AUDIT COMMITTEE PERFORMANCE REPORT – 2017/18 Q4

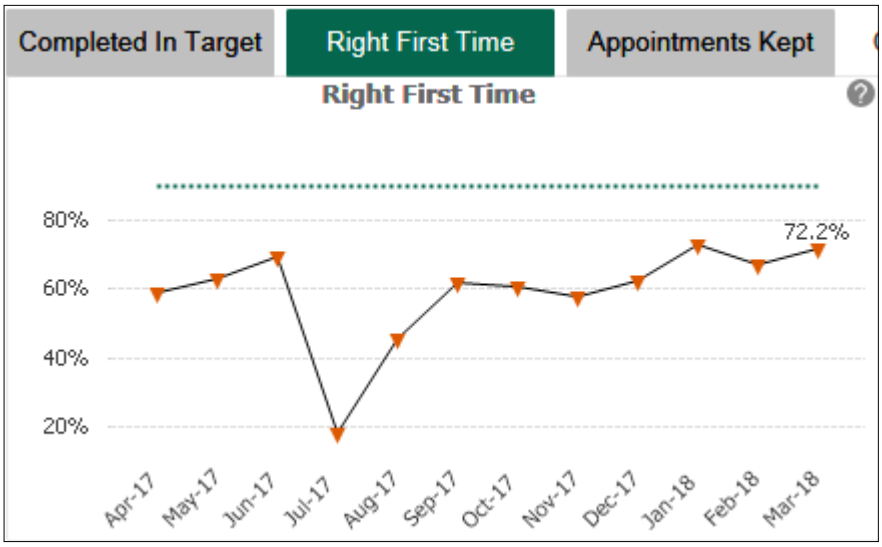
APPENDIX 1: REPAIRS RIGHT FIRST TIME PERFORMANCE

NH H RespRep 003: % of repairs completed on first visit (based on system generated data)

With mobile working being rolled out across the DLO, we took the decision in 2017 to change the way we measured Right First Time (RFT). Previously, labour-intensive manual analysis of the Universal Housing database was undertaken in order to calculate this PI. However, with the looming introduction of mobile working across the DLO, the decision was taken to calculate it directly from the dedicated completion code field on Universal Housing. On mobile working, this field has to be completed by the operative in order to complete the job. However, we found that it was not always being completed under the pre-mobile process (i.e. when jobs were closed down manually by the DLO's Administrative team). We recognised that this would initially give us an artificially low PI while we rolled out mobile working across the DLO but decided that this was the best approach going forward. This explains why the results have been significantly lower in 2017/18 than they were before that.

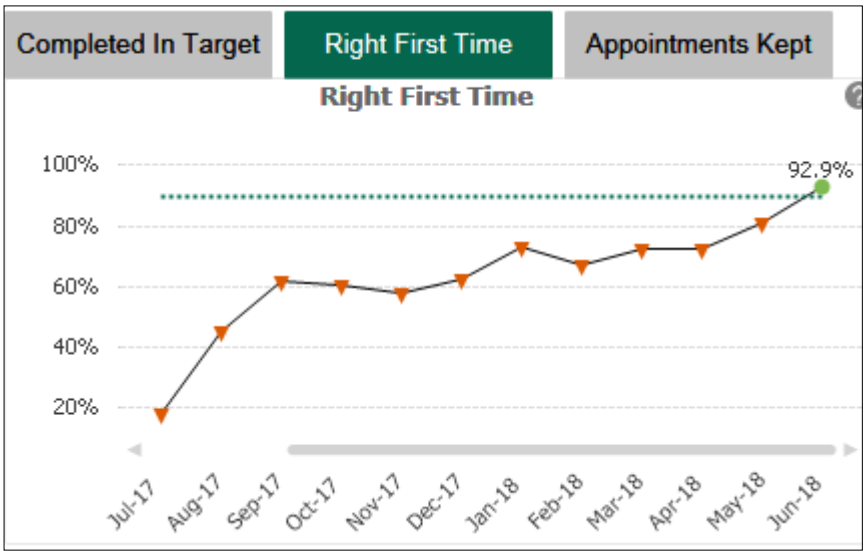
Figure 1 shows the DLO's performance trend for this indicator over the period April 2017-March 2018, while Figure 2 shows performance thus far in 2018/19. The information is taken directly from our Qlikview DLO Repairs dashboard, which provides managers with daily performance data on the Repairs Service's three key performance indicators (% of jobs completed in target, % of jobs Right First Time, % of appointments kept).

Figure 1: NH H RespRep 003 Performance, 2017/18



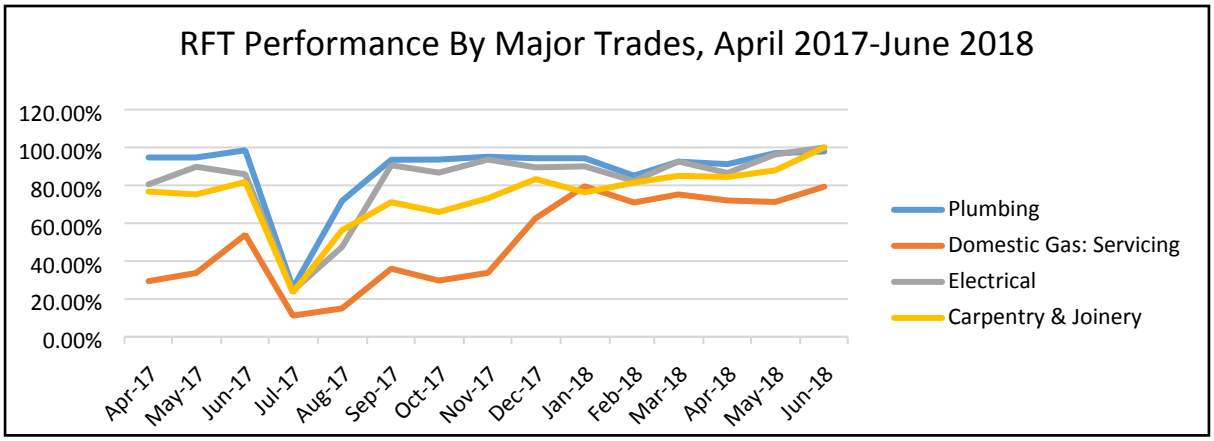
In addition to the new calculation methodology, it can be seen that overall performance for 2017/18 was adversely affected by a major dip in reported performance during July 2017. We have been working with our ICT team to investigate this as we believe that this may have been a one off technical issue whereby the completion code field was not populated in July and early August.

Figure 2: NH H RespRep 003 Performance, 2018/19



Overall, Figures 1 and 2 show the improved direction of travel over the course of 2017/18 and on into 2018/19 as mobile working has been rolled out across the service. In addition, the Repairs management team have been meeting on a fortnightly basis to interrogate the daily performance information available to them via Qlikview and to agree service improvement initiatives. Furthermore, in May it was agreed that a Business Intelligence Analyst from the Housing Transformation team would work in the DLO office two days a week, working directly with managers to help them interrogate/fully utilise Qlikview and to drill down into data/performance issues and resolve them.

Figure 3 provides details of RFT performance for the major reactive repair trade over the period April 2017-June 2018.



NH H RespRep 002: % of repairs completed on first visit (based on tenant satisfaction)

As was mentioned in the last Audit Committee Performance Report, up until Q4 2016/17 telephone surveys were undertaken by a contractor, KWEST. However, midway through Q2 2017/18, we launched a new satisfaction monitoring system and methodology across Housing Services, whereby residents complete a web link contained within a text message or email. These new surveys are showing lower satisfaction levels than in 2016/17, which is to be expected given that the new "opt in" methodology is likely to generate a greater share of responses from those residents who are dissatisfied than was the case under the old methodology..

The outturn in Q3 2017/18 of 64.97% was a 10 percentage point improvement on the Q2 2017/18 outturn of 54.81%. However, the Q4 2017/18 outturn of 63.10% represents a slight deterioriation in performance.

In order to address this, the outputs from each survey response are being provided to managers so that they can analyse the causes of dissatisfaction and address recurring themes. In addition, we are currently developing dashboards for Managers so that they can obtain instant access to new survey returns to identify residents who have expressed dissatisfaction. Immediate action can then be taken to resolve the issues that they have with the service provided.