

North Ayrshire Council
Housing Service
Delivery Model &
Nailing Repairs First
Time

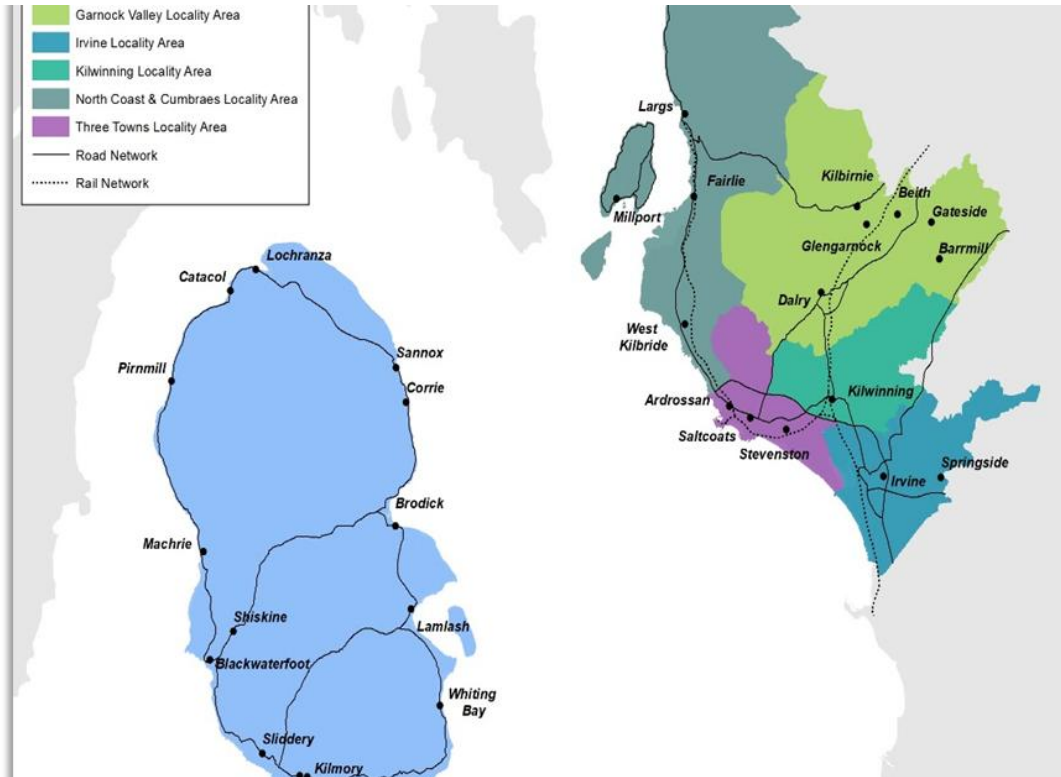


Focus. Passion. Inspiration.



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire Housing Service



- **Total Housing Stock = 13,424**
- Arran - 34
- Garnock Valley – 2,577
- Irvine – 4,063
- Kilwinning – 1,513
- North Coast & Cumbrae – 959
- Three Towns – 4,031
- *Temporary Accommodation - 261*

North Ayrshire Building Services- context

171 Operatives
12 Trades

50,000 + jobs per
annum

£23m Income

13,424
houses

One main depot,
including stores

7 Business Units

-  Responsive Repairs
-  Void Works
-  Planned Works
-  Projects
-  Aids and Adaptations
-  Timber and Dampness
-  Street Lighting

Neighbourhood Housing & Homelessness

Senior Manager (Neighbourhood Housing & Homelessness)

<p>Team Manager (Housing Customer Engagement and Support)</p> <p>Refugee support, gypsy travellers, customer care, Common Housing Register, voids & allocations Aids and Adaptations</p> <p>3 Team Managers (21 FTE)</p>	<p>Team Manager (Neighbourhood Housing)</p> <p>Locality housing, rent arrears, estate management, Anti- Social Behaviour</p> <p>6 Area Housing Managers (6 offices) (87.5 FTE)</p>	<p>Team Manager (Temporary Accommodation & Housing Support)</p> <p>Property team, Housing support, SOLO, hostel</p> <p>1 x Team Leader (Housing Support & Temp Accom) (49 FTE)</p>	<p>Team Manager (Homeless Prevention and Housing Advice)</p> <p>Homelessness, housing prevention and advice, strategy and RRTP</p> <p>1 x Team Manager (Strategy & Prevention) (25 FTE)</p>
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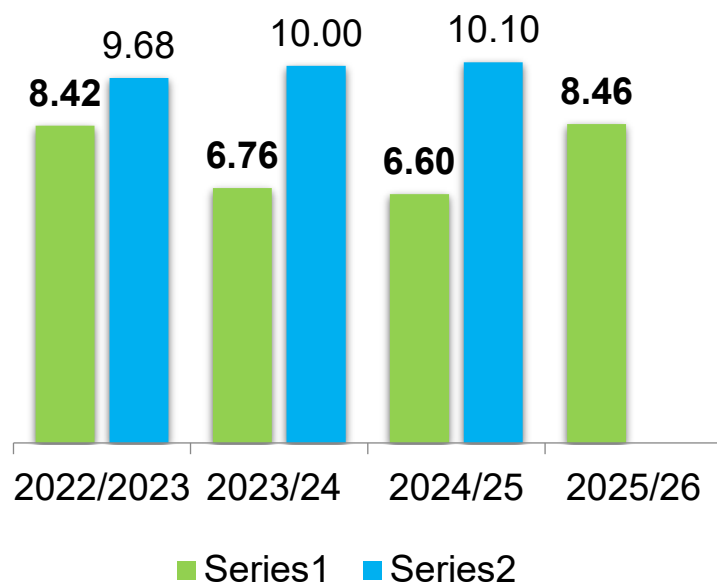


Housing Service – Delivery Model

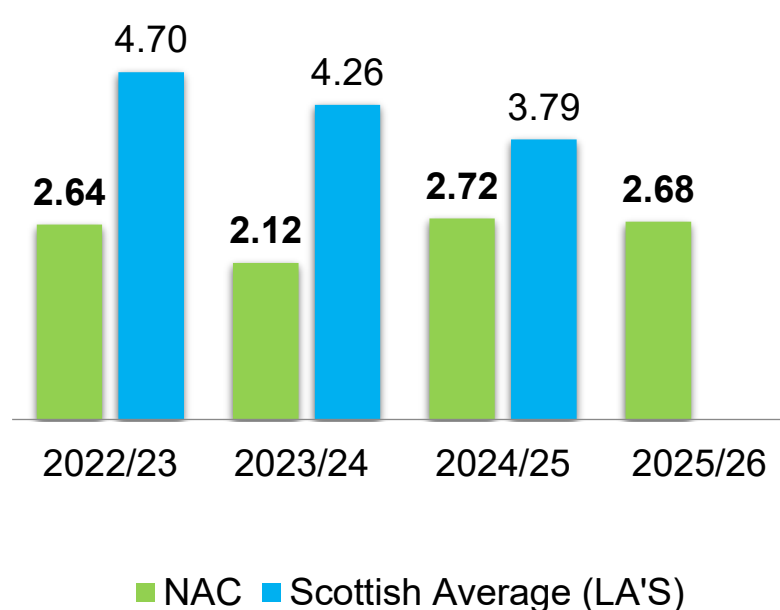
- a better shared understanding of the roles and priorities across the teams
- a greater respect for the work each team does
- identification of areas of duplication of work and better ways to manage workload
- improved communication across Officers
- a different perspective on priorities
- greater knowledge and improved information sharing
- the Housing Service is more visible as there are a greater number of Officers out and about within the community
- there is a greater opportunity to identify estate management issues, including: fly tipping; grounds maintenance issues; poor gardens etc

Repairs performance

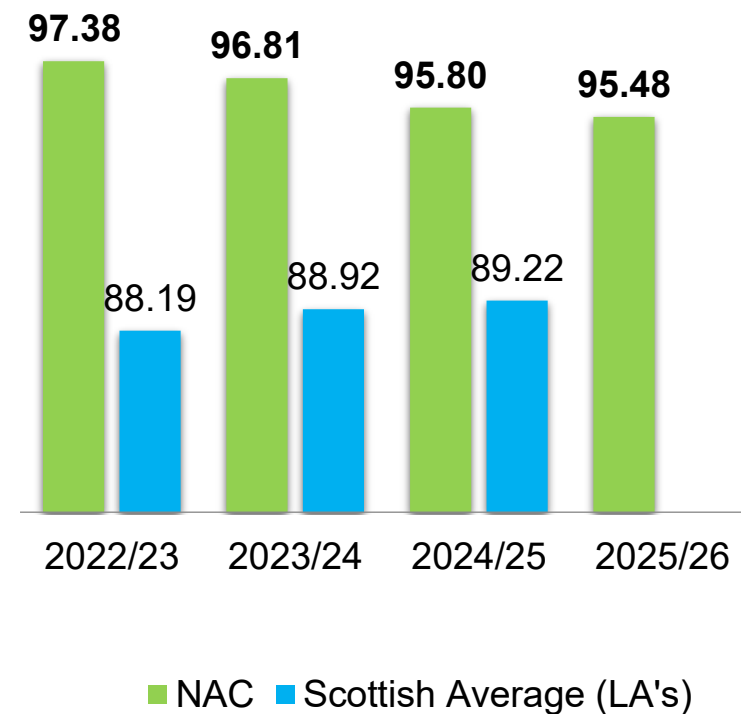
Average length of time taken to complete non-emergency repairs (days)



Average length of time taken to complete emergency repairs (hours)

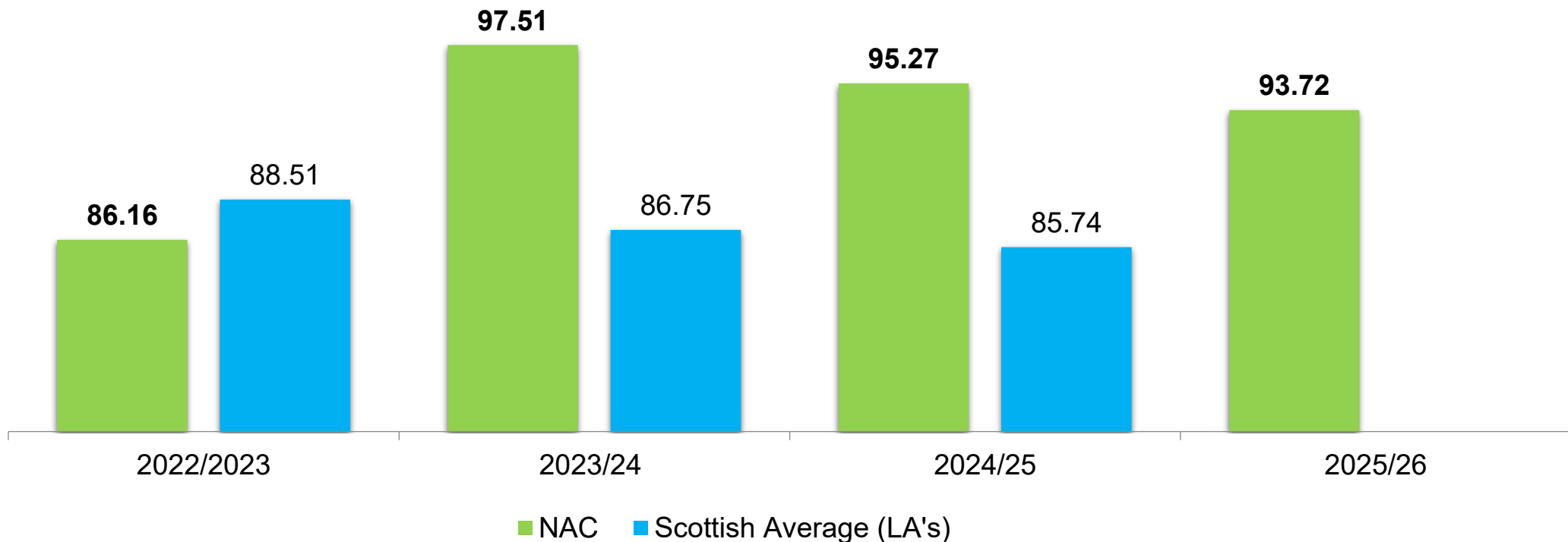


% of reactive repairs carried out in the last year completed right first time



Repairs Satisfaction

Percentage tenants satisfied with Repairs Service





Housing Services – Delivery Model

1. The co-location of services and joint working arrangements rolled out across council housing offices, with specialist housing staff based within the locality teams.
2. Estate management approach reviewed. Creation of EO's.
3. Reviewed the service provision across offices with less housing stock to ascertain resource requirements.
4. Investment in technology to allow staff to access systems and populate forms/data (including information from services such as Building Services, PMI and Public Protection). Portable digital equipment for staff to provide customers with on the spot up to date advice and assistance.

Housing Services – Delivery Model

Joint Approaches with other Services



- Protective Services, Connected Communities and Neighbourhood Services (collaborative working within our estates)
- Building Services (repairs)
- Property Management & Investment (gas/electrical safety compliance and planned maintenance)
- Health & Social Care Partnership (aids & adaptations/pro-active approach for the household)



Housing Services – Delivery Model Focus on Annual Visits

- Annual visits - Housing & Housing Support staff
- Capture vulnerable tenants needs
- Potential concerns being highlighted by Repairs teams
- Scoping Officer role
- Contact Centre/OOH – Diagnostic tool to identify repairs
- Emergency Repairs – not just to make safe, but repair carried out where we can



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