

Dumfries and Galloway Council's Service Delivery Organisation

“Right First Time”

Dumfries & Galloway



The aim of DGFirst

**To manage and deliver
a diverse range of services which
maintain the
physical environment and
community infrastructure of
Dumfries and Galloway.**

Dumfries & Galloway Council



- Covering some 2500 square miles in Area
- DGFirst – Multi-Disciplinary Service Provider employing over 2000 people.
- Second Largest land mass authority in Scotland
- Population of some 150,000
- 151 miles from the sea in the west to the boundary in east
- Agriculture & Tourism two main industries

Setting the Scene

Service History - Building Services



2003 Dumfries and Galloway Council transferred its housing stock to Dumfries and Galloway Housing Partnership

10,000 homes Transferred

200 Building Maintenance Operatives were subject to TUPE (trades, admin and management)

The Result

Our Council was left with

- 60 Workforce trades, management, admin
- Maintenance of Council & other Public buildings
- Very limited work with local housing associations
- Small contracts with limited value or worth
- Relatively low level productivity due to low morale
- Reality a loss leader of a service £££££

Today.....



- Reinvigorated the service with a commercial business focus
- Partner with two local housing association
- Day to day maintenance on 3000 homes
- Repairs based on price per property
- Not just a maintenance contractor, we now do new build construction.
- Now trading commercially across our region
- Now a Value for Money (profit maker) for our Council

How Does this Fit with Right First Time?



- Our partner Housing Association has agreed to report on certain repairs as the feed back they are getting from the regulator is they could be reviewing the use and detail of this indicator
- Agreed to apply indicator to:-
 - Heating all types
 - Hot water
 - Leaks excluding roofs
- Is there challenges in reporting these repairs?

Scottish Social Housing Charter Indicator

<p>Indicator 13</p>	<p>Percentage of reactive repairs carried out in the last year completed right first time.</p> <p>(i) Number of reactive repairs completed right first time during the reporting year. (ii) Total number of reactive repairs completed.</p>
<p>Definition</p>	<p>Completed right first time In order to meet the definition of "completed right first time" a reactive repair must meet three criteria. The repair has to be completed:</p> <ul style="list-style-type: none"> • to the tenant's satisfaction; • within the appropriate target timescale agreed locally; and • without the need to return a further time because the repair was inaccurately diagnosed and/or, the operative did not resolve the reported problem. <p>Repairs will not be completed to the tenant's satisfaction if any form of dissatisfaction is expressed in the landlord's service user feedback, or a complaint is raised.</p> <p>Repairs have to be completed within target timescales agreed locally with tenants.</p> <p>Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time.</p> <p>If a subsequent defect with the original repair is reported within twelve months, then the original repair should not be considered to be completed right first time. If the defect spans two reporting years the original repair should be reported as not completed right first time.</p> <p>Total number of reactive repairs All non-emergency repairs completed during the reporting year – taking account of the exceptions listed below.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • emergency repairs; • response repairs where the work will be done as part of cyclical or planned maintenance; • complex repairs where investigation work needs to be undertaken. For example, if a serious leak has occurred and part of the job includes allowing the area to dry out prior to specifying further work; and • repair jobs where the tenant has failed to give access as arranged. • Repairs to lock-ups or garages

- **Scottish Social Housing Charter Indicator**
- **Definition – Completed right first time.**



Right First Time..... “The Concerns”



- RFT in itself is fairly straightforward, the difficulty arises in trying to identify and monitor recurring repairs
- Time-intensive exercise to monitor
- Tenant Satisfaction Surveys can be contradictory
- Need for a common sense approach interpretation of the situation
- If a repair is initially completed *not right first time* then surely it can never be classed as right first time, regardless of whether it is later fixed



**Scottish Housing
Regulator**



- **Percentage of re-active repairs carried out in the last year completed right first time**
- **Clarification still required on the exact definition of “right first time”**
- **If 6 months later the tenant comes back with a similar repair does this mean that a previously “right first time” becomes a “not right first time”**
- **How can we be sure it was the original repair which failed**
- **Recurring repair - “the leak that’s fixed and repairs again and again !!**



Definition of What is the Repair



- Price per property we are responsible for all repairs carried out under this agreement so where does the 12 month guarantee on all repairs apply
- Repairs are reported directly from the tenants to our service desk so we get to define the repair
- Tenants satisfaction surveys & Housing Association Liaison
- Tenants are only interested in there repair
- Tenants expectations v the repairs budget's
- Under this legislation if the tenants records dissatisfaction that would seem to be that...Why?

The Repairs



1 job with multiple components

Heating

Hot water

Leaks

Drains

Damp

Cost of getting it wrong

- Financial, labour and transport
- Cost to the tenant, time of work, upheaval
- Reputation
- KPI
- Future Business

Inspections and Quality Control



- **Part of the service delivery**
- **No inspections we are a one stop shop service deliverer**
- **Divert resource to Right First Time**

The Way Forward

- Working with our housing associations to work out a robust but fair system of reporting
- A better definition at the point of report
- Should the Housing Officer/ tenant have the final say
- Have we a course of appeal, and at what cost
- To many unknowns we need a system that is fair to all parties
- A repair is a repair, from Cornwall to Caithness
- A national method of reporting

And Finally



Service deliverers have always been monitoring Right First Time, but now it has to be recorded.

So this is not a new service requirement!

DGFIRST SOLUTIONS



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DGFirst



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