



Housing Select Committee

Report title: Update on Repairs Transformation

Date: 4th January 2024

Key decision: no

Ward(s) affected: All

Contributors: Gillian Douglas, Executive Director Housing and Jim Preston, Interim Head of Repairs.

Outline and recommendations

A presentation outlining the current performance of the Repairs Service and actions being taken to improve performance will be delivered to the Select Committee at the meeting on 4th January.

Timeline of engagement and decision-making

Reports detailing the performance of Lewisham Homes have previously been report to the Select Committee. Now that that Lewisham Homes services and staff have transferred in to the council the Committee has requested information on how the repairs service is being improved and transformed.

1. Summary

- 1.1. Lewisham Homes transferred into the council on 1st October 2023. This included the Repairs Service with all staff including frontline operatives being TUPE transferred into the council and contracts being novated to the council.

2. Recommendations

- 2.1. The Committee is asked to note the content of the presentation and comment on the plans for service transformation.

3. Policy Context

- 3.1. The contents of this report are consistent with the Council's policy framework. It supports the achievements of the Corporate Strategy objective:
- 3.2. Tackling the housing crisis – Everyone has a decent home that is secure and

affordable.

- 3.3. The content of the presentation supports the achievement of the following Housing Strategy 2020-26 objectives:
- 3.4. Improving the quality, standard and safety of housing;
- 3.5. Supporting our residents to live safe, independent and active lives.

4. Background

- 4.1. The Repairs Service is an essential and mandatory service to tenants that is funded from the ring-fenced Housing Revenue Account (HRA).
- 4.2. The Service includes response repairs, out of hours service, disrepair cases and voids. It is delivered by in-house staff but also through a number of contractors.
- 4.3. The service is not performing well with major challenges including a large backlog of repairs jobs, extended call waiting times, failure to meet our service standards and a growing number of disrepair claims. The presentation sets out these challenges in greater detail and the transformation programme that has been launched to address the issues.
- 4.4. A self-referral to the Regulator of Social Housing was made in December 2023 on the basis of a potential breach of the Home Standard. The performance of the Repairs Service was one of 3 areas cited as contributing to a potential breach. We await the Regulator's determination on this matter.

5. Financial implications

- 5.1. The revenue budget for Repairs in 2023/24 is £19.4m. This is currently forecast to overspend by £4.7m. Contributing factors are higher than anticipated use of sub-contractors, a lower than anticipated number of jobs delivered in-house and compensation costs in relation to disrepair claims.

6. Legal implications

- 6.1. There are no legal implications at this stage.

7. Report author and contact

- 7.1. Gillian Douglas, Executive Director of Housing-
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