

Council House Repairs and Maintenance

Presentation to Scrutiny Committee

17th June 2021

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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

Then 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", featuring a stylized green and blue wave. The main navigation menu consists of several tabs: Resident, Business, Community, Council, Apply, Tell us, and Pay for it. Below these tabs is a secondary navigation bar with icons and labels for various services: Coronavirus (COVID-19), Benefits, Council Tax, Planning, Housing, and Waste and recycling. The main content area is divided into several sections. On the left, there is a "Coronavirus advice" section with a green header and a sub-header "Information about Coronavirus...". This section lists various topics such as "Coronavirus (COVID-19)", "Council Tax", "Housing", "Elections", "Transport, parking and streets", and "Fraud". In the center, there is a "Benefits" section with a sub-header "Information about Coronavirus..." and a list of links for "Benefits", "Planning", "Waste and recycling", "Environmental Health", and "Education and learning". On the right, there is a "Tweets by @SelbyDC" section showing several tweets from the council's Twitter account. At the bottom of the page, there is a footer with the council's logo, a "Contact us" link, and a "Select Language" dropdown menu. The footer also includes social media icons for Facebook, Twitter, and Instagram, and a copyright notice for 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.

The screenshot displays the Lagan system interface, titled "Verint Engagement Management". The interface is divided into several sections:

- Customer Service Guide:** A sidebar on the left containing 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:". Below these instructions are three radio button options: "Customer found - details correct", "Customer found - details Not correct", and "Customer not found".
- Search Form:** A central area with various input fields for searching an individual. Fields include Surname (containing "test"), Forename, Phone, Email, Forename 2, NI Number, Date of Birth (with a dropdown arrow), Postcode (containing "YO8 4J"), House Number, Street Name, and External Reference. A checkbox for "Use sounds like search" is located below the fields. Buttons for "Reset", "Cancel search", and "Search" are at the bottom right of the form.
- Search Results Table:** A table below the search form with columns "Description" and "Source Type". It contains three rows of results:

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 at the bottom left with a "Relationship" label and a "With" field.
- Status Bar:** At the very bottom, it shows "Dealing with interaction on channel: Voice In" on the left and "No associated client. | No associated client or location" on the right.

- 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

Search

Search Type: Individual

Surname: Forename:

Phone:

Email:

Forename 2:

NI Number:

Date of Birth: Postcode:

House Number:

Street Name:

External Reference:

ICPC Reference Number:

Use sounds like search

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

Individual

Mr Test Test Test

8-10 Market Cross, Selby, North Yorkshire YO8 4J

01757702102 (Unknown)

info@selby.gov.uk (Email)

Date Of Birth:

Relationship	With

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.

The screenshot displays a web browser window with the following elements:

- Browser Address Bar:** <http://knowledgebase.images.local/csc/repairs>
- Page Header:** SELBY Customer Services Wiki. Living Well in North Yorkshire.
- Navigation:** Back, Forward, Home, Refresh buttons.
- Search:** A search input field with a "Search" button.
- Left Sidebar:**
 - Customer Service Guide:** Includes a note: "Please use the wiki on the right to provide the customer with information about repairs. Was the information provided sufficient or would the customer like to request a service?" and a button "Request a service".
 - Brief Details:** Individual information for "Mr Test Test Test" at "8-10 Market Cross, Selby, North Yorkshire YO1", with phone "01757703101 (Unknown)" and email "info@selby.gov.uk (Trust)".
- Main Content Area:**
 - Repairs:** Includes a "View" button and a link "What links here".
 - Current COVID working arrangements:** Assets - Daytime and 5 day repairs continue to raise as normal, on the job notes include the Covid check.
 - What links here:**
 - Assets Wiki
 - Pumping Stations/Septic Tanks
 - 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/Dr	Balance	Cr/Dr	Prd.	St.
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Tenancy reference number

OVR

Once found they can start to add the repair.

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

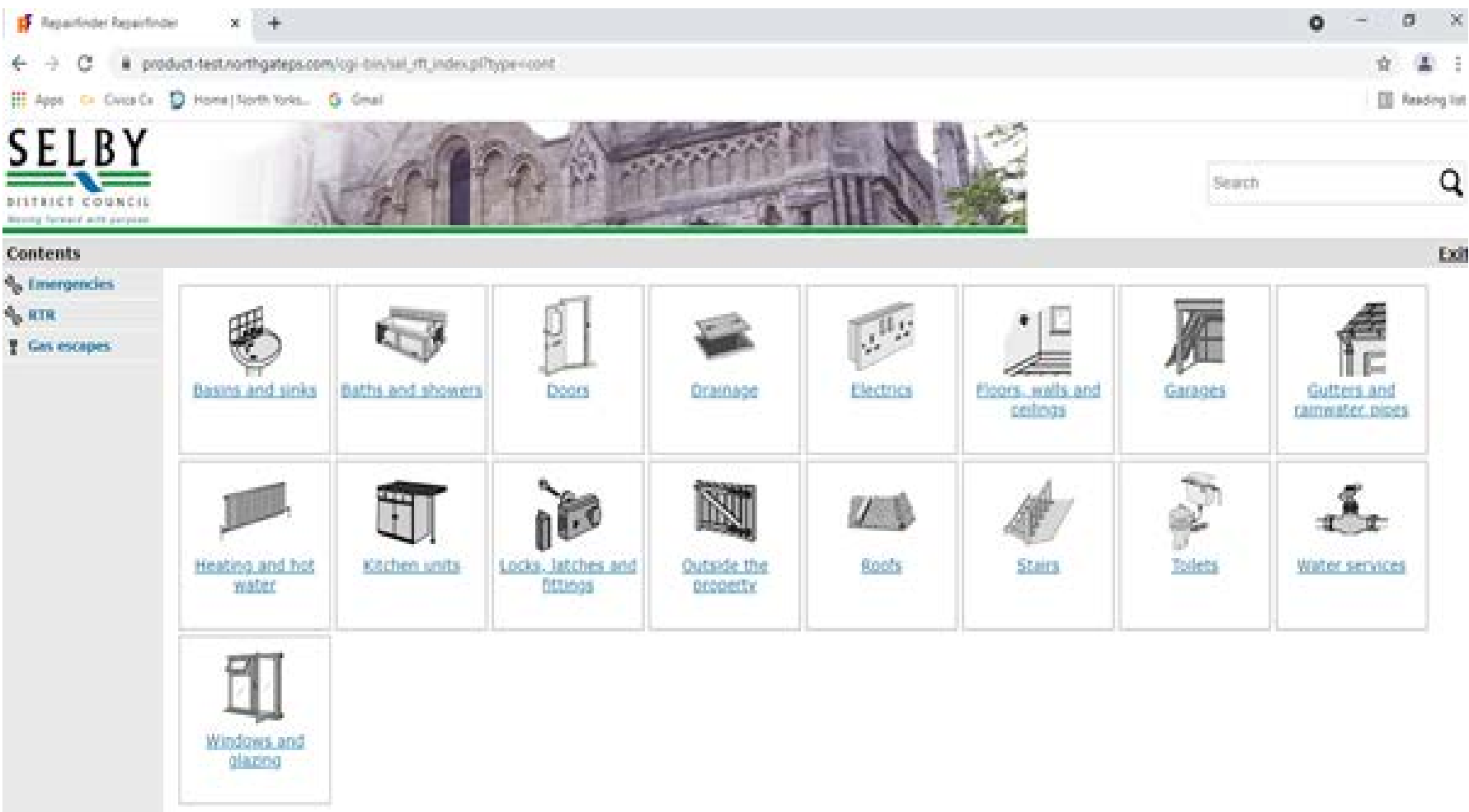
Telephone

Reference ACCESS Block
Contract
Cur. St. [] []
Fut. St. [] []
Prop. Type PUB [] [] Contacts
Reps. Area CEN [] CEN [] 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 main content area is titled "Contents > Basins and sinks > Basins" and includes a "Show Help" button. A central diagram of a sink is annotated with labels: "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", and "Leaks". A "Trap" label points to the sink's drain, and a "Leaks" label points to the tap area.

product-test.northgateps.com/cgi-bin/sel_left_index.pl?Type=diagram&swf=basin&title=Basins&sub=no&time=1620811880

SELBY DISTRICT COUNCIL

Contents > Basins and sinks > Basins

Show Help

- 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 241010.

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	<p>Tap to basin will not turn off</p> <p>195 remaining</p>	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 No. Tasks
 Job Code Est Cost
 Source TEP TENANT ON PHONE Act Cost
 Means INT INTERNAL 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.

The screenshot shows a web application interface for a Customer Service Agent (CSA). The interface is split into a left sidebar and a main content area.

Customer Service Guide: A panel on the left with a 'Continue' button at the bottom. It contains a message: "Please complete the e-form on the right and submit before continuing".

Brief Details: A section in the sidebar showing details for an individual:

- Mr Test Test Test
- 8-10 Market Cross, Selby, North Yorkshire YO8
- 01757700101 (Unknown)
- info@selby.gov.uk (Trust)
- Date Of Birth: [input field]
- Relationship: With

SDC Entry: The main content area has a header with navigation buttons: Back, Forward, Home, Refresh.

Method of contact: A dropdown menu with "Phone" selected.

Availability: A checkbox labeled "Please tick this box if this was an available contact" is currently unchecked.

Service details: A green header section.

Please select the type of service:

- Service: [New repair]
- Service type: [Houseing repair - no charge]
- Service sub type: [Bathroom]

Additional information: A text area containing "Job 1001778 raised".

- 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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[Operative Load](#)

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

Operative	<<	15 Jun 2021										>>
	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										2	
Chris Wainwright (Plumber)	1								1062974/1 84 D		5	
Christopher O Leary (Plumt)	5											
David Firth (Joiner)	27								106274		1	
Ed Wake	2										3	
Harry Grimbley - Bricklayer	6	Work carried out										2
Luke Livesley (plasterer)	3										1	

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

Task Ref:	Operative:	Start Date:	Start Time:	End Date:	End Time:	
<input type="text"/>	Alan Atkinson - Joiner	<input type="text"/>	00:00	<input type="text"/>	00:00	<div style="display: flex; justify-content: space-between;"> From: <input type="text"/> To: <input type="text"/> </div> Task Type: 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 panel on the left with a message: "Please complete the eForms on the right and submit before continuing". Below the message is a "Continue" button.
- SDC links:** A navigation bar at the top right with buttons for "Back", "Forward", "Home", and "Refresh".
- Case submitted:** A large blue banner in the center of the main content area with the text "Case submitted".
- Customer Details:** A sidebar on the left containing the following information:
 - Individual:**
 - Name: Mr Test Test Test
 - Address: 8-10 Market Cross, Selby, North Yorkshire YO8
 - Phone: 01757791101 (Unknown)
 - Email: info@selby.gov.uk (Mail)
 - Date Of Birth:** A text input field.
 - Relationship:** A dropdown menu with "With" selected.
- Confirmation Message:** A message in the main content area stating: "A case has been created with the following ID number: **101000219464**". Below this is a note: "(This can be provided to the customer for their reference if necessary)".

The trade operatives view Civica Mobile via their handheld devices each morning to access the repairs which have been allocated to them for that day.

The system includes a series of prompts which the operative must click through to progress an individual repair; and these prompts ensure the Repairs Officer can track progress throughout the day.


LIVE - Civica Mobile Console - Operative Allocation

[Home](#)
[Operative Load](#)
[Timesheets](#)
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[Operative Locations](#)

[Timesheet Approvals](#)
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[Activity Audit Trail](#)

	27 May 2021											
Operative	<<	08	09	10	11	12	13	14	15	16	17	>>
AMC Wayne Stephenson	9											9
Andrew Vaughan - Joiner	3	Holiday										
Andy Todd (Plumber)	4								Lunch			7
Ben Waud	3											
BP Electrical Supervisor	1											
Callum Colthorpe	8	106222	106232	1062391/1	THE	1062392/1	PRO	1062394/1	OUS			24
									Work ca			
Chris Guy (Joiner)	4											1
Chris Wainwright (Plumber)	1	105411	106156	106228	106149	106033	106103	106230	106229	105307		13
Christopher O Leary (Plumt	2	1062163/1	75 ASHTREE									5
David Firth (Joiner)	27					Lunch						3
Ed Wake	1	Holiday										5
Harry Grimbley - Bricklayer	4											4
Luke Livesley (plasterer)												4
Mark Taylor (Bricklayer)	3											5

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.

- 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.

- 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