

Thursday 25 April 2019

Progress by Andium Homes in managing housing repairs and maintenance welcomed

Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG) Karen McConnell, has today (25 April 2019) published a follow-up report on *Housing Repairs and Maintenance*.

Andium Homes was established on 1 July 2014. In her February 2015 report the C&AG identified areas where Andium Homes was following best practice in the management of housing repairs and maintenance, such as exceeding best practice targets for the proportion of work undertaken on a planned basis. However, she also concluded that there was scope for improvement, in particular in market development, management information and tenant engagement.

The follow-up review focussed on how effectively change had been secured through implementing the recommendations made in the 2015 report.

The C&AG concluded that Andium Homes had made good progress in implementing her previous recommendations. She also found that the States were making some progress in implementing the wider recommendation on procurement made in her 2015 report.

Karen McConnell said:

“Andium Homes has considered the recommendations in my previous report and has adapted them as they have changed the way they manage repairs and maintenance. As a result there has been a fundamental change in the way that services are tendered. The benefits of these changes have been:

- an improvement in the quality of service, demonstrated through the increased tenant satisfaction rates;
- an increase in capacity to undertake inspections of responsive repairs and therefore to check the quality of work undertaken; and
- better value for money through a further shift from responsive repairs to planned maintenance.

“I am pleased to see the development of the relationship with tenants. There is now greater involvement of tenants in a number of aspects of decision making.

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“I welcome the constructive approach that Andium Homes has taken to my initial report and am pleased to see effective implementation of the majority of my recommendations. Where recommendations remain outstanding, Andium Homes has clear plans for implementation.”

The report will be available on the Jersey Audit Office’s website from 0930 on 25 April 2019 at (www.jerseyauditoffice.je).

From 0930 on 25 April 2019 the report ‘Housing Repairs and Maintenance - Follow-up’ will be available on the Jersey Audit Office’s website at: <https://www.jerseyauditoffice.je/our-work/2019/>

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Notes to Editors:

- The Office of Comptroller and Auditor General (‘C&AG’) was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements, corporate governance, internal control and wider consideration of public funds, often expressed as ‘value for money’
- Karen McConnell was appointed in 2013 and the term of office was extended in 2014 to 31 December 2019. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is now fixed at seven years and is non-renewable
- Formerly of the UK Audit Commission (‘the Commission’), Karen held a variety of senior positions, including leading the Audit Practice
- Karen has a full programme of work which she intends to fulfil before the end of her term of office. Arrangements are in place for the appointment of a new C&AG from 1 January 2020 and handover arrangements are being overseen by the Board of Governance of the C&AG
- The Office of Comptroller & Auditor General is known as the ‘Jersey Audit Office’
- Contact details are: de Carteret House, 7 Castle Street, St Helier, Jersey JE2 3BT / T:716800 / E: enquiries@jerseyauditoffice.je

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- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
- Embargo times, where set, will be at 0001 hours on the day of publication - for press releases, reports and all other information pertaining to the publication date
- Other press releases/ statements may be made on an occasional basis and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes where set
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews offered or undertaken by either Karen McConnell or the employees of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at www.jerseyauditoffice.je

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