

Tenant Scrutiny Group
Report to Service Quality Committee



Executive Summary

We wanted to follow the process from the first call to finish to understand and recognise where the areas of concerns are, the service failures and to understand the systems used. We met with the Customer Contact Team (CCT) and each spent 2 hours with a member of staff and each met with Kim Jones the CCT manager to ask any further questions.

Findings and Recommendations

1. Operatives don't always have clear information when they arrive at the job. After further investigation we were informed that as part of the repairs review, the system has been updated in consultation with craftworkers and managers. They have created new question flows to ensure craftworkers have all the information they need when they arrive at a job.

Recommendations

- Review in 6-9 months' time to see if this has been fully rolled out and is effective.

2. CCT don't know about the tenant volunteer groups.

Recommendations

- Customer Engagement Team to create a script for call handlers to use when speaking with tenants. Kim Jones to add tenant groups to monitoring sheets to ensure call handlers are mentioning it.
- Tenant groups should be added to the automatic response when tenants email the info@ email address.
- Tenant Group information sheet should be attached to complaint letters.

3. The portal system enquires come through a different system to phone calls and emails. After further investigation the Netcall system (phone calls and emails) does not have the capability to link with the portal system currently. As software develops it would be something that could be investigated.

4. Damp & Mould appears to come up a lot in email and portal enquiries.

Recommendations

- We were advised that call handlers should be sending out an advice sheet or direct tenants to the website. Kim Jones has completed this and reminded staff.
- More proactive work before the season when damp and mould is most prevalent. Encourage tenants to check boilers, open windows regularly and share information sheets earlier.

5. Disconnect between CCT and other departments in both emails and calls. CCT have 10 days to respond to an email, but other departments and staff do not appear to have these service standards.

Recommendations

- All departments should send an acknowledge email when receiving an action request or case from CCT. The email should include the departments Service Level Agreement (SLA) if they are not able to answer the query immediately.
 - CCT should be provided with the Service Level Agreements for each department so they can advise tenants when they call.
6. Tenants calling in to enquire about a follow up repair. We are aware that this sits with the craftworkers, and schedulers and we will be asking them when we shadow.
 7. CCT not able to pass tenant calls through to the relevant department or person.

Recommendations

- We understand that Neighbourhood Officers do not always get the opportunity to take calls due to the nature of their job roles. Housing management to provide feedback to SQC on the possibility of Neighbourhood Officers going back to having duty days and dealing with all enquiries regarding neighbourhood matters. Including pros/cons, work level implications, staffing levels etc.

Future Plans

1. Shadow schedulers in the next quarter.
2. Shadow craftworkers in quarter 3.
3. Follow up point 1 in 6-9 months.
4. Taking part in Saffron Roadshows.

Overall Thoughts

We enjoyed having the opportunity to shadow CCT to experience the pressures and demands that they are under. It was good to highlight the areas that needed improvement to ensure a smooth process from beginning to end. CCT were very friendly, open, and informative. They had great knowledge, and they expressed the difficulties they faced in a professional way. They took on board our constructive feedback and had mutual concerns.

