

HIGH PEAK BOROUGH COUNCIL

The Executive

10 October 2024

TITLE:	Missed Appointment Initiative
EXECUTIVE COUNCILLOR:	Councillor Fiona Sloman - Executive Councillor for Housing and Licensing
CONTACT OFFICER:	Helen Core - Head of Housing Services
WARDS INVOLVED:	All

1. Reason for the Report

- 1.1 The purpose of this report is to propose to Members a “Missed Appointment” Initiative put forward by the Tenant Engagement Group.

2. Recommendation

- 2.1 That Members agree to support the proposal. The scheme will be launched in the December Tenants Newsletter and evaluated after a three month period.

3. Executive Summary

- 3.1 Within the current Tenancy Agreement, there is provision for tenants who do not keep appointments for repairs to be recharged.
- 3.2 The Tenant Engagement Group consider it is more equitable that, if we (or our contractors) fail to keep an appointment, there should be some recompense, especially when people may have taken time off work or spent time clearing areas to enable work to be carried out.

4. How this report links to Corporate Priorities

- 4.1 This report aligns to Aim 1 - Supporting our communities to create a healthier and safer High Peak

5. Alternative Options

5.1 This is a voluntary initiative as proposed by the Tenant Engagement Group, designed to improve the tenant experience on the rare occasions when the service fails to meet required outcomes; in this event, that our operatives attend when an appointment has been arranged.

6. **Implications**

6.1	<u>Community safety, including safeguarding and prevention of terrorism</u> None
6.2	<u>Workforce</u> It is anticipated that there is sufficient capacity to support this initiative
6.3	<u>Equality and Diversity/Equality Impact Assessment</u> This initiative will be open to all tenants
6.4	<u>Financial Considerations</u> There is sufficient budget within the Neighbourhoods provision to support this initially
6.5	<u>Legal</u> Tenants have the right to repairs under the Landlord and Tenant Act 1972 and the Housing Act 1985
6.6	<u>Climate Change and Sustainability</u> None
6.7	<u>Conservation and Enhancement of Biodiversity</u> None
6.8	<u>Consultation</u> This initiative is proposed by the Tenant Engagement Group
6.9	<u>Risk Assessment</u> The scheme will be evaluated after 3 months

Martin Owen
Executive Director (Resources)

**Web Links and
Background Papers**

Contact details

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7. Detail

- 7.1 The Tenant Engagement Group is proposing a missed appointment initiative whereby if an appointment is missed, a tenant may request recompense in the form of a £25 high street voucher if the rent account is clear or a £25 credit to the rent account if it is in arrears.
- 7.2 We are suggesting that to begin with this will only apply to appointments missed by Alliance Norse (AN), whilst we establish the process
- 7.3 The circumstances under which a payment would be made are:
- If AN does not keep a morning appointment, but arrives in the afternoon we will pay unless the tenant is contacted before 9:30am to cancel the appointment or to inform them that we will be arriving later in the day.
 - If AN does not keep a morning appointment and do not turn up at all that day we will pay unless tenants are contacted before 9:30am to cancel the appointment.
 - If AN does not keep an afternoon appointment we will pay unless the tenant is contacted before 1pm to cancel the appointment.
 - If AN does not attend a pre-booked appointment at all and does not make contact with the tenant.
- 7.4 AN will identify appointments that have been missed through operative records. In addition, a webform will be created on the website for tenants to claim, or they will be able to contact Customer Services if they consider that an appointment has been missed. The details will then be passed through to AN to be verified.
- 7.4 Once the appointment has been confirmed as missed, the details will be passed to the Neighbourhoods team to arrange the payment.
- 7.5 We are suggesting that, to begin with, this will only apply to appointments missed by AN, whilst we establish the process and evaluate its effectiveness.
- 7.6 Once agreed, we will launch the scheme in the December 2024 newsletter.
- 7.7 The scheme will be reviewed after three months and may be further developed or refined based on the outcomes of the review.