

# Housing and Community Safety Scrutiny Sub-Committee

Tuesday 7 September 2010

7.00 pm

Town Hall, Peckham Road, London SE5 8UB

## Membership

Councillor Gavin Edwards (Chair)  
Councillor Poddy Clark  
Councillor Stephen Govier  
Councillor Claire Hickson  
Councillor Linda Manchester  
Councillor Wilma Nelson  
Councillor Michael Situ

## Reserves

Councillor Michael Bukola  
Councillor Paul Kyriacou  
Councillor Darren Merrill  
Councillor Martin Seaton  
Councillor Cleo Soanes

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**Contact** Karen Harris on 020 7525 0324 or email: [karen.harris@southwark.gov.uk](mailto:karen.harris@southwark.gov.uk)

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Members of the committee are summoned to attend this meeting

**Annie Shepperd**

Chief Executive

Date: Friday 27 August 2010



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# Housing and Community Safety Scrutiny Sub-Committee

Tuesday 7 September 2010  
7.00 pm  
Town Hall, Peckham Road, London SE5 8UB

## Order of Business

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	<b>PART A - OPEN BUSINESS</b>	
1.	<b>APOLOGIES</b>	
2.	<b>NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT</b>	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	<b>DISCLOSURE OF INTERESTS AND DISPENSATIONS</b>	
	Members to declare any personal interests and dispensation in respect of any item of business to be considered at this meeting.	
4.	<b>MINUTES FROM JULY MEETING</b>	1 - 5
	To approve as a correct record the Minutes of the open section of the meeting held on 6 July 2010.	
5.	<b>PLAN FOR HOUSING REPAIRS SCRUTINY REVIEW</b>	6 - 7
6.	<b>PRESENTATION ON KEY PERFORMANCE INDICATORS FOR HOUSING REPAIRS</b>	8 - 17
7.	<b>METHODOLOGY FOR TRACKING HOUSING REPAIRS CASES</b>	
8.	<b>HOUSING REPAIRS SURVEY 2010</b>	18
9.	<b>VISIT TO THE CALL CENTRE</b>	

**Item No.**

**Title**

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**DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.**

**PART B - CLOSED BUSINESS**

**DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.**

Date: 27 August 2010



## **HOUSING AND COMMUNITY SAFETY SCRUTINY SUB-COMMITTEE**

MINUTES of the Housing and Community Safety Scrutiny Sub-Committee held on Tuesday 6 July 2010 at 7.00 pm at Town Hall, Peckham Road, London SE5 8UB

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**PRESENT:** Councillor Gavin Edwards (Chair)  
Councillor Michael Bukola  
Councillor Poddy Clark  
Councillor Stephen Govier  
Councillor Claire Hickson  
Councillor Linda Manchester  
Councillor Martin Seaton

**OTHER MEMBERS PRESENT:** Councillor Darren Merrill

**OFFICER SUPPORT:** Shelley Burke, Head of Overview & Scrutiny  
Debbie Gooch, Legal Services  
Gill Davies, Strategic Director of Environment and Housing  
Margaret O'Brien, Environment and Housing  
Martin Green, Environment and Housing  
Karen Harris, Scrutiny Project Manager

### **1. APOLOGIES**

1.1 Apologies for absence were received from Councillor Michael Situ (Councillor Martin Seaton attended as reserve), and Councillor Wilma Nelson (Councillor Michael Bukola attended as reserve).

### **2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT**

2.1 There were none.

### **3. DISCLOSURE OF INTERESTS AND DISPENSATIONS**

- 3.1 Councillors Michael Bukola and Stephen Govier declared personal and non-prejudicial interests as tenants of the council housing service and Councillor Linda Manchester declared a personal and non-prejudicial interest as a leaseholder.

#### **4. APPOINTMENT OF VICE-CHAIR**

- 4.1 It was agreed that as the sub-committee would be considering issues of direct relevance to the residents of the borough, it would be appropriate to co-opt a member of the Tenants' Council and the Homeowners' Council to join the sub-committee.
- 4.2 It was clarified that co-opted committee members do not have a vote at the sub-committee and would be asked to leave the meeting in the event that the sub-committee needed to discuss any matter in closed session.
- 4.3 It was agreed that the Chair would write to the Tenants' Council and Homeowners' Council, inviting each to nominate a representative to the sub-committee.

#### **RESOLVED:**

That Councillor Linda Manchester be appointed vice-chair of the sub-committee for the remainder of the municipal year.

#### **5. DISCUSSION WITH STRATEGIC DIRECTOR OF ENVIRONMENT AND HOUSING ON KEY HOUSING ISSUES**

- 5.1 Councillor Edwards welcomed Gill Davies, director of environment and housing, and colleagues Margaret O'Brien and Martin Green to the meeting, and invited her to set out the key housing issues and challenges at the moment from the perspective of her Department.
- 5.2 The director of environment and housing explained to the sub-committee the division of responsibilities between the environment and housing department, which has responsibility for housing management and home ownership and the regeneration department, which has responsibility for housing strategy, decent homes and community housing issues.
- 5.3 The director of environment and housing outlined the main housing issues as follows:

As the largest social landlord in London, Southwark has significant responsibility for housing, with some 46,000 properties. The scale of the housing responsibility in itself presents a massive challenge. Southwark also directly manages the housing stock which is quite unusual. The scale of social housing in the borough, which is used by 50% of the population, may be a factor in why councillors deal with so many housing complaints.

Over the past four years the council has been working on a significant improvement programme, with the aim of moving the housing management service out of the bottom quartile nationally in terms of performance.

The main priorities for tenants are (as demonstrated by MORI) :

- Repairs
- Community Safety
- Cleaning

- 5.4 The director of environment and housing went on to explain some of the major choices the council has to make in housing management, such as:-
- the division of resources between preventative work and remedial work
  - piecemeal or aggregated approach to major works contracting
  - housing arrears and collection
  - investment in fire risk assessments
- 5.5 In relation to housing investment until recently there were problems with the quality of asset management data. The results have just been received from the Stock Condition Survey which will facilitate evidence based decision making.
- 5.6 The head of housing management outlined for the sub-committee how the department is affected by external policy changes, such as the review of Housing Revenue Allocations and inspection regimes.
- 5.7 In terms of next years budget it is expected that housing revenue would be lower by 3-5%
- 5.8 The head of housing management explained that the department is placing a high priority on improving rent and arrears collection, taking a tougher approach to maximise income to the council, and on tenants in breach of legal agreements for the payment of their arrears. Each 1% improvement in collection means an additional £750,000 in revenue for the council.
- 5.9 Members of the sub-committee enquired about support available to tenants on financial management issues and sustaining tenancies. It was agreed that although financial advice is available it may be easier to access if it was a central council service rather than being dispersed amongst many departments. This could be an issue that the new administration will address.
- 5.10 Councillors raised detailed and general queries over the accuracy and appropriateness of the performance data on housing, including collections, resident satisfaction, repair times, post-repair customer contact and complaints.
- 5.11 There appear to be discrepancies between the performance management information and the anecdotal information from residents which is received by councillors.
- 5.12 The head of housing management explained genuine improvements have been made, however, there are difficulties with the data in relation to sample size and consistency of data collection. Work is underway with the call centre operator to ensure better consistency of data collection.

- 5.13 There was a discussion about how the data is verified and whether a reciprocal agreement with a neighbouring borough could help, or mystery shopping to get objective data.
- 5.14 The head of housing management agreed to provide the quarterly performance report to the sub-committee to provide more detail on this issue.
- 5.15 The director of environment and housing briefly outlined the home owner management responsibilities of the council covering leaseholder charges, alternative forms of home ownership and tenant management organisations. She explained that there has recently been an audit of leaseholders which has generated around 100 actions for improvement. The council is working with the Homeowners' Council to implement the action plan.
- 5.16 Councillor Edwards thanked the staff from the environment and housing department for their contributions which provided useful background for the new sub-committee.

## **6. WORK PROGRAMMING AND SCOPING**

- 6.1 The sub-committee discussed possible topics for the work programme for the year. Councillor Edwards explained that the topics selected would need to be agreed at the next meeting of the Overview and Scrutiny Committee
- 6.2 In order to be realistic about what can be achieved in the time available, it was agreed that the sub-committee would look at one major housing issue this year in depth, and have one other housing issue agreed to take forward if there is time. In addition the sub-committee would scrutinise one community safety issue.
- 6.3 Following discussion, it was agreed that the main scrutiny topic would be Performance Management of the Housing Repairs Service.
- 6.4 The main issues to be included in the terms of reference for the review are:
- Why the performance management figures do not reflect the experience of people in the borough
  - The effectiveness of the call centre and quality of information they are using to generate repair orders
  - Why there are so many complaints which are upheld
  - Benchmarking and looking at comparative practice in other boroughs
  - Whether the performance indicators are the most appropriate ones to use
  - How performance data is being gathered and whether this could be done differently/more effectively
- 6.5 It was agreed that Councillor Edwards would prepare a draft scoping document for the review which would be circulated to members of the sub-committee for their comments.

- 6.6 Following a wide ranging discussion on the other topics that the sub-committee would look at, it was agreed that the additional topics to be put forward to the Overview and Scrutiny Committee would be Housing Under-Occupancy and CCTV. Detailed terms of reference for these topics would be developed at a later date.
- 6.7 The sub-committee discussed how to make best use of the limited meeting time available to undertake the review. It was agreed that when there is to be an evidence session questions should be agreed in advance either through a pre-meeting or via e-mail.
- 6.8 In order for the scrutiny to be effective, it was agreed that background papers and documents would need to be circulated between meetings.
- 6.9 The sub-committee agreed to hold an additional meeting in early September to make progress on the Performance Management of Housing Repairs review

The meeting ended at 9.10pm



## **Plan for Scrutiny of Performance Management of the Housing Repairs Service in Southwark**

### **Context**

The quality of the Housing repairs service in Southwark has been the subject of controversy for some time. Anecdotal evidence from councillors' casework suggests serious problems with the quality of the service. In 2009/10 there were 2405 official complaints registered to the housing repairs service of which 1700 cases were upheld. A June 2010 review of the housing repairs service, commissioned by the council and carried out by HQN consultancy, identified performance issues within the service.

Despite this strong evidence of poor performance, the council's own key performance indicators (KPIs) appear to show a housing repairs service which is in extremely good health. Resident satisfaction with the service stands at 90.32%, the percentage of appointments made and kept is said to be 99.60% and the average number of days to complete all repairs is stated as 7.37 days (beating a target of 7.5 days). There appears to be a huge gap between these two pictures of what is a vital service for Southwark's tenants and leaseholders. More importantly it is possible that the way in which the repairs management team is measuring performance is fundamentally flawed, preventing them from identifying poor performance and putting in place measures to remedy this. For this reason the Housing and Community Safety Scrutiny Sub Committee wishes to investigate performance management in the Housing Repairs service and to make recommendations which may improve it.

### **Questions the Sub Committee is seeking to answer**

The Sub Committee realises the importance of focusing time and effort in answering key questions if it is to be successful in scrutinising this issue. The key questions we will seek to answer are:

1. Is there a gap between *real* performance (the actual tenant and leaseholder experience) in housing repairs and the performance presented by existing KPIs?
2. Is the Housing Repairs Service accurately measuring existing KPIs?
3. Is the Housing Repairs Service measuring the correct areas of performance in order to gain an accurate picture of real performance?
4. How much officer time and resource is invested in measuring performance and could this be done more efficiently?

### **How will the Sub Committee gather evidence in order to answer these questions?**

The Sub Committee has already made a number of suggestions as to how we will seek to gather evidence to answer these questions. Methods under consideration are:

1. Gather statistics on the number of cases councillors are having to deal with relating to Housing Repairs.
2. A fact finding visit to the Repairs Call Centre. Including interviews with call centre staff.
3. "Mystery shopper" calls to the Repairs Call Centre
4. Case tracking. Take 10 examples of complaints of poor performance from the previous year and track how these complaints were recorded in KPIs
5. Interviews with tenant and leaseholder representatives
6. A scrutiny commissioned survey of tenants and leaseholders on satisfaction with the repairs service
7. Interviews with officers carrying out customer satisfaction surveys and measuring KPIs
8. Interview individuals from HQN consultancy responsible for the June 2010 report

9. Gather comparative examples of performance management from other local authorities (both good and bad)
10. Invite the new Cabinet Member for Housing to the Sub Committee to get his views on this issue
11. Invite the newly appointed Director of Housing to the Sub Committee to get their views on performance management (when they are appointed)

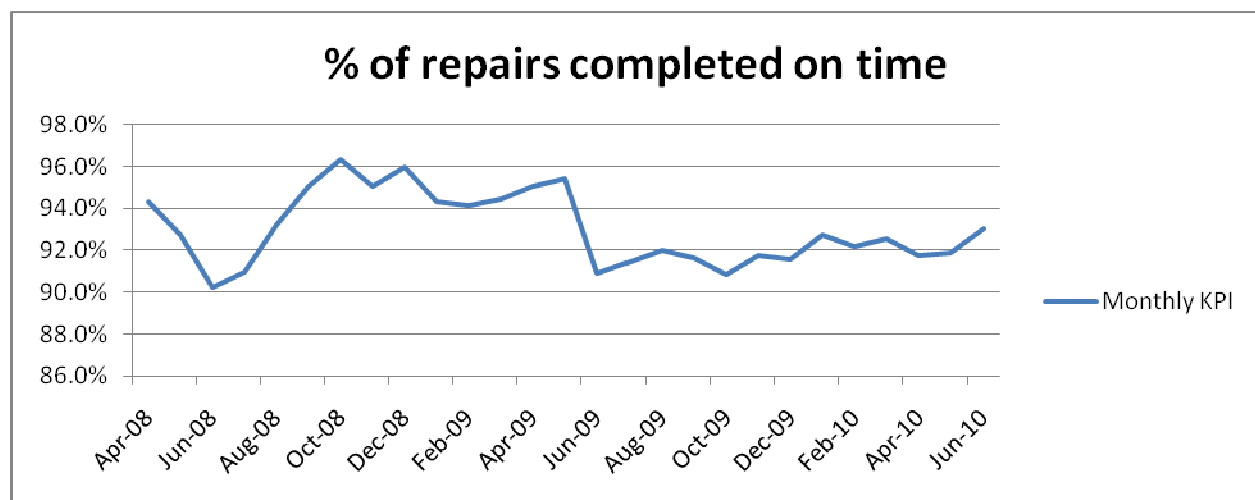
**Outcomes**

1. A clear picture of the strengths and weaknesses of performance management in the housing repairs service.
2. Recommendations for accurate indicators of performance measurement in Housing Repairs.

## Housing Repairs Key Performance Indicators April 2008 – June 2010

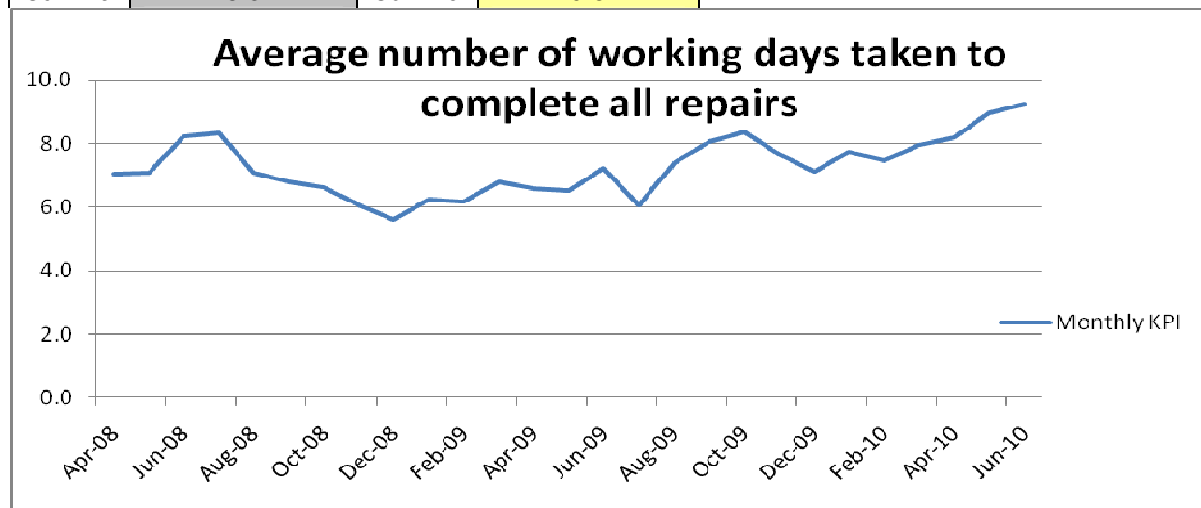
% of Repairs completed on time

Date	Year To Date	Date	Monthly KPI
Apr-08	94.3%	Apr-08	94.3%
May-08	93.6%	May-08	92.8%
Jun-08	92.4%	Jun-08	90.2%
Jul-08	92.1%	Jul-08	91.0%
Aug-08	92.3%	Aug-08	93.2%
Sep-08	92.7%	Sep-08	95.0%
Oct-08	93.4%	Oct-08	96.4%
Nov-08	93.6%	Nov-08	95.1%
Dec-08	93.8%	Dec-08	96.0%
Jan-09	93.9%	Jan-09	94.3%
Feb-09	93.9%	Feb-09	94.1%
Mar-09	93.9%	Mar-09	94.5%
Apr-09	95.08%	Apr-09	95.08%
May-09	95.25%	May-09	95.44%
Jun-09	93.93%	Jun-09	90.91%
Jul-09	93.33%	Jul-09	91.42%
Aug-09	93.10%	Aug-09	92.03%
Sep-09	92.84%	Sep-09	91.62%
Oct-09	92.54%	Oct-09	90.85%
Nov-09	92.44%	Nov-09	91.77%
Dec-09	92.35%	Dec-09	91.58%
Jan-10	92.38%	Jan-10	92.71%
Feb-10	92.37%	Feb-10	92.17%
Mar-10	92.38%	Mar-10	92.52%
Apr-10	91.75%	Apr-10	91.75%
May-10	91.81%	May-10	91.88%
Jun-10	92.20%	Jun-10	93.03%



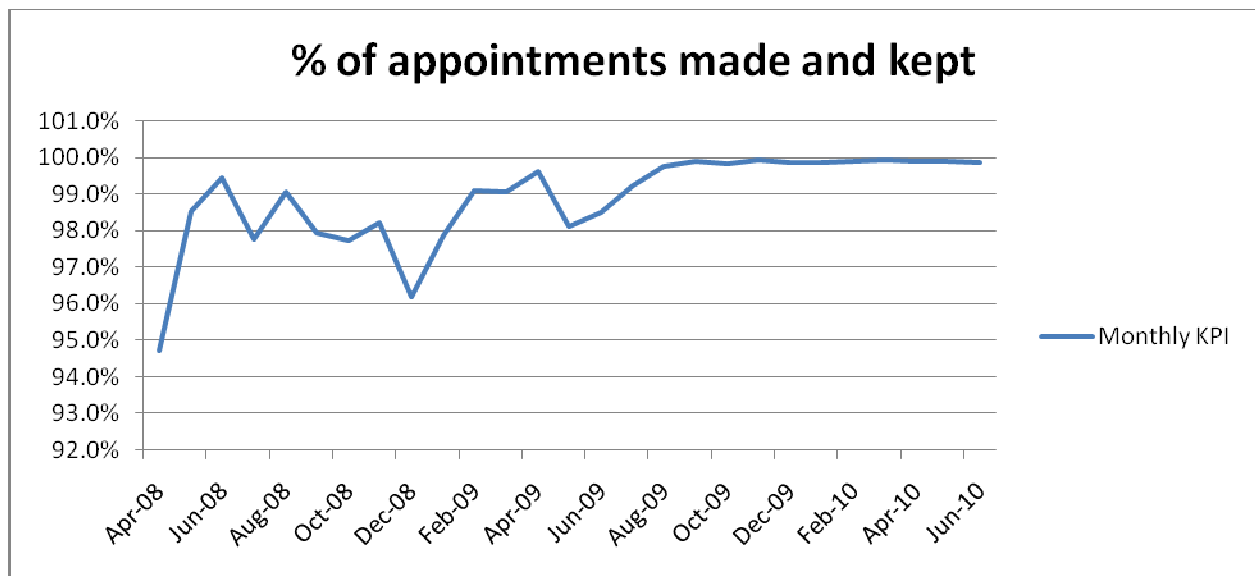
**Average number of working days taken to complete all repairs**

Date	Year To Date	Date	Monthly KPI
Apr-08	7.1	Apr-08	7.1
May-08	7.1	May-08	7.1
Jun-08	7.5	Jun-08	8.2
Jul-08	7.7	Jul-08	8.3
Aug-08	7.6	Aug-08	7.1
Sep-08	7.4	Sep-08	6.8
Oct-08	7.3	Oct-08	6.6
Nov-08	7.2	Nov-08	6.1
Dec-08	7.0	Dec-08	5.6
Jan-09	6.9	Jan-09	6.2
Feb-09	6.9	Feb-09	6.2
Mar-09	6.9	Mar-09	6.8
Apr-09	6.6	Apr-09	6.6
May-09	6.6	May-09	6.5
Jun-09	6.8	Jun-09	7.2
Jul-09	6.6	Jul-09	6.1
Aug-09	6.7	Aug-09	7.4
Sep-09	6.9	Sep-09	8.1
Oct-09	7.2	Oct-09	8.4
Nov-09	7.2	Nov-09	7.7
Dec-09	7.2	Dec-09	7.1
Jan-10	7.3	Jan-10	7.8
Feb-10	7.3	Feb-10	7.5
Mar-10	7.4	Mar-10	8.0
Apr-10	8.2	Apr-10	8.2
May-10	8.6	May-10	9.0
Jun-10	8.8	Jun-10	9.3



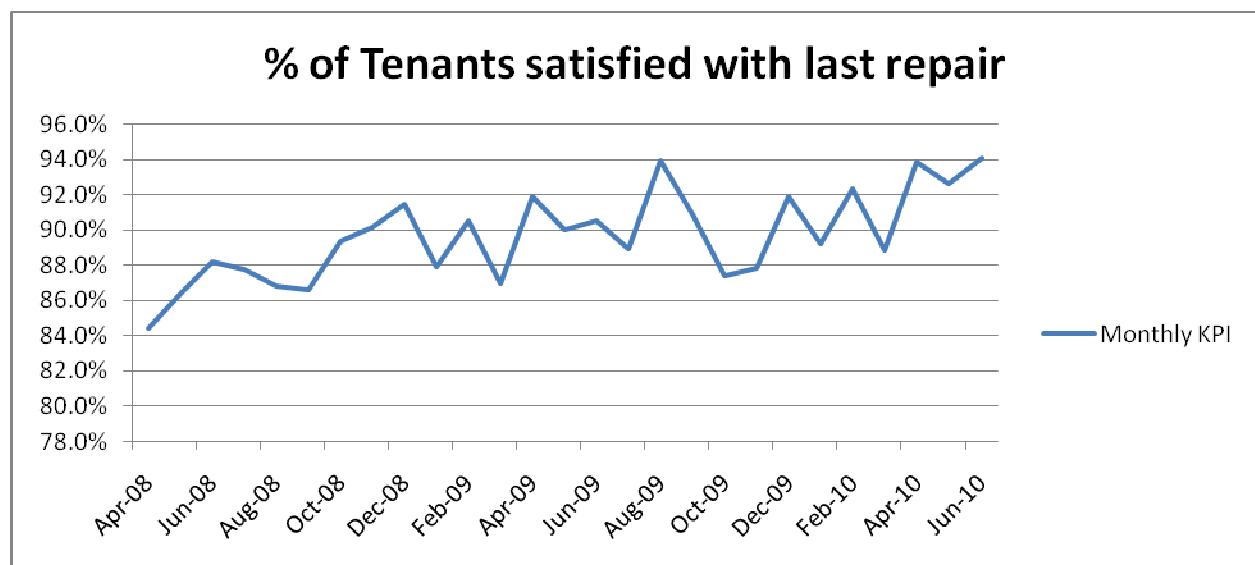
**% of appointments made and kept**

Date	Year To Date	Date	Monthly KPI
Apr-08	94.7%	Apr-08	94.7%
May-08	96.4%	May-08	98.5%
Jun-08	97.4%	Jun-08	99.5%
Jul-08	97.5%	Jul-08	97.8%
Aug-08	97.8%	Aug-08	99.1%
Sep-08	97.8%	Sep-08	98.0%
Oct-08	97.8%	Oct-08	97.7%
Nov-08	97.9%	Nov-08	98.2%
Dec-08	97.7%	Dec-08	96.2%
Jan-09	97.7%	Jan-09	97.9%
Feb-09	97.9%	Feb-09	99.1%
Mar-09	98.0%	Mar-09	99.1%
Apr-09	99.6%	Apr-09	99.6%
May-09	98.9%	May-09	98.1%
Jun-09	98.7%	Jun-09	98.5%
Jul-09	98.9%	Jul-09	99.2%
Aug-09	99.1%	Aug-09	99.8%
Sep-09	99.3%	Sep-09	99.9%
Oct-09	99.4%	Oct-09	99.8%
Nov-09	99.4%	Nov-09	99.9%
Dec-09	99.5%	Dec-09	99.9%
Jan-10	99.5%	Jan-10	99.9%
Feb-10	99.6%	Feb-10	99.9%
Mar-10	99.6%	Mar-10	99.95%
Apr-10	99.9%	Apr-10	99.9%
May-10	99.9%	May-10	99.9%
Jun-10	99.9%	Jun-10	99.9%



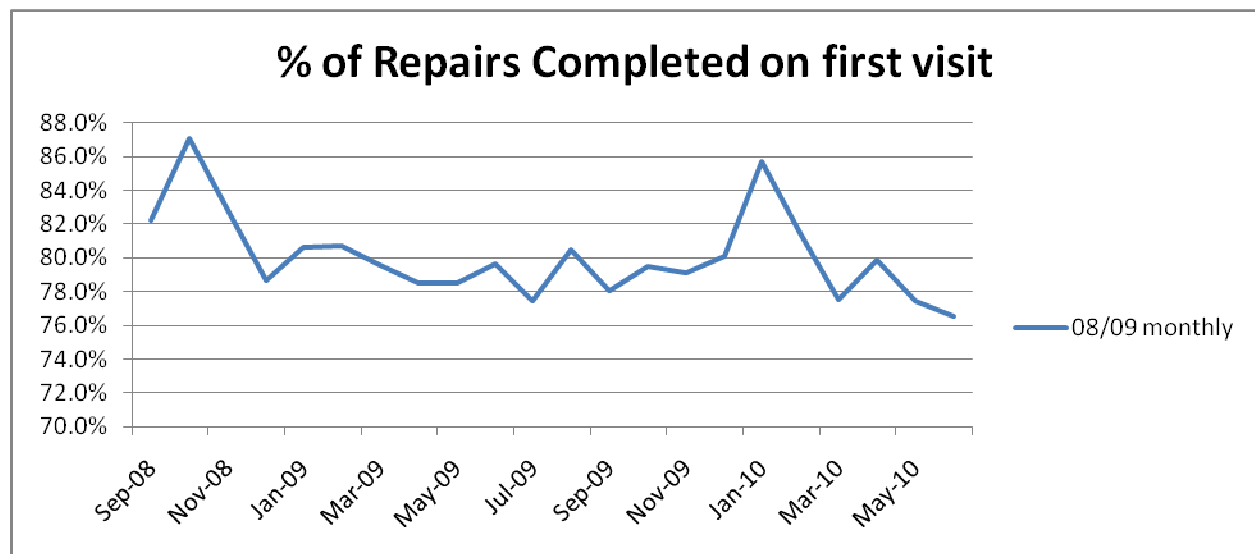
**% of Tenant satisfied with last repair carried out**

Date	Year To Date	Date	Monthly KPI
Apr-08	84.5%	Apr-08	84.5%
May-08	85.6%	May-08	86.4%
Jun-08	86.4%	Jun-08	88.2%
Jul-08	86.5%	Jul-08	87.7%
Aug-08	86.6%	Aug-08	86.8%
Sep-08	87.0%	Sep-08	86.6%
Oct-08	86.9%	Oct-08	89.3%
Nov-08	87.3%	Nov-08	90.2%
Dec-08	87.6%	Dec-08	91.5%
Jan-09	87.7%	Jan-09	87.9%
Feb-09	87.9%	Feb-09	90.5%
Mar-09	87.8%	Mar-09	87.0%
Apr-09	91.9%	Apr-09	91.9%
May-09	91.2%	May-09	90.0%
Jun-09	91.1%	Jun-09	90.5%
Jul-09	90.7%	Jul-09	88.9%
Aug-09	91.2%	Aug-09	93.9%
Sep-09	91.1%	Sep-09	90.9%
Oct-09	90.7%	Oct-09	87.4%
Nov-09	90.3%	Nov-09	87.9%
Dec-09	90.5%	Dec-09	91.9%
Jan-10	90.4%	Jan-10	89.2%
Feb-10	90.5%	Feb-10	92.3%
Mar-10	90.3%	Mar-10	88.9%
Apr-10	93.9%	Apr-10	93.9%
May-10	93.1%	May-10	92.6%
Jun-10	93.7%	Jun-10	94.1%



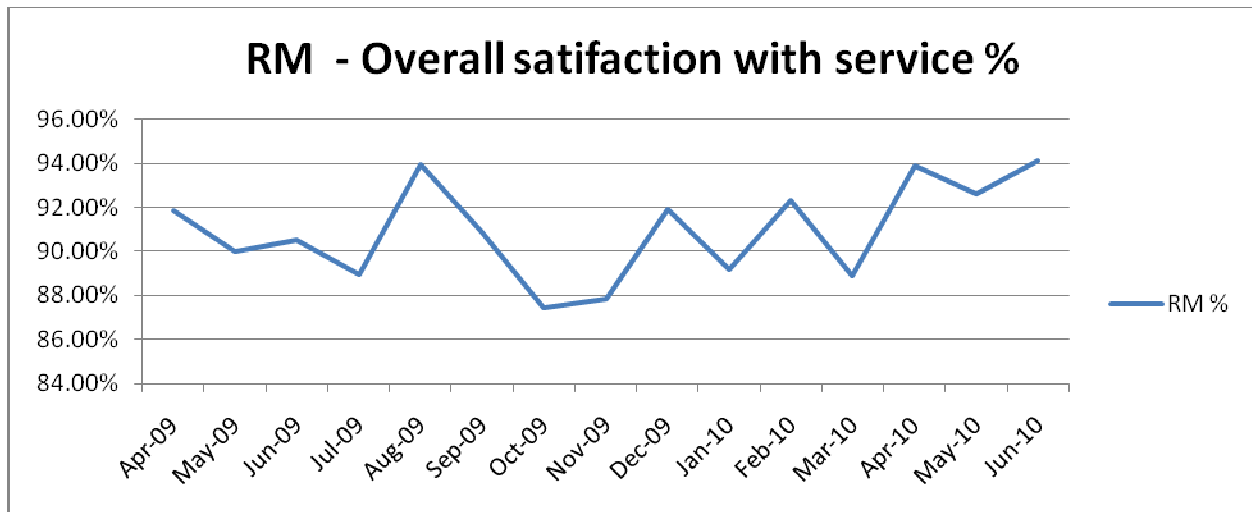
**% of Repairs completed on first visit**

Date	08/09 YTD	Date	08/09 monthly
Sep-08	82.3%	Sep-08	82.3%
Oct-08	83.1%	Oct-08	87.1%
Nov-08	83.1%	Nov-08	82.8%
Dec-08	82.6%	Dec-08	78.7%
Jan-09	82.4%	Jan-09	80.6%
Feb-09	82.2%	Feb-09	80.7%
Mar-09	81.9%	Mar-09	79.6%
Apr-09	78.5%	Apr-09	78.5%
May-09	78.5%	May-09	78.5%
Jun-09	78.9%	Jun-09	79.6%
Jul-09	78.5%	Jul-09	77.4%
Aug-09	78.9%	Aug-09	80.4%
Sep-09	78.7%	Sep-09	78.0%
Oct-09	78.8%	Oct-09	79.5%
Nov-09	78.9%	Nov-09	79.1%
Dec-09	79.0%	Dec-09	80.1%
Jan-10	79.7%	Jan-10	85.7%
Feb-10	79.8%	Feb-10	81.5%
Mar-10	79.6%	Mar-10	77.5%
Apr-10	79.9%	Apr-10	79.9%
May-10	78.7%	May-10	77.4%
Jun-10	78.0%	Jun-10	76.5%



### Overall Satisfaction with service

2009/2010	Overall 3+	Overall Total	2009/2010	Overall %	RM 3+	RM total	2009/2010	RM %
Apr-09	1737	1891	Apr-09	91.86%	1153	1255	Apr-09	91.87%
May-09	1038	1144	May-09	90.73%	585	650	May-09	90.00%
Jun-09	730	820	Jun-09	89.02%	363	401	Jun-09	90.52%
Jul-09	920	1022	Jul-09	90.02%	554	623	Jul-09	88.92%
Aug-09	691	737	Aug-09	93.76%	510	543	Aug-09	93.92%
Sep-09	1080	1177	Sep-09	91.76%	658	724	Sep-09	90.88%
Oct-09	1105	1229	Oct-09	89.91%	507	580	Oct-09	87.41%
Nov-09	1237	1371	Nov-09	90.23%	572	651	Nov-09	87.86%
Dec-09	928	1007	Dec-09	92.15%	479	521	Dec-09	91.94%
Jan-10	1147	1297	Jan-10	88.43%	330	370	Jan-10	89.19%
Feb-10	751	825	Feb-10	91.03%	276	299	Feb-10	92.31%
Mar-10	1193	1317	Mar-10	90.58%	631	710	Mar-10	88.87%
Apr-10	1071	1155	Apr-10	92.73%	292	311	Apr-10	93.89%
May-10	1100	1179	May-10	93.30%	478	516	May-10	92.64%
Jun-10	1486	1580	Jun-10	94.05%	989	1051	Jun-10	94.10%





## S1 Complaints Jan - Dec 2007

Area	Total	Responded <input type="checkbox"/> Within SLA	% Responded
BERMONDSEY	387	93	24 %
BOROUGH & BANKSIDE	245	77	31 %
CAMBERWELL	401	157	39 %
DULWICH	95	30	32 %
NUNHEAD & PECKHAM RYE	256	102	40 %
PECKHAM	206	23	11 %
ROTHERHITHE	244	41	17 %
WALWORTH	457	67	15 %
<b>Result</b>	<b>2,291</b>	<b>590</b>	

## S1 Complaints Jan - Dec 2008

Area	Total	Responded <input type="checkbox"/> Within SLA	% Responded
BERMONDSEY	277	39	14 %
BOROUGH & BANKSIDE	124	20	16 %
CAMBERWELL	296	52	18 %
DULWICH	102	8	8 %
NUNHEAD & PECKHAM RYE	177	35	20 %
PECKHAM	136	14	10 %
ROTHERHITHE	182	18	10 %
WALWORTH	329	25	8 %
<b>Result</b>	<b>1,623</b>	<b>211</b>	

## Closed Stage 1 Complaints for Repairs, Jan 2009 to December 2009

Team	In Target	Outside Target	Total	%
Bermondsey	137	140	277	49%
Borough	94	63	157	60%
Camberwell	166	166	332	50%
Dulwich	65	55	120	54%
Nunhead	131	87	218	60%
Peckham	61	102	163	37%
Rotherhithe	81	66	147	55%
Walworth	245	95	340	72%
<b>Total</b>	<b>980</b>	<b>774</b>	<b>1754</b>	<b>56%</b>

Closed Stage 1 Complaints for Repairs, Jan 2010-Present (30th July 2010)				
Team	Within Target	Outside Target	Total	%
Bermondsey	162	78	240	68%
Borough	122	20	142	86%
Camberwell	275	100	375	73%
Dulwich	90	44	134	67%
Nunhead	145	58	203	71%
Peckham	121	49	170	71%
Rotherhithe	91	42	133	68%
Walworth	249	40	289	86%
<b>Total</b>	<b>1255</b>	<b>431</b>	<b>1686</b>	<b>74%</b>

## Member enquiries Jan - Dec 2007

Area	Total	Respon ded□ Within SLA	% Respon ded
BERMONDSEY	164	89	54 %
BOROUGH & BANKSIDE	173	115	66 %
CAMBERWELL	522	311	60 %
DULWICH	86	50	58 %
NUNHEAD & PECKHAM RYE	163	91	56 %
PECKHAM	136	81	60 %
ROTHERHITHE	156	63	40 %
WALWORTH	476	143	30 %
<b>Result</b>	<b>1,876</b>	<b>943</b>	

## Member Enquiries Jan - Dec 2008

Area	Total	Respon ded□ Within SLA	% Respon ded
BERMONDSEY	144	60	42 %
BOROUGH & BANKSIDE	65	31	48 %
CAMBERWELL	938	409	44 %
DULWICH	64	22	34 %
NUNHEAD & PECKHAM RYE	129	60	47 %
PECKHAM	39	17	44 %
ROTHERHITHE	68	26	38 %
WALWORTH	253	99	39 %
<b>Result</b>	<b>1,700</b>	<b>724</b>	

## Closed Member Enquiries for Repairs, Jan 2009 to December 2009

Team	Within Target	Outside Target	Total	%
Bermondsey	84	19	103	82%
Borough	48	12	60	80%
Camberwell	132	26	158	84%
Dulwich	66	6	72	92%
Nunhead	62	16	78	79%
Peckham	48	11	59	81%
Rotherhithe	51	5	56	91%
Walworth	135	25	160	84%
<b>Total</b>	<b>626</b>	<b>120</b>	<b>746</b>	<b>84%</b>

**Closed Member Enquiries for Repairs, Jan 2010-Present (30th July 2010)**

<b>Team</b>	<b>Within Target</b>	<b>Outside Target</b>	<b>Total</b>	<b>%</b>
Bermondsey	78	26	104	75%
Borough	49	15	64	77%
Camberwell	106	38	144	74%
Dulwich	46	18	64	72%
Nunhead	53	11	64	83%
Peckham	25	13	38	66%
Rotherhithe	42	10	52	81%
Walworth	133	64	197	68%
<b>Total</b>	<b>532</b>	<b>195</b>	<b>727</b>	<b>73%</b>

## Housing Repairs Service Survey 2010

The Scrutiny Committee responsible for housing in Southwark wants to know what you think of the housing repairs service. Your answers will be used to test how reflective Southwark Council's performance indicators are of the experience of tenants and leaseholders of the Housing Repairs Service.

Important: Please only complete this survey if you have booked a repair with Southwark Council in the last 12 months.

	<b>Questions</b>	<b>Answers</b> <small>(delete where appropriate and/or type in answer)</small>
1	The last time you booked an appointment for a repair to be carried out, did the contractor turn up on time?	Yes or No
2	When you book an appointment for a repair, does the contractor usually turn up on time?	Yes or No
3	The last time you booked a repair, how many working days did it take for the repair to be completed?	It took __ days to complete the repair
4	The last time a repair was carried out on your property, were you satisfied with the repair?	Yes or No
5	The last time a repair was carried out on your property, was the repair completed on the first visit?	Yes or No
6	When contractors visited your home to carry out a repair, did they treat you in a courteous and respectful way?	Yes or No
7	On the whole, would you say that you are satisfied or dissatisfied with Southwark's Housing Repairs Service?	Satisfied/Dissatisfied

Thank you for completing the Survey. Your answers will be used to test how reflective Southwark Council's performance indicators are of the experience of tenants and leaseholders of the Housing Repairs Service.

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