



Welwyn Hatfield Tenants Panel Scrutiny Sub Group

Review of the Repairs Call Centre

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| Date to be presented to Tenants Panel | Wednesday 28 th March 2018 |
| Date to be presented to Cabinet Housing Panel | Thursday 16 th April 2018 |
| Group members involved in the review | Dave Goodson, Rose Read, Brian Rhodes, Betty Robbins, Jan Corson, Susan Schofield, Jannet Mutawe |
| Supported by | Fiona Plumridge |
| Key Contributors | Peter Gray – Head of Property Services (Housing) Kate Harvard-Davies – Repairs Service Centre Manager |

Executive Summary

This is the second review the Scrutiny Sub Group have undertaken. After recent training the group is keen to embed what they have learnt into their scrutiny process. With this in mind the group decided to choose a focussed service to review. Due to receiving anecdotal evidence from both tenants and leaseholders it was decided to undertake a review on the Repairs Call Centre

The Sub Group have undertaken a review of the service and have proposed a number of recommendations which they hope will lead to improvements that will benefit both tenants and call centre staff.

Recommendations

1. That the Tenants Panel and Cabinet Housing Panel note and agree the report and recommendations
2. That an improvement plan to complete the recommendations is devised and monitored by the Commercial Manager
3. That the Scrutiny Sub Group receives an update on the actions against the improvement plan in six months.

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| 1.0 | BACKGROUND |
| 1.1 | This report outlines the findings from the review of the Repairs Call Centre |
| 1.2 | The Repairs Call Centre is the service that tenants and leaseholders use to report repairs that are required on their homes and communal areas. The service is available from 8.45am to 5.15pm Monday to Thursday and 8.45am to 4.45pm on Friday. Outside of these hours, emergency calls are taken in the Contact Centre |
| 1.3 | Working in the call centre there are 4 full time and 5 part time staff. Through work shadowing the group recognise that they work in a very high pressured environment and have to cope with stressful situations |
| 1.4 | Tenants and leaseholders can call in on either one of two numbers 01707 357800 or 0800 1114484, email in on housingmaintenance@welhat.gov.uk or report online by logging in to See My Data. All emergency calls must be reported through the 0800 number. |
| 1.5 | The Call Centre staff handle over 53,000 calls per year – approximately 4,416 per month. Of those calls, over 900 are non-repair enquiries – almost 25% of all calls |
| 1.6 | Emergency repairs account for 28% of all responsive repairs |
| 1.7 | The Call Centre staff raise in the region of 3,000 works orders each month |
| 2.0 | PURPOSE OF THE REVIEW |
| 2.1 | The Scrutiny Sub Group decided to look at the Repairs Call Centre due to anecdotal evidence from both tenants and leaseholders of the need to improve the service. |
| 3.0 | METHODOLOGY |

3.1 A range of methods were used to carry out this service review:

Documents reviewed:

Policies used to support call centre staff

Other methods:

Survey Monkey questionnaire sent out to 200 leaseholders

Presentation on the work of the call centre

Work shadowing Call Centre staff