

WELWYN HATFIELD COUNCIL
CABINET HOUSING AND PLANNING PANEL – 19 APRIL 2017
REPORT OF THE EXECUTIVE DIRECTOR (HOUSING AND COMMUNITIES)

MEASURES TO INCREASE CUSTOMER SATISFACTION WITH THE GAS SERVICING,
BREAKDOWN AND NEW INSTALLATIONS PROGRAMME

1 Executive Summary

- 1.1 This brief report is to update Members on the actions being proposed to improve customer satisfaction levels resulting from work carried out by the Councils contracted gas service and breakdown contractor – TSG Ltd.
- 1.2 The report highlights current customer satisfaction levels across the three areas (gas boiler installations, annual servicing and responsive repairs), an explanation of the current satisfaction levels and the steps proposed to increase satisfaction levels during 2017/18.

2 Recommendation(s)

- 2.1 It is recommended that Cabinet Housing and Planning Panel:
- 2.2 Notes the report.

3 Explanation

- 3.1 Installations - during 2016 / 17, high customer satisfaction was achieved during the summer months (100%) however this reduced to an average of 88% during the period October 2016 to January 2017. Analysis of the data has established that a higher than anticipated volume of installations were required during the period (average 80 per month compared with 50 per month during the summer) which impacted on the volume of supervision and third party quality assurance required. The programme of installations for 2017 / 18 will be set at a more manageable 50 per month on average and enhanced quality assurance guidelines have been put in place.
- 3.2 Servicing – an average customer satisfaction of 90.83% has been experienced with a target of 97%. A greater volume of annual services (1,000 per month compared with 900 per month) has impacted on both Council and TSG resources. A review of the gas access letters and associated escalation process is underway with staff from the Councils Housing and Legal teams to work more collaboratively to address this matter, and the programme of servicing for 2017 / 18 being reduced to a more manageable 900 per month will improve satisfaction feedback.
- 3.3 Gas / heating responsive repairs – a steady decline in customer satisfaction during Q4 has been recorded (average of 80.74% against a target of 97%). This can partly be attributed to a seasonal increase in gas related repairs being reported and the subsequent impact on resources. This has aided production of

a 5 year new installation programme which will reduce the volume of required repairs and in turn increase customer satisfaction for new installations and responsive repairs to heating systems.

- 3.4 A simpler method of capturing customer satisfaction will presently be piloted. Utilising text messaging, a simple “Yes” / “No” response regarding the satisfaction of the gas servicing or repair will generate a personal response to the customer in the form of a telephone call from a member of the Property Services team to discuss the reason for the dissatisfaction. If successful, this format of customer satisfaction survey will be deployed across other areas of work including responsive repairs and planned works. Alternative survey methods for customers with no access to mobile phones will be available, using a revised written survey.

4 Legal Implication(s)

- 4.1 Gas related work to tenanted properties is covered by “*The Gas Safety (Installation and Use) Regulations 1998*” and the Council has in place procedures to meet the requirements of this legislation.

5 Financial Implication(s)

- 5.1 The service improvements described above will be managed with existing resources.

6 Risk Management Implications

- 6.1 Satisfactory measures are in place to manage reputational, health & safety risks and risks associated with meeting the requirements of “*The Gas Safety (Installation and Use) Regulations 1998*”.

7 Security and Terrorism Implication(s)

- 7.1 None directly arising from this report.

8 Procurement Implication(s)

- 8.1 None directly arising from this report.

9 Climate Change Implication(s)

- 9.1 None directly arising from this report.

10 Link to Corporate Priorities

- 10.1 The subject of this report is linked to the Council’s Corporate Priorities “Meet the borough’s housing needs”

11 Equality and Diversity

An Equality Impact Assessment will be carried out prior to the new arrangements being finalised.

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