

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? Yes No

Ref SL/MH/HD

Date 06/11/24

Mears Ltd Performance Monitoring Report to 30 September 2024

From Stephen Llewellyn, Chief Officer (Housing)

E-mail HendryM@northlan.gov.uk
DoohanK@northlan.gov.uk

Telephone

Michelle Hendry,
07960974797
Kevin Doohan,
07415477387

Executive Summary

This report outlines Mears Ltd performance against Key Performance Indicators for the Housing and Corporate Maintenance and Investment Contract. This is for the period from 1 July 2024 to 30 September 2024.

Recommendations

It is recommended that Housing Committee:

- (1) Acknowledge Mears Ltd performance for both housing repairs and corporate repairs, from 1 July 2024 to 30 September 2024.

The Plan for North Lanarkshire

Priority	Improve North Lanarkshire's resource base
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 On 1 July 2024 Mears Ltd became North Lanarkshire Council's contractor to deliver Housing and Corporate repairs over an 8 year period, with options to extend for up to a further 4 years.
 - 1.2 It should also be noted that the heating contract is also now incorporated into Mears Ltd contract with performance for this area of work now being measured.
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2. Report

Performance Indicators

- 2.1 Appendix 1 provides Housing performance for July-September 2024. Emergency and non-emergency timescales for Housing Repairs are shown in Appendix 2. Appendix 3 provides Corporate performance for July-September 2024. Emergency and non-emergency timescales for Corporate Repairs are shown in appendix 4.

Housing Property Performance

- 2.2 The timescale in completing emergency repairs for all linked contractors, year to date, is currently 2.41 hours. Mears Ltd average is currently 2.24 hours. The 2023/24 Scottish average was 4 hours.
- 2.3 The timescale for completing non-emergency repairs, for all linked contractors, year to date, is currently 6.56 days. Mears Ltd average non-emergency timescales is 4.15 days. The 2023/24 Scottish average was 9 days.
- 2.4 98.03% of Immediate Response jobs (previously emergency) were completed in July, August and September 2024. This exceeds the 95% target.
- 2.5 99.68% of Normal Response jobs were completed within July, August and September 2024. This exceeds the 95% target.
- 2.6 98.33% of Void Repair jobs were completed within July, August and September 2024. This exceeds the 95% target.
- 2.7 Current customer satisfaction level is 94.55% for Mears Ltd. The 2023/24 Scottish average was 87%. We continue to receive various methods of surveys which include completed surveys online from tenants and at the post inspection stage of works, undertaken by our Technical Officers.

Frontline resolutions

- 2.8 Six stage one complaints were received in relation to Mears Ltd for July, August and September 2024, they were responded to within timescale and were all upheld or partially upheld. An analysis of all complaints received is undertaken to allow any re-occurring issues to be addressed and associated service improvement actions to be progressed.

Investigations

- 2.9 No stage 2 complaints were received in relation to Mears Ltd for July, August and September 2024 they were responded to within timescale and it was upheld.

Corporate Property Performance

- 2.10 The timescale in completing emergency repairs, year to date, is currently 4.35 hours. Mears Ltd average is currently 3.44 hours.
- 2.11 The timescale for completing non-emergency repairs year to date, is currently 6.04 days. Mears Ltd average non-emergency timescales is 6.95 days.

- 2.12 96.20% of Immediate Response jobs (previously emergency) were completed within July, August and September 2024. This exceeds the 95% target.
- 2.13 98.63% of Normal Response jobs were completed within July, August and September 2024. This surpasses the 95% target.

3. Measures of success

- 3.1 This report provides identified key performance indicators measurements against the Housing and Corporate Maintenance and Investment Contract. It also provides performance in relation to the Scottish Housing Regulator and measuring the charter outcomes. This should ensure elected members have sufficient information to assess how Mears' Ltd performance supports the council in delivering against The Plan for North Lanarkshire, as well as producing a high level of service delivery, legal compliance and customer satisfaction.

4. Supporting documentation

Appendix 1 – Mears Housing Performance 24/25 (July-September 2024)
Appendix 2 – Housing Emergency and Non-Emergency Performance 2024/2025
Appendix 3 – Mears Corporate Performance 24/25 (July- September 2024)
Appendix 4 – Corporate Emergency and Non-Emergency Performance 2024/2025



Stephen Llewellyn
Chief Officer (Housing)

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>

Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?

Yes No

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes No

If Yes, please provide a brief summary of the impact?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes No

If Yes, please provide a brief summary of the impact?

5.9 Risk impact

Is there a risk impact?

Yes No

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

5.10 Armed Forces Covenant Duty

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes No

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes No

