

Briefing Paper to the Overview and Scrutiny Committee**Wards: ALL**11th December 2025**Update: Progress & Impact of implementation of 5-day urgent repairs****Briefing Paper of the of Corporate Director for Legal Services and Partnerships.****1. Purpose of the Paper and Summary**

To update the Overview and Scrutiny on the progress and impact of the implementation of the 5 day Urgent Repair category.

2. Background

2.1 The delivery of an efficient and customer focused repair service is a key priority for Hull City Council and the KWL partnership.

2.2 The repairs service is delivered primarily by KWL, who respond to repairs raised by customers, Housing Investment Services (HIS) Surveyors and other Neighbourhoods and Housing (N&H) officers due to visits to customers homes, such a Routine Tenancy Visits and Stock Condition Surveys.

2.3 Hull City Council receive approximately 76,000 repairs each year. All repairs are raised through the NEC diagnostic tool called Repairfinder (used by officers) and Interfinder (used by customers online). This diagnostic tool determines the priority of each repair.

2.4 From 2019 to June 2025, all repairs fall into one of the following priorities:

- High Priority Emergency (HPE, up to 4 hours) – Any extreme case where a repair presents immediate danger to either occupants, public, or risk to property left unattended.
- Emergency (E24, up to 24 hours) – Any repair that causes an immediate threat to the safety, security or health and safety of occupants or members of the public or serious potential damage to the property.

- Routine (API,APX, up to 28 day appointable repair) – Any repair that is not an emergency.

2.5 For 2024/2025, HPE and Emergency repairs amounted to 36% of all repairs across the service which equates to 27,500 emergency repairs each year. A large number of the emergency repairs are not 'true' emergencies i.e. small containable leaks from a waste pipe, broken lamp holder in a bedroom. This level of Emergency repairs was unsustainable for the following reasons:

- Not the best use of resource – emergency repairs often result in two visits from an operative, one to make safe/isolate the emergency and then a further visit to carry out the secondary repair. Due to the number of emergency repairs being raised, both cannot be carried out in one visit.
- Emergencies are not appointable repairs – the customer is required wait in for 24 hours for an operative to arrive.
- Limited offer of category of repairs, some repair types, such as a small containable leak from a wash basin or a broken electric lamp holder to a bedroom have to be classified as an emergency as it is not acceptable to leave this type of repair for up to 28 days.

2.6 In addition to the need to improve efficiency, an improved customer experience and improve successful access rates, the introduction of an urgent repair category allows HCC/KWL to effectively compare and benchmark performance against other comparable Local Authorities and Housing Associations.

2.7 The anticipated benefits of introducing the Urgent 5 day repair priority were:

- The repair is appointable, preventing the customer from having to wait in for 24 hours.
- The repair will be reportable online (currently only routine repairs can be reported online)
- The customer will receive a first-time fix to the repair, wherever possible.
- More resource available to improve response times.

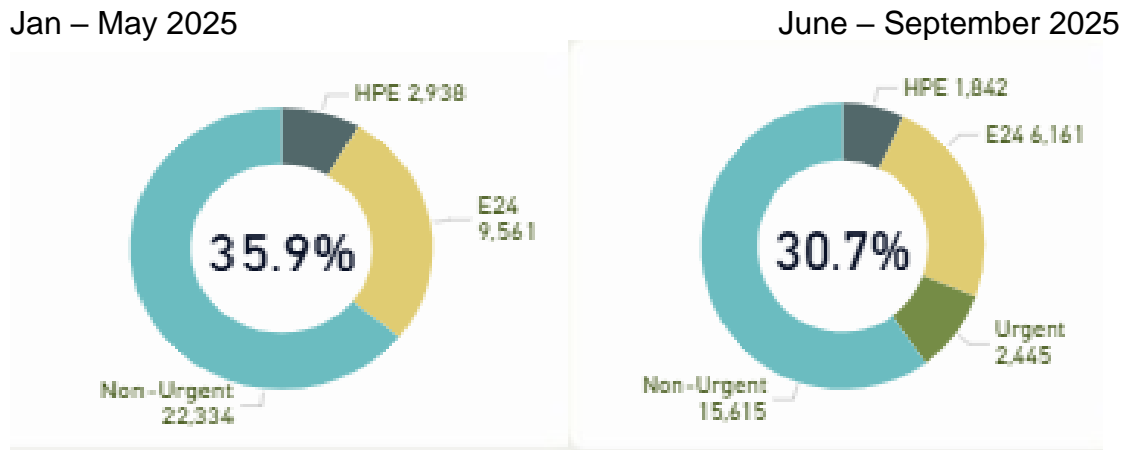
3. Issues for Consideration

3.1 On 2nd June 2025, HIS service, in partnership with KWL, introduced a 5 day Urgent appointable repair. This is any repair which is causing serious inconvenience to the occupants or likely to cause further problems to the property. This repair category is positioned between an Emergency repair (24 hour response) and a routine repair (28 day response).

3.2 A total of 60 repair types were re-prioritised from an Emergency Repair to an Urgent 5 day appointable repair. Examples of these are containable leaks, loose floorboards, glazing with no external security risks, as per the recommended guidance within [Four Million Homes - Knowledge and action for](#)

[change in social housing](#) funded by Ministry of Housing, Communities and local Government (MHCLG) and industry standards.

3.3 Below illustrates the current position in term of appointments and response times. Emergency repairs have reduced from 12,499 (36%) from Jan-May 2025 to 8,003 (31%) June-September 2025, but as a partnership we acknowledge that the level of emergencies is still too high. Additional work is underway reviewing further review emergency categories with a view to reprioritising these, if appropriate. This review will not be at the detriment of tenants and customer vulnerabilities will always be considered. The current procedure for escalation requests remains available to the customer and/or the call handler should the customer individual circumstances warrant a swifter response time.



3.4 Other envisaged benefits and successes identified through the introduction of the Urgent 5 day appointment are:

- An increase in the HCC/KWL partnerships ‘first time fix’ rate.
- A better customer journey as the customer receives an appointment to fit around their commitments
- An increase in successful access rates.

3.4 It is worth noting that the introduction of Awaab’s law will impact on the number of emergencies received. From 13th October 2024 to 6th November 2025, 132 additional emergencies were reported due to potential damp and mould, where a customer has reported this is materially impacting on their health. These orders previously attracted a 28 day priority.

4. Future plan

4.1 In addition to the work already being undertaken to identify other emergency repairs that can be reprioritised, the HCC/KWL partnership have agreed to introduce a planned 60/90 day category. There has been an increase in the

number of larger planned works identified through the Stock Condition Surveys, Routine tenancy Visits etc.. i.e. larger plastering and concreting works. These currently fall within the 28 day routine repair. The introduction of this repair priority will enable KWL to provide clearer and simpler response times to customers for the larger repairs, which can then be monitored in terms of completion rates and times.

- 4.2 In addition to the introduction of the 60/90 day planned category, it has been agreed at Core Group to rename the current repair priorities to the following:

Category 1	High Priority Emergency repair (4 hour)
Category 2	Urgent 24 hour repair
Category 3	5 day repair
Category 4	28 day routine repair
Category 5	60/90 day planned.

- 4.3 Research has highlighted that our current method of reporting emergencies does not mirror our local counterparts such as Sheffield, Doncaster, Leeds in that they only have one emergency category which is the high priority emergency. The HCC/KWL partnership have two emergency categories (HPE and E24), which results in a high reporting number of emergency repairs which negatively impacts on our performance when comparing against other Local Authorities and Housing Associations, in addition to Housemark, the leading data and insight company for the UK Housing sector. The renaming of the repair categories will enable more effective reporting and provide clearer insight on HCC/KWL performance.

(Appendix 1 – Current and proposed repair priorities, which includes examples from other comparable organisations).

5. Next steps

To continue to review the impact of the introduction of the UI5 repair priority as some of the reprioritised repairs have yet to be tested as these are often triggered by weather conditions, such as containable roof leaks. The winter months will provide a greater understanding on the impact of these changes. In addition to this, HIS will commence work, in conjunction with other stakeholders such as NEC and ICT to implement the overall changes to the repair priorities as documented in 4.2 above.

Corporate Director for Legal Services and Partnerships

Contact Officer: Clare Leader Telephone No: 612370

Officer Interests: None

Background Documents: - Appendix 1