

Appendix – Repairs Internal Audit Recommendation Update

Ref	Recommendation	Categorisation	Implementation Date	Update
1	Ensure that repairs are prioritised/categorised with the evidence to support prioritisation being documented	High	November 2012	A referencing system for categorisation of jobs has been set up, following the diagnosis of the repair required with the tenant
2	Record and monitor completion of work identified as a result of risk assessments	High	August 2012	All repairs relating to Caretaker Assessments are now carried out in a timely manner through a new procedure which has been instigated following a meeting with Housing Management
3	Correctly code repairs that fall within the 'Right to Repair' scheme on the system and ensure there is documented evidence should a repair fall under the scheme but not be classed as urgent	High	October 2012	Instructions have been sent to relevant staff to ensure they always issue a Right to Repair code when raising a Right to Repair job
4	Ensure there is adequate resource to complete appointments within the assigned target completion date and produce a list of repairs which may have a high risk, to assist in scheduling jobs	Medium	April 2013	We need to maximise the use of our current resources. We are currently implementing mobile working for the operatives which will increase the number of jobs completed by each operative per week and this is anticipated to minimise any resource implications (see item 7)

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5	Code identified follow on work and schedule work based on urgency of repair	Medium	September 2012	A clear instructions has been given to the Repairs schedulers that all follow on work which is not related to the original repair should be logged on the system as a new job
6	Undertake the target number of inspections and quality checks required to assess the quality of work	Medium	September 2012	Quality checks are being made in accordance with targets for the month
7	Undertake an analysis comparing full time equivalent resource available within the Repairs department	Medium	October 2012	This analysis has been carried out; This was based on the current method of providing repairs, however a further review will be undertaken once mobile working has been implemented
8	Monitor daily work schedules to identify possible opportunities to allocate further work	Medium	October 2012	Daily work schedules are now monitored on a daily basis
9	Communicate effectively and respond to tenants, wardens or staff who report repairs as to the status of the repair	Medium	January 2013	We are currently working on achieving accreditation of the Institute of Housing's Repairs Charter and this will form part of the actions. We are also re-introducing the notification of works slips for external works which will be left at properties after works have been completed