

**TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY  
SUB-COMMITTEE  
22 September 2020**

**Subject Heading:**

**Housing Repairs and Gas Safety**

**SLT Lead:**

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**Policy context:**

The policy context is associated with the Council's statutory duties associated with landlord responsibilities.

**Financial summary:**

There are no significant financial implications associated with this report, which is for information only

**The subject matter of this report deals with the following Council Objectives**

Communities making Havering	<input type="checkbox"/>
Places making Havering	<input checked="" type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

**SUMMARY**

The purpose of this report is to provide the committee with an update on the provision of responsive repairs and carrying out gas safety checks to Council owned and managed housing stock. Following on from the initial report from July 2019

**RECOMMENDATIONS**

That members note the contents of this report.

## REPORT DETAIL

As part of its statutory duties as a landlord the Council is required to undertake responsive repairs to its properties. This includes those associated with gas appliances and heating systems.

Following a procurement exercise, in accordance with the Public Contract legislation, in 2014 a five year contract was awarded to the Breyer Group. This contract is on a Price Per Property basis, and subject to inflation uplift. Repairs deemed “out of scope” are priced and agreed in accordance with a pre priced schedule of rates.

Due to the specialist nature of the gas service, in 2018, two specialist providers were appointed to provide responsive repairs and planned servicing to gas appliances and heating installations. The appointed contractors are K&T Heating for domestic installations and Stonegrove for commercial servicing. The payment structure is for payment on completion of each service or repair request.

### Responsive Repairs

The current contract with Breyer expired in March 2019 and approval was obtained to extend the contract for a further two years until March 2021 to enable re-procurement.

A full options appraisal was undertaken to determine the best future approach and following approval a full OJEU compliant procurement exercise is in train.

#### Current Performance

Through a more active contract management approach, focussing on the partnering approach which was originally envisaged for the contract, we have been able to see continued improvement in the repairs service.

The current KPIs for the repairs service are shown below;

Description	2020/21 Target	Value	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Percentage of Responsive repairs completed on time*	C: 95% (5%)	Bigger is better	95.37%	94.82%↓	96.76%↑	97.30%↑	95.59%↓
Percentage of Emergency repairs completed on time*	C: 95% (5%)	Bigger is better	96.35%	97.46%↑	97.91%↑	97.99%↑	98.00%↑



Percentage of Urgent repairs completed on time*	C: 95% (5%)	Bigger is better	88.57%	90.18%↑	93.81%↑	94.38%↑	90.71%↓
Percentage of Routine repairs completed on time*	C: 95% (5%)	Bigger is better	82.05%	70.35%↓	92.73%↑	95.56%↑	92.75%↓
Percentage of repairs (appointable) completed right first time	C: 95% (5%)	Bigger is better	91.95%	95.87%↑	97.89%↑	98.471%↑	98.37%↑

The repairs completed right first time has continued to exceed target and demonstrates the commitment to improving the customer experience.

Breyer have continue to engage and are looking at how we can ensure added value which was originally included in the contract can be delivered for the remainder of the term.

### Covid Impact

During the covid period we moved to an essential repairs service only, ensuring all emergency H&S works were completed and essential services were maintained to all residents.

The contractors implemented all of the relevant safe working and PPE requirements and worked with residents to ensure the safety of our tenants and the operatives was maintained throughout the lockdown period. Where residents expressed concerns, we either worked with them to undertake works in a manner in which they were comfortable or rescheduled the works.

Once the government issue guidance on how to safely work in residents homes in May we resumed our full service in all properties with the excepted of sheltered properties. We have since resumed a full service.

As can be seen in the figures above we maintained good levels of service however, we are now experiencing the expected backlog of repairs. Breyer would normally hold a WIP (works in progress) of around 1,000 jobs at any one time, this currently stands at 1,700 as residents have again started to report repairs.

This is reflected in the drop off in routine and urgent repairs figure shown above but Breyers are currently bringing in more operatives to reduce this backlog down to normal numbers.

We have also seen issues in the supply chain around certain materials, significantly plaster products and timber, this has had an impact on undertaking some workstreams. Whilst this is starting to normalise local lockdowns and the shutting down of factories has had a continued impact.

Subject to no further lockdowns we expect to return to normal volumes by the end of the year and we will continue to ensure that all emergency works are completed on time and works for vulnerable residents are prioritised where possible

## Gas Servicing

Compliance has been an area of significant focus for all stakeholders and we have been working hard to ensure we maintain compliance.

A new Housing Compliance Board has been created, chaired by the Director of Housing, which included key stakeholder from cross the council

We have also improved the reporting of compliance projects to provide greater clarity and transparency across all compliance areas and continue to evolve the reporting function and governance.

All housing compliance KPIS are now reported monthly to Compliance Board, SLT and Cabinet for full visibility at all levels.

We have now developed our suite of compliance policies which will further reinforce our approach and we are implementing IT systems which will allow us to manage programmes and provide greater clarity over compliance going forward.

## Current Performance

Both K&T and Stonegrove have continued to perform at high levels and we have introduced some more proactive approaches to engaging with residents to help obtain access to properties.

As can be seen below we have been able to maintain 100% compliance, or close too, for the last few months. This has been achieved without the need to obtain any court warrants to force entry, which is testimony to the work of both our compliance team and K&T.

GAS COMPLIANCE						
Domestic Gas - General Needs		99.94%	100.00%	100.00%	2	100%



	8539	8534	8539	8539		
Domestic Gas - PSL		99.87%	100.00%	100.00%	2	100%
	796	795	796	796		
Gas Carcassing		100.00%	100.00%	100.00%	2	100%
	87	87	87	87		
Communal Gas servicing		100.00%	100.00%	100.00%	2	100%
	67	67	67	67		

## Covid Impact

Due to the H&S nature of gas servicing we continued to deliver the full programme throughout the lockdown period. K&T implement the full safe working protocols going over and above to ensure residents safety.

We were able to maintain extremely high levels of compliance and had very few residents who expressed reluctance for us to enter their homes to undertake the service.

Where residents were concerned we worked with them, explaining exactly what would take place, the cleaning regimes, the social distancing regimes and the timescales involved and took into account any special concerns/request they had.

## IMPLICATIONS AND RISKS

### **Financial implications and risks:**

There are no financial implications as a result of this report which is for information only.

The control frameworks in place associated with contract performance are strictly adhered to.

### **Legal implications and risks:**

There are no legal implications as a result of noting this report.

Members should note that the Gas Safety (Installation and Use) Regulations 1998 govern the Council's actions associated with gas safety management. It is understood that the requirements for a review programme on the anniversary of the safety check and a robust systems for gaining access are in place.

### **Human Resources implications and risks:**

There are no HR implications as a result of this report.

### **Equalities implications and risks:**

An Equalities Assessment (EA) is not required associated with this report.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.