



Scrutiny Sub-Group review Action Plan

Scrutiny Review: Repairs Contact Centre Review

Date of Review: September 2017

Date Recommendations made: February 2018

Date Recommendations finalised:

Recommendations	Head of Service Comments	Target Date	Current Status / Comments
<p>1. Up to date policies to support Call Centre Staff. The policies that call centre staff use to help them advise residents still had the Housing Trust logo on them. We recommend that all policies need to be updated and have the Housing Trust logo replaced with the WHBC one.</p>	<p>All 'old' logos have been removed from documents that are used in the repairs procedures. All policies are under review with the aim of having a complete suite of policy documents that relate to each other which will cover most situations.</p>	<p>Spring 2019</p>	<p>Two policies have updated (tenant alterations, repairs priorities) Policies in progress (recharges, redress, mutual exchanges, repair guidance for tenants) Approximately seven to be reviewed and amalgamated.</p>
<p>2. Response to emails. When a tenant emails in a repair, there is no automatic response to acknowledge their request. This means that some people then ring in to check if it's been received. In order to reduce the number of calls to the call centre we recommend that an automatic response is set up on the system.</p>	<p>The automatic response email sent out to repair emails received by the council was set up two years ago and is working. It is tested regularly. It may have been an anomaly when tested by the Scrutiny Group members.</p>	<p>N/A</p>	<p>Will continue to be monitored.</p>



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<p>3. Keep tenants informed on the progress of call backs. The group found that a number of calls were due to tenants or leaseholders ringing in to check when an operative would be coming back out to finish the job. The group recommend that where possible the operative should contact the Call Centre to arrange a new appointment whilst they are with the tenant. If this is not possible we recommend that the tenant is given a contact name for them to enable to check on the progress of the call back.</p>	<p>Feedback from tenants is reviewed and the Property Services team is in the process of developing a tracker system for repairs. The repairs service does use a log number system but usually use names and/or addresses as this is deemed to be more customer friendly and takes into account the shift working by the contact centre agents. All agents have access to the same information.</p>	<p>Spring 2019</p>	<p>Tracking is currently manually facilitated via Orchard and the Mears IT interface and by encouraging ownership of works orders by surveyors for more complex work. Regular reports are run to enable further monitoring. As part of the overall council-wide website update, tracking will be automatic on a view-only basis for residents.</p>
<p>4. Service information. If there is an issue locally that affects the quality of the call centre service such as the phones going down or lack of power/water the call numbers increase and people get frustrated when they can't get through to an operator. The group recommends that research is undertaken to</p>	<p>In such situations a message is put on the council website. We also advise the main council contact centre.</p>	<p>N/A</p>	<p>Will continue to be monitored. The Winter Plan for the TSG contract is currently being tested and due to go live by beginning of November.</p>



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<p>investigate how tenants could be informed of this in advance - it could be as simple as having a message on the telephones so people are aware as soon as they try to phone in.</p>			
<p>5. Tenant expectation of the Repairs service. Whilst work shadowing, the group found that some tenants had unrealistic expectations of the repairs service, both in work undertaken and timescales. The group recommend that a small project is undertaken to explore ways of informing tenants about repairs that are the Council's responsibility and timescales they should expect the work to be done in and those that are the tenant's responsibility. This information would also need to clarify what constitutes an emergency repair. The Tenants Panel would be happy to work with the Repairs Service on this.</p>	<p>Whilst repair priorities are on the council website, we are arranging to for a printed copy of the timings to be made available for our non-online tenants if needed.</p>	<p>December 2018</p>	<p>Currently available on demand and a quantity of leaflets will be provided to the main council reception and the Hatfield Housing office.</p>