

HFI AUDIT OF PARTNERS REPAIRS SERVICE September 2009

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This audit was conducted by Martin Church, HFI Technical Contract Manager in September 2009.

Background

Rydon is the maintenance arm of Partners' PFI consortium and have the responsibility to deliver the responsive repairs service to 4606 rented dwellings and 1850 leasehold dwellings across rounds one and two as stipulated by the PFI contracts.

Homes for Islington act as agents for LBI and are charged with monitoring the PFI contracts. In this respect HFI carried out PFI repair audits in 2004, 2006 and 2008.

Purpose of the Repairs Audit

To investigate compliance with the 2008 repair audit recommendations as listed below.

1. No Accesses

Check that 'no-accesses' have been reduced from 10% to 8% by June 2009

2. Evidence of completed jobs

Check that Partners have improved their evidence of completed jobs from 44% to 80%

3. Residents' satisfaction with specific repair

Check that customer satisfaction with a specific repair has improved by 15% (to 6.2/10)

4. Residents satisfaction with repair service

Check that customer satisfaction with the repair service has improved by 25% (to 5.9/10)

No Access

It was discovered in the HFI 2008 repairs audit that Partners had a relatively high number of customer no-access at around 10%. This equated to about 1200 jobs per annum and therefore reflected a weak area of the service. Consequently this was a key area for improvement and it was agreed that Partners' target for improvement should be to reduce the 'no accesses' to 8% by June 2009.

In order to determine the percentage of 'no accesses' for 2009 the statistics for April to June 2009 were examined as listed below.

No Access Round One

Month	Appointments	Number of N/A	% of N/As
April 2009	666	64	9.6%
May 2009	601	46	7.7%
June 2009	738	54	7.3%
Total	2005	164	Average 8.2%

No Accesses Round Two

Month	Appointments	Number of N/A	% of N/As
Apr 09	857	63	7.4%
May 09	838	77	9.2%
June 09	991	83	8.4%
Totals	2686	223	Average 8.3%

Conclusion regarding no access

The results show that Partners fell very slightly short of meeting the agreed target of 8% but the results are encouraging and the target for June 2010 is 6% so continuous improvement is needed to reduce no accesses.

Evidence of completed jobs

HFI consider the best type of evidence to prove jobs are completed is the customer's signature recorded and dated electronically on the operative's PDA. The 2008 audit revealed partners could only provide such evidence for 44% of completed repairs and the recommendation was that this should be improved to 80% by June 2009.

In order to obtain a result for this, HFI asked Partners to evidence completion for the first 21 jobs raised in May 2009.

Partners were able to provide evidence that 14 out of a possible 17 jobs were signed off as listed below. (There were two no accesses and two communal repairs)

Job number	Appointment date	Electronic sign off by resident
ISL2/29111	26/05/2009	No
ISL2/29867	27/05/2009	Yes
ISL2/29878	22/05/2009	Yes
ISL2/29982	01/05/2009	No
ISL2/29996	5/5/2009	Yes
ISL2/30107	11/05/2009	Yes
ISL2/30148	6/05/2009	(No access)
ISL2/30169	06/05/2009	Yes
ISL2/30176	1/05/2009	Yes
ISL2/30182	7/05/2009	Yes
ISL2/30187	5/05/2009	Yes
ISL2/30214	8/05/2009	Yes
ISL2/30220	5/05/2009	Yes
ISL2/30221	08/05/2009	(No access)
ISL2/30284	01/05/2009	(Communal)
ISL2/30289	05/05/2009	(Communal)
ISL2/30300	05/05/2009	No
ISL2/30304	8/05/2009	Yes
ISL2/30312	14/05/2009	Yes
ISL2/30324	7/05/2009	Yes
ISL2/30330	12/05/2009	Yes

Conclusion

Evidence of completed jobs rose to 82.35% and therefore exceeded the target of 80%.

HFI telephone survey on customer satisfaction R2

In order to check customer satisfaction a random selection of residents who had a repair appointment booked for May 2009 were contacted by telephone.

The customers were asked to provide

- *a score out of ten for the quality of the overall repair service received*
- *a score out of ten for the particular repair carried out in May 2009.*

A table of the scores and comments are shown below followed by a table and a bar chart of the results.

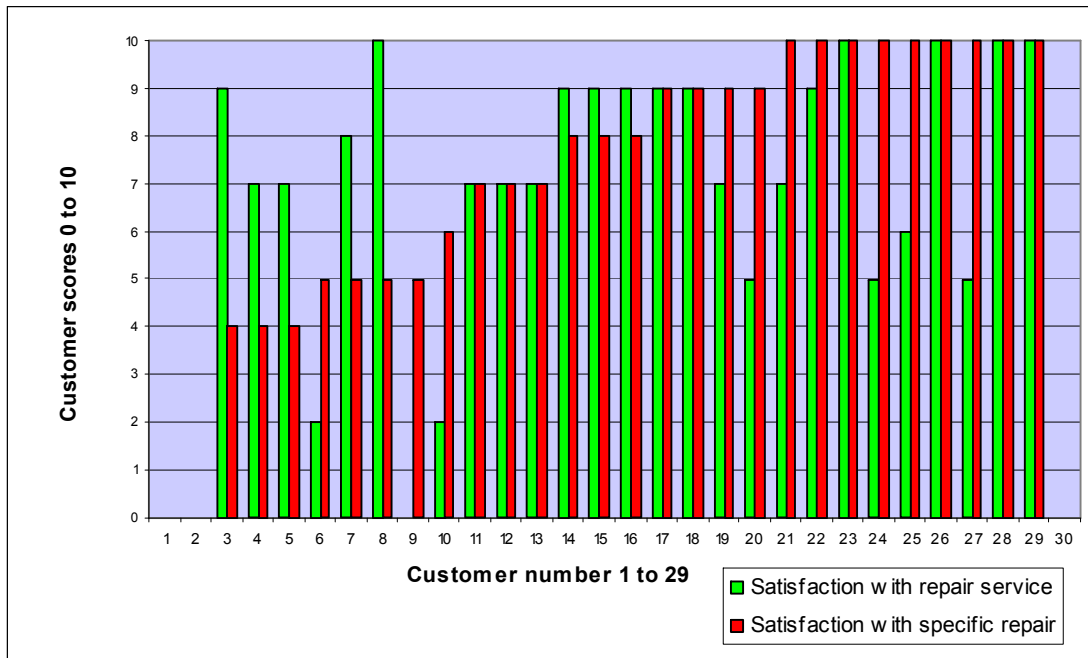
Table of scores and comments from telephone survey.

Customer number	Score for service	Score for repair	Customer comments
1	0	0	Took six weeks to get done
2	0	0	Roof still leaking but scaffolding removed. Property leaking prior to refurbishment and still leaking now.
3	9	4	
4	7	4	Took months but eventually got repaired
5	7	4	Door still doesn't work very well.
6	2	5	Scaffolding up for two months
7	8	5	
8	10	5	Person who came was not qualified to and the window was boarded up for a week.
9	0	5	
10	2	6	
11	7	7	
12	7	7	
13	7	7	
14	9	8	Satisfied most of the time and job done quickly.
15	9	8	
16	9	8	Have improved and operatives are very pleasant
17	9	9	Very happy with the service
18	9	9	
19	7	9	
20	5	9	
21	7	9	Usually very good but not on this occasion
22	9	10	

23	10	10	
24	5	10	Going on for a year
25	6	10	
26	10	10	Very happy with the service
27	5	10	
28	10	10	Partners did a good job
29	10	10	Very pleased

Table of customer satisfaction with repairs and repair service results.

Number of repair appointments May 2009 Round two	Sample size	Score out of 10 for overall repair service	Score out of 10 for specific repair service
838	29 (approx 3.5%)	6.7	7.2



Bar chart of customer satisfaction with specific repairs and repair service. (sorted by score for repair)

Conclusion of customer satisfaction telephone survey.

The average score for the overall repair service was 6.7/10 which exceeds the target set and represents an improvement of 42.25% on last year's score.

The score for a specific repair was 7.2/10 which exceeds the target set and represents an improvement of 32.84%.

Overall conclusions

- For 'repair service' and 'specific repair' the targets set in 2008 were exceeded.
- For 'no accesses' the target was almost met.
- For 'evidence of jobs completed' the targets set were exceeded.

It can be seen from the summary of results table below that Partners have improved in all the areas measured by this HFI audit.

Summary of results

Area of improvement required	2008 score	2009 Targets	2009 Score achieved	Target achieved	Percentage improvements over 2008 scores
No access	10%	8%	8.25%	No	1.94%
Repair service	4.71/10	5.9/10	6.7/10	Yes	42.25%
Specific repair	5.42/10	6.2/10	7.2/10	Yes	32.84%
Evidence of jobs completed	44%	80%	82.35%	Yes	87.16%

Recommendations

No Accesses

Reduce the number of no accesses from 8.25% to 6% by June 2010.

Evidence of jobs completed

Improve evidence of jobs completed (sign off by tenant) from 82.35% to 85% by June 2010.

Satisfaction with repairs service

Improve customers score for the repairs service from 6.7/10 to 7.5/10 by June 2010

Satisfaction with specific repair

Improve customers score for specific repair from 7.2/10 to 7.5/10 by June 2010.

