlog
- Review Risk assessment and safe working practices when staff begin to the Covid tested
- Review individual risk assessments when staff have been vaccinated
- Consider recruiting additional staff to clear the backlog or pass work to sub contractors – **if available**
- Review the contractors work programmes for planned works