

You Said, We Did!

Quarter 3 and 4 (2018/19)

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Introduction

At the end of each quarter, we hold Customer Intelligence meetings to meet with managers to review customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for our customers.

Please find a selection of the actions developed during Quarter 3 and 4 of 2018/19 listed below (from 1st October 2018 to 31st January 2019).

Quarter 3

You Said

There was an increase in the number of repairs completed during the first visit, from our Day to day satisfaction survey; 94.6% in Quarter 3, a significant improvement over the previous quarter, when the figure was 89.5%.

We Did!

Performance reporting has been improved, and work is being carried out at a quicker rate than before. A new scheduling team is in place, and management is confident that the right resources are in place to deliver an excellent service.

In order to offer more choice to tenants, the appointment system is being amended so customers will be able to book repairs up to 90 days in advance. This will be a pilot exercise, initially, to see how it works.

You Said

High satisfaction with repairs was maintained, with 98% of customers satisfied in Quarter 2 and 3.

We Did!

The team are constantly reviewing the individual feedback from customers, to learn from individual responses. The mould leaflet has been refreshed, and a three stage procedure has been put in place to deal with disrepair claims. Surveyors will be looking at this too, in an effort to innovate, and deal with issues.

You Said

You were satisfied with the operative(s) who carried out communal cleaning. 98% satisfaction in Quarter 3, higher than Quarter 2 (when it was 92%).

We Did!

Cleaners were recently invited to head office at Atlantic House, so they could meet staff, including Neighbourhood Services Officers. This was acknowledged as a good morale boost, as staff could put faces to names, and share any information they had.

Management is monitoring the standards, and the cleaners take ownership of the blocks they work in. Telephone numbers have also been shared, so important information and issues can be dealt with more efficiently.

You Said

On our New tenant Survey, 93% of customers were satisfied with the condition of their property in Quarter 3. This is an improvement from Quarter 2, when satisfaction was 89%.

We Did!

To further improve the process, Neighbourhood Services Officer's to book in repairs with the tenant when the property is let to them, so that they know exactly what work will be carried out (this would be at the handover meeting). This would improve communication, and reassure the customer. Neighbourhood Housing Manager to pick this up.

You Said

Improvements in satisfaction with the following with advice given on how to pay rents and access benefits in Quarter 3; 98% satisfaction for how to pay your rent, whereas it had been 90% in Quarter 2. 96% were satisfied with the advice given on how to claim for benefits in Quarter 3 (this had been 94% in Quarter 2).

We Did!

The new tenant checklist has been reviewed, and is clearer for the customer. Rent and benefits is discussed at the beginning of the tenancy, so this may have a positive impact on customer satisfaction as well.

You Said

Increased satisfaction with ASB case handling in Quarter 3; from 90% in Quarter 2 to 92% in Quarter 3.

We Did!

Neighbourhood Services Team Leaders now call customers before the case is closed, to ensure there are no outstanding problems. Also, customers appreciate a senior member of staff calling them, as it rounds off the process. This was just the Neighbourhood Services Team initially, but they are also calling on behalf of the Community Safety Team for high level cases.

The focus is on resolving cases sustainably, ensuring problems are resolved, rather than closing the case too quickly.

You Said

3 Community Safety Team complaints during Quarter 3, with 2 partially upheld. These were both regarding the Out of Hours service.

We Did!

Regular customer care refresher training completed with Operatives. Calls listened to with Supervisor to identify improvements.

You Said

On our Home Improvement Survey, overall satisfaction was 100% in Quarter 3.

We Did!

One Vision Housing has been working with Carroll Build to improve their procedure, and now include photos to assess the quality, and tenants sign off the job with the contractor. There are also monthly meetings in place with Carroll's, during which any issues are flagged up. Important information is also relayed at team meetings.

Also, any outstanding issues are picked up before the Operatives leave the property at the conclusion of the works.

You Said

4 Complaints were received by our Customer Service Centre during Quarter 3. Issues reported included incorrect information provided regarding Investment work, Direct Debit set up incorrectly, and length of time to process Property Pool Plus.

We Did!

The Customer who was unhappy with investment information given by Customer Service Advisor was unhappy with how a member of staff spoke to him. To improve the service, the member of staff is to complete a training course on how to deal with difficult interactions with customers.

Further care is to be taken at the end/beginning of year to ensure that rent amounts used for payments and direct debits are correct, this complaint resulted from human error that wasn't picked up for months due to the small variation.

More proactive steps will be taken going forward with regard to requesting information from tenants to shorten the processing time for Property Pool Plus customers.

Quarter 4

You Said

On our New Tenant Survey, 87% of customers were satisfied with the condition of their property in Quarter 4, a decrease from Quarter 3 (when satisfaction was 93%).

We Did!

The process has been amended to manage voids, and increase the turnaround time. This means that customers will not have as long to wait before moving into their new home. Neighbourhood Services Officers will issue decorating packs to those who need them. Currently, there are the lowest number of empty properties, which is a positive achievement.

There is an additional member of staff available to provide support, and improve the service for customers.

You Said

92% were satisfied with our Grounds Maintenance Service in Quarter 4, an increase from Quarter 3 (when satisfaction was 87%).

We Did!

A new manager has been appointed to look after Grounds Maintenance work. Also, Sovini Property Services has been picking up work during the winter months, which is an improvement when compared to the service offered by previous contractors.

Going forward, action plans are in place to improve Independent Living and High Rise blocks. The team will be working with the One Vision Housing Investment Team to deliver this. The focus will then move to Low Rise blocks.

A facility to recycle chippings and bark will be introduced, as part of environmentally friendly initiatives.

You Said

Increase in customers who agree that communal gardens are maintained, and paths cleared of litter every four weeks. From 69% in Quarter 3, to 77% in Quarter 4.

We Did!

Litter picking is a big focus for the team. One Vision Housing staff also visit sites with the contractor. Publicity will be arranged for this, to promote the work of the team, and look at before and after to show the contrast in quality from previous contractors.

The team are also carrying out additional work on roads which have not been adopted by Sefton Council, at a cost to the company.

You Said

96% of customers agreed that their cleaner attends regularly.

We Did!

Increase in the amount of information customers receive about the service; the name of the cleaner, and the time(s) they attend are visible to customers living in the blocks.

You Said

100% satisfaction with operatives who carried out the Home Improvement work in Quarter 4, higher than the Quarter 3 figure of 98%.

We Did!

Progress is closely monitored on a monthly basis, with formal meetings in place. In addition to this, meetings take place midmonth, so anything relevant can be discussed and dealt with.

Structure on contractor and operative side has been planned out effectively, and is working well. Overall, in the last twelve months there has been more contact, and staff are fully engaged. In addition, the client and contractor are sitting in close proximity, which means that important conversations can take place straight away.

You Said

There was an increase in satisfaction with length of time it took to answer your call. This was 96% in Quarter 4, higher than the Quarter 3 figure of 91%.

We Did!

There has been an increase in staffing due to demand on the service. Also, My Account has been rolled out, so customers are being encouraged to use this in order to manage their account. This is helping to reduce call volumes, and pressure on CSC staff.

You Said

In the New Tenant Survey, there was a decrease in satisfaction with advice how to make a claim for benefits during Quarter 4. This has reduced from 96% in Quarter 3, to 92% in Quarter 4.

We Did!

A new referral system, RAISE, is in place to assist customers with claiming for benefits or getting financial advice. Also, satisfaction with this question will be monitored going forward.

You Said

Customers are more satisfied with the outcome of their ASB case, with a figure of 96% in Quarter 4. It had been 88% in Quarter 3.

We Did!

Introducing the noise app means that the team can effectively monitor and manage cases more effectively. It has also reduced the number of cases which can be investigated, and means that customers who have a serious issue get a better outcome.