

Progress against audit actions

Action	Details	Risk	Status
1	Management will ensure the Housing Repairs and Maintenance Policy is made available to staff and tenants via the Council Website.	Medium	Complete.
2	Call Handler Right to Repair Guidance, QL system priorities and the Repairs and Maintenance Policy will all be reviewed to ensure that they are consistent with regards to job priorities. Each job will have its associated priority reviewed in QL prior to system rollout.	Medium	Complete.
3	Management will ensure all guidance on raising repair requests is consistent for tenants and that no outdated contact details remain on the Council website.	Low	Due by 31 st March 2025.
4	The Council will remind all trade operatives to clearly document any works taken on initial visits, particularly in instances where follow on works are required. This will provide assurance that the property has been made safe as well as providing clarity to job planners regarding the follow-on works required. Guidance documents will be created to support this process.	Medium	Complete.
5	The implementation of a programme where 10% of jobs will be formally quality assessed will be implemented within QL. Clear oversight responsibility will be	Medium	A new post inspection process is being mobilised by the team and the results will be monitored by the Technical Services

	allocated, and there will be an established reporting process for sharing broader trends with the full trades team whilst also providing individual feedback to operatives.		management team and results will be fed back to trades teams in Q4 24/25.
6	The Council will remind operatives to obtain tenant sign off for completed works in all instances and to clearly add a note within First Touch recording any reason why the tenant was unable or unwilling to sign off on the job.	Low	Complete.
7	The Council will utilise the information from Rant and Rave in an agreed reporting structure, to monitor overall performance and provide specific feedback to operatives.	Low	Complete.
8	The Council will utilise the management information provided by the materials contract, as well as other available data from Northgate and DRS, to create management reports which allow for trend analysis regarding job, operative and trade type level spend. These data points will be monitored over time and exceptions will be reviewed (for example excessively expensive jobs).	Medium	Complete.
9	The Council will implement established KPIs for performance figures relating to repairs, such as the number of open jobs, the success rate with which jobs are being closed in line with the Council targets, and the average costs of repairs. These KPIs will be reported to Housing OSC.	Medium	Complete.

10	The Council will consider options such as closing all jobs over a particular age and will implement a solution to reduce the high number of open jobs within Northgate. The selected solution will be approved by an appropriate forum within the Council.	High	Complete.
11	Following the reduction of the open jobs backlog, the Council will implement monitoring controls to identify jobs which are breaching agreed turnaround times. Processes will be in place to actively clear these breaching jobs to reduce the risk of the backlog accumulating again.	Medium	Complete.
13	The Council will investigate the finding that jobs closed in Northgate as part of the large-scale closedown are still open in DRS and will seek to understand how this will affect the jobs data being moved into the QL system.	High	Complete.
Advisory 1	The Council will investigate the possibility of implementing a cancelled and re-raised job report to identify training need within call handling and planning staff.	Recommended	Info-Suite reporting in DRS has been requested as part of the IT upgrades project and is due by the end of March 2025.
Advisory 2	The Council will consider implementing formal monitoring to identify trends in instances where operatives are consistently taking too long on jobs including consideration regarding capturing other works undertaken at the same visit.	Recommended	Info-Suite reporting in DRS has been requested as part of the IT upgrade project and is due by the end of March 2025.