

# Customer Inspectors

## One Call Inspection December 2009



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# **Acknowledgements**

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## **Introduction**

The purpose of this report is to summarise and evaluate the Customer Inspectors inspection of Helena Homes One Call service. The report analyses the information in the completed checklists along with any additional comments made by the Customer Inspectors.

## **Background**

Helena Partnerships want to ensure that our customers are at the heart of everything we do. We want to demonstrate that we continually improve and deliver customer led services.

The creation of the Customer Excellence Strategy has led to the development of Customer Inspectors.

A Customer Inspector is a volunteer whose role is to test and feedback the level of service being provided from a customer perspective. They carry out mystery shopping or reality checks which provide feedback on actual service delivery.

Customer Inspectors have a key role within the new Customer Excellence Strategy and will help to improve customer satisfaction inline with the overall target of 25%.

Helena Homes has a total of eleven trained Customer Inspectors who are able to conduct a variety of overt and covert exercises.

This is the third inspection of Helena Homes services conducted by the Customer Inspectors, this gives the Customer Inspectors an opportunity to express their satisfaction or dissatisfaction with the One Call service using the checklist provided.

The Customer Inspectors will continue to conduct reality checks on Helena Homes services, these services will be identified by the Customer Excellence Panel.

The results of these studies will provide feedback to service managers, which in turn will help to identify strengths and weaknesses with the services and will enable them to highlight areas for improvement.

To adhere to the overall Customer Excellence goal the information will be scrutinised by the Customer Excellence Panel and the feedback given to board.

### **One Call**

The One Call service is a relatively new service, which was set up in 2008 with the aim of being the first point of contact for all housing related matters and enquires. It is a customer facing service which is predominantly telephone based. The service aims to answer, resolve and deliver detailed responses to all enquiries at the first point of contact.

The skilled advisors can log repairs, take payments, deal with complaints, estate management issues and advise customer's on a range of other topics.

One Call is a diverse and complex service where procedures cannot be totally defined. Friendly and professional advisors provide a high level of customer care regardless of the type of enquiry.

Effective levels of performance with regards to call handling have been frequently demonstrated, delays in answering customer telephone calls are rare, therefore enabling a high level of customer satisfaction.

Customers are always responded to, whether a resolution is provided during the initial call or whether a "hand off" is needed to a specialist internal function.

Customers are provided with reference numbers as a form of receipt to their enquiry therefore promoting trust and acknowledgement that their enquiry has been actioned appropriately.

One Call are able to notify internal service areas of customer requests via the use of IT therefore promoting accountability and time bound responses.

Working histories in response to customer enquiries are created and maintained to prevent customers unnecessarily repeating the detail of their call should they feel it necessary to contact One Call again.

## **Aim and Objectives**

The aim of the One Call mystery shop is:

- To develop an understanding of a customer's view of the One Call service
- To identify areas of dissatisfaction with the One Call service

To achieve the aims the Inspection will focus on:

- Results from the completed checklists
- Additional comments made by the trained Customer Inspectors

## Context

The Customer Inspectors conducted twenty six mystery shops of the One Call service, they were all telephone enquires. The calls were made on a number of dates between 26 September 2009 and 15 November 2009. They were conducted during the regular One Call hours of 9am- 6pm Monday to Friday and the 'Out of Hours' service covered by Liverpool Direct.

A total of seventeen calls were made during One Call opening times, the table below shows the date and time at which these calls were made.

<b>Date of Call</b>	<b>Time Of call</b>
02 October 2009	03:45 PM
06 October 2009	12:10 PM
07 October 2009	01:15 PM
08 October 2009	02:50 PM
10 October 2009	13:05 PM
12 October 2009	04:15 PM
16 October 2009	12:50 PM
19 October 2009	03:40 PM
20 October 2009	09:50 AM
28 October 2009	11:25 AM
28 October 2009	10:40 AM
02 November 2009	09:20 AM
06 November 2009	04:15 PM
09 November 2009	12:15 PM
09 November 2009	Unknown
10 November 2009	10:25AM
Unknown	03:30 PM

A total of nine calls were made to the Out of Hours service, the table below shows the date and time that the calls were made.

<b>Date of Call</b>	<b>Time of Call</b>
26 September 2009	07:15 PM
11 October 2009	04:25 PM
14 October 2009	10:50 AM
16 October 2009	08:55 PM
07 November 2009	12:22 PM
08 November 2009	03:50 PM
14 November 2009	10:25 PM
15 November 2009	10:40 PM
06 November 2009	06: 40 PM

The Customer Inspectors used eleven of the thirty five suggested questions provided for them (see Appendix 3). The suggested questions fell under different categories. A breakdown of the different categories is shown in the table below.

Area	Frequency	Percentage (%)
Rent Enquiries	1	3.8
Repairs	3	11.5
Neighbourhood	5	19.2
Under One Roof	0	0
Other Departments	2	7.7
Gateway Services	5	19.2
Other	10	38.5

The table below shows the different questions that the Inspectors asked the advisors. 'Other' relates to the questions that the Inspectors asked that were not on the set questions.

No.	Question	Frequency
4	Are there any rent free weeks?	1
5	How often do you carry out gas servicing?	1
6	When was the last time you carried out gas servicing in my property?	1
7	Do you carry out repairs to dividing fences?	1
11	Who is my Neighbourhood Officer?	3
14	Do I need permission to keep a pet?	2
21	Do you have a number I can call about job vacancies?	1
22	Where is the nearest Shoots Food Club?	1
25	Can I have bulky rubbish removed?	1
26	Who do I speak to about a faulty alley gate?	2
35	Do you have the telephone number for St Helens Council?	2
Other	Gate put on back fence	1
Other	Report a repair – my toilet is not flushing	1
Other	Report a repair – replace a single fin radiator	1
Other	Make a rent payment	1
Other	Can I have a car port built?	1
Other	The lighting in my block of flats needs repairing	1
Other	Damaged paintwork in my kitchen	1
Other	There is water leaking on my kitchen wall and ceiling	1
Other	If my dog causes damage to my property do I have to pay?	1
Other	Reported an incident of ASB	1

# Method

## Checklist

The One Call checklist was developed considering the One Call service standards. The checklist also considered the Inspectors previous recommendations of ensuring it was short, to the point and fit for purpose.

Some of the questions in the current One Call satisfaction survey have been incorporated into the Customer Inspectors checklist this allows for comparisons to be made.

The checklist differs slightly from previous Inspectors checklists as it follows slightly different criteria. This criteria is shown in the table below.

### Scale

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

Similar to previous checklists the Inspectors were given room to make additional comments and were encouraged to note as much feedback as they could.

## Pilot

A pilot study was not conducted for this checklist, this was apparent from feedback at the briefing session and will therefore be conducted for future Customer Inspector inspections and mystery shops.

## The First Inspection

The Customer Inspectors were briefed by Lesley Boyd, Interim One Call Manager and Andrea Jones, One Call Team Leader at Bold Miners Club in St Helens on 23 September 2009. A copy of the briefing can be found in Appendix 2.

During the briefing the One Call managers identified a small number of additional questions they would like to incorporate in the checklist.

The managers discussed the services that are provided by the One Call team. The Customer Inspectors were also given an opportunity to go through the checklist and raise any queries they may have before the mystery shop.



The Customer Inspectors conducted this mystery shop on their own, it was therefore important to provide some guidance on making the call. A set of questions to ask the One Call advisors was also provided. The Inspectors were given the option to choose their own question this allows for the Inspectors to ring One Call using a genuine enquiry. (The guidance notes can be found in Appendix 3 and the Scenarios in Appendix 4).

The Inspectors were encouraged to make calls at any time of the day as there is an out of Hours service to take calls when One Call is closed.

The Out of Hours service is provided by an external company, Liverpool Direct. This is a recently formed contract. The One Call managers explained to the Inspectors that feedback on the Out of Hours service would be beneficial, this service is a seamless service which offers a wide range One Call service. This includes:

- Emergency repairs
- Payment of rent
- Booking repairs

Unfortunately due to the opening hours of the rest of Helena's services Liverpool Direct are unable to transfer calls to other members of staff.

To help the Inspectors complete the One Call mystery shops they were issued with the following equipment:

- Pens/pencils
- Mobile phone
- Checklist
- Briefing
- Scenarios (Questions)
- Instructions/guidance notes

## **Sample**

A random sample of calls were conducted by the Inspectors. This sample method was chosen as it allowed the Inspectors to ring at a time that was convenient to them.

The Inspectors made a total of twenty six calls between 26 September 09 and 15 November 09. A response was given for all the calls made which gives a response rate of 100%.

65% (17) of the calls that were made were made during the One Call service. 35% (9) of calls were made to the Out of Hours service.

# Analysis

## Summary of Main Findings

This section of the report summarises the results from the One Call mystery shops. A more detailed analysis of the results can be found in the following section.

### Checklist Analysis

The results of the checklist demonstrate high levels of satisfaction with the service. All aspects of the checklist were rated highly with only some small indications of requirements for improvements.

In summary the following points show the results gathered from the checklist.

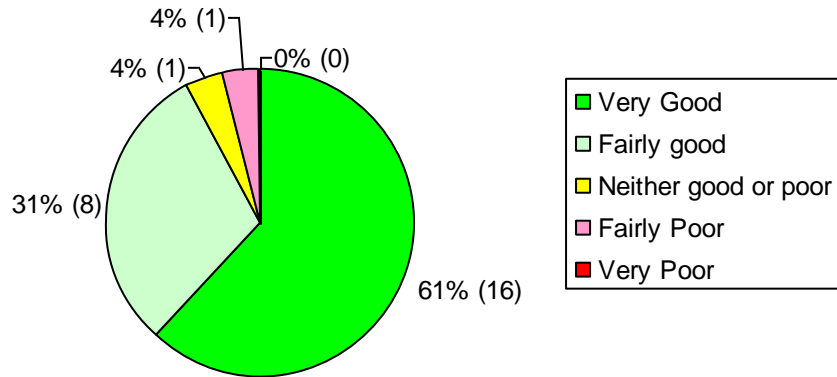
- All responses questions were considered to be correct by the One Call managers.
- The service standard of 'answering within fifteen seconds' was met for 88% of calls.
- 89% of calls were dealt with by a member of staff who was 'Polite and helpful'.
- 38% of the calls that were made were put on hold.
- 85% of the queries were dealt with at the first point of contact.
- The Inspectors considered 84% of calls to have fully answered their question.
- The advisor's level of knowledge was rated highly with 53% being rated as 'Very good' and '35% being rated as 'Fairly good'.

### Overall

Overall the findings from the mystery shop are positive, 93% of calls were rated as 'good' in terms of the overall quality of service. (62% - Very good)

The pie chart on the following page displays the last question on the checklist of 'Overall how would you rate the quality of the service you received'.

### 8. Overall how would you rate the quality of the service you received?



The Customer Inspectors gave the service they received an overall rating. Sixteen of the calls were rated highly and were rated as 'Very good'. A further eight calls were given a 'Fairly good' rating.

Overall the quality of the service provided by One Call was rated positively by the Customer Inspectors with 61% of the calls being rated as 'Very good' and 31% being rated as 'Fairly good'.

The level of satisfaction which the Customer Inspectors expressed with the quality of the One Call service was impacted by which service they made their enquiry to.

Customer Inspectors rated the overall quality of the service higher for One Call than for the Out of Hours service. The majority (87.5%) of the calls which were rated as 'Very good' were made to One Call while just 12.5% (2) were made to the Out of Hours service.

However the overall quality of the Out of Hours service was still rated positively. 56% of calls to the Out of Hours service were rated as 'Fairly good' and 22% were rated as 'Very Good'.

The two instances in which calls did not receive a positive rating, and the quality of service was considered to be 'Neither good nor poor' and 'Fairly poor', the Customer Inspectors had contacted the Out of Hours service.

## Comments

The comments from the Inspectors support that they are happy with the service they received. An example is shown below:

*"The staff member spoke very clearly, which was helpful to me. He sounded professional and took my question seriously."*

## Suggestions for Improvements

Some of the comments made by the Inspectors highlighted areas of the One Call service which could be improved.

One comment directly suggested how the service could be improved, this is shown below.

*"The person on the One Call could have said for example, "Could you just hold for a second while I'll find the information for you". Long pause makes me always wonder if the other person is still there"*

Three different Inspectors had difficulties with the phone line and noted that it was difficult to hear. This is therefore an area for improvement.

## Customer Inspectors Overall Feedback

This section of the report summaries the Customer Inspectors feedback from the One Call mystery shop. The information was gathered at a break out session during a Customer Inspector meeting. The Customer Inspectors were asked collectively for their comments on the mystery shop.

The Inspectors all agreed that the mystery shop on One Call was an enjoyable task. They highlighted that some phone calls were more difficult to analyse than others, they noted that it was easier to make a phone call using a real query they had for the service. An example of a difficulty they had was a query that resulted in a call back, due to the number of calls made it could be difficult to remember what the query was regarding.

The Inspectors were concerned that other Inspectors were making the same phone calls, this specifically applied to unusual questions that where included as part of the set scenarios.

In relation to the checklist for the mystery shop the Inspectors had no suggestions for amendments.

The Inspectors would be happy to conduct future mystery shops on the One Call service and suggested that future mystery shops use the same scenarios so that a comparison can be made.

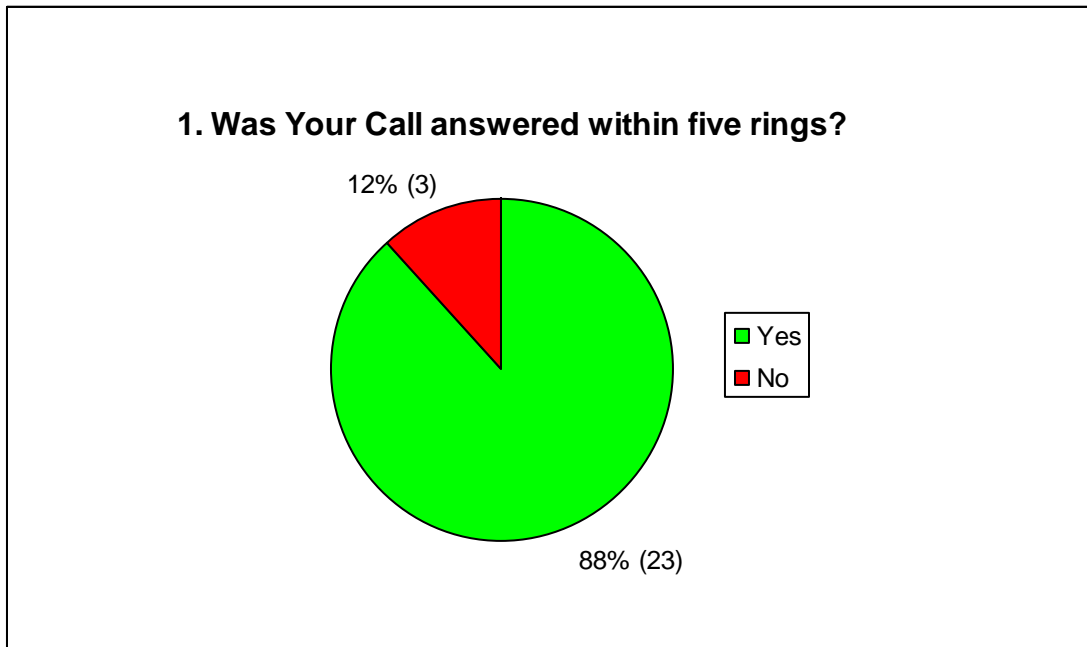
# Detailed Analysis

## Response

The responses to the Inspectors enquiries were studied by the One Call manager in order to ascertain whether the One Call and Out of Hours advisors had provided them with the appropriate response. All responses were considered correct.

## Answered in Five Rings

The pie chart below shows the percentage of the calls made to One Call by Inspectors that were answered within the service standard of five rings.



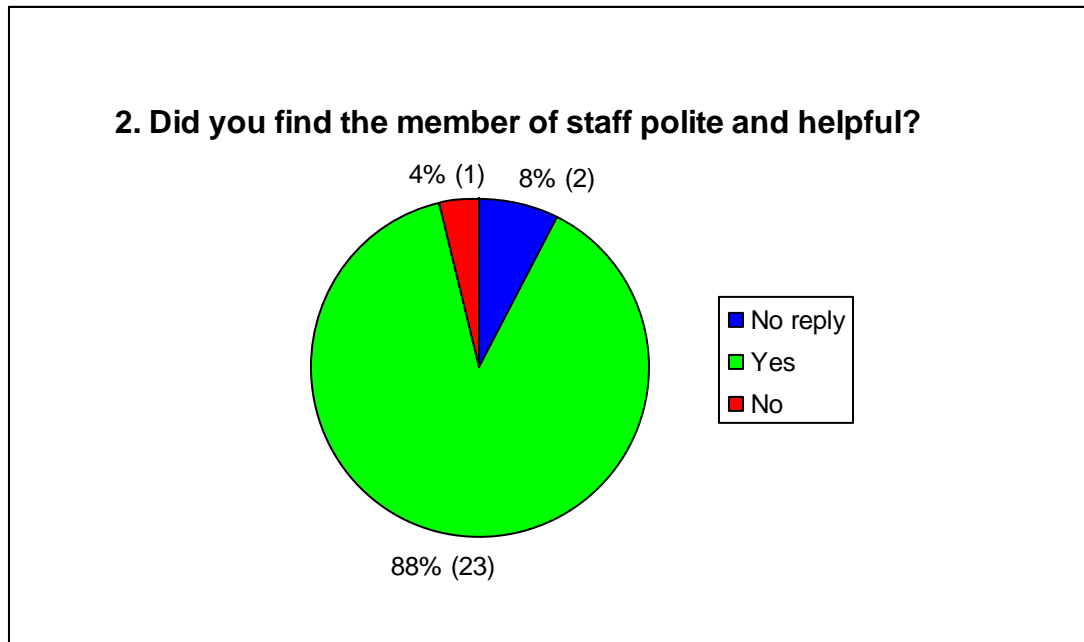
The majority (88%) of the calls made by the Inspectors met the standard and were answered within five rings.

Three calls (12%) took longer than 5 rings to be answered and therefore did not meet the service standard. The time taken to answer two of these calls was noted by the Inspector, one call took five minutes and another after one minute. No time was detailed for the length of time it took to answer the third call.

Two of these calls were made to One Call and one was made to the Out of Hours service.

## Polite and Helpful

The pie chart below displays the results for the advisor being 'Polite and helpful'



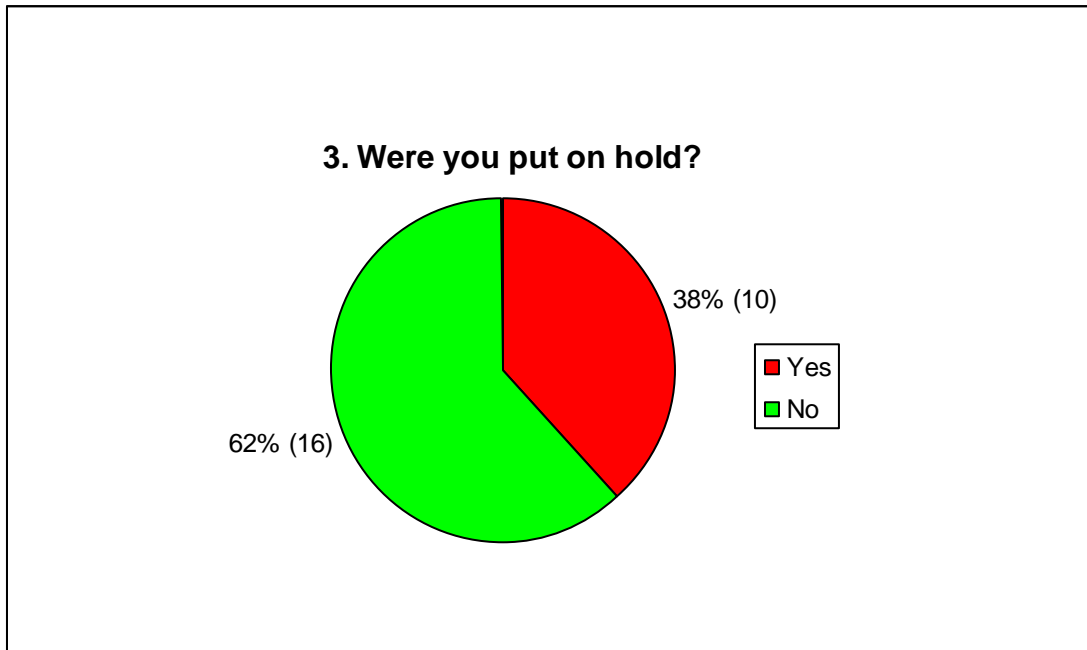
On the majority (88%) of occasions the Inspectors found the One Call advisor that they spoke to be 'Polite and helpful'

Only one Customer Inspector reported that an advisor was not 'Polite and helpful' and this was for a call made to the Out of Hours service.

No responses were received for two of the calls made by the Inspectors.

## On Hold

The pie chart below shows the percentage of the calls that were put on hold.



The pie chart highlights that the majority of calls were not put on hold, this applies to 62% of calls.

Ten calls (38%) were put on hold, of these calls six were made to One Call and four were made to the Out of Hours service.

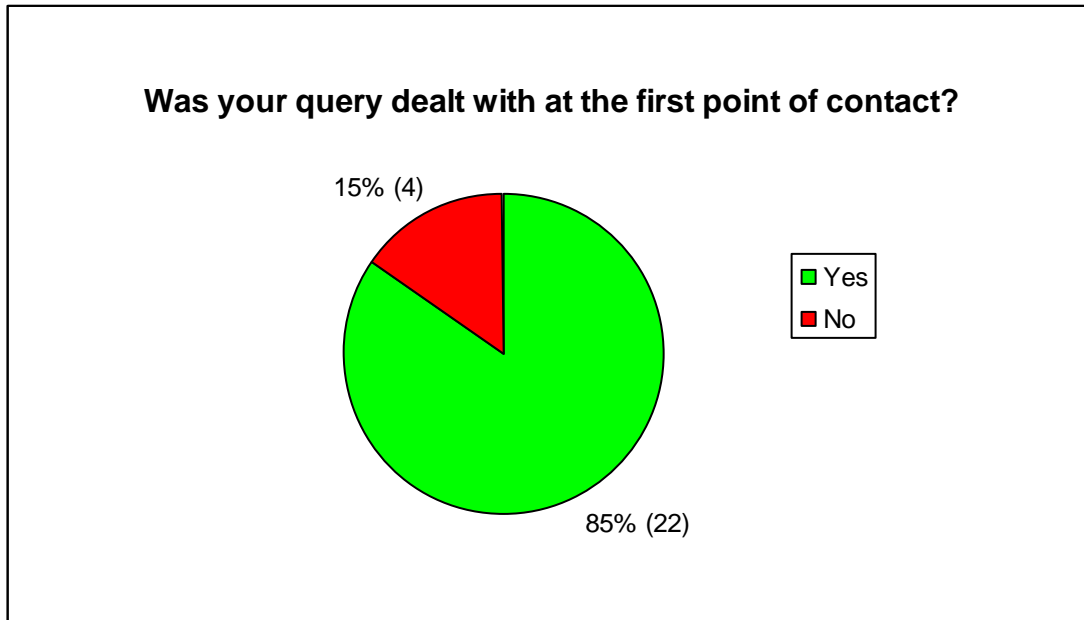
The Inspectors recorded the amount of time they were put on hold for. This ranged from forty five seconds to five minutes. The table below shows the amount of time that each call was put on hold for and which service it was made to.

Time on hold	One Call service	Out of Hours service
45 seconds		✓
50 seconds	✓	
64 seconds		✓
1 minute 25 seconds	✓	
1 minute 30 seconds	✓	
2 minutes		✓
2 minutes		✓
2-3 minutes	✓	
3-4 minutes	✓	
5 minutes	✓	

## First point of contact

The One Call service aims to answer, resolve and deliver detailed responses to all enquiries at the first point of contact.

The pie chart below displays the results for queries resolved at first point of contact.



The chart shows the majority of the calls made by the Inspectors were dealt with at the first point of contact and therefore met this standard.

Four of the calls (15%) were not dealt with at the first point of contact. Two of these were made to One Call and two were made to the Out of Hours service. Therefore showing no difference between the two services.

The Inspectors explained why their enquiry was not dealt with at the first point of contact. These explanations include:

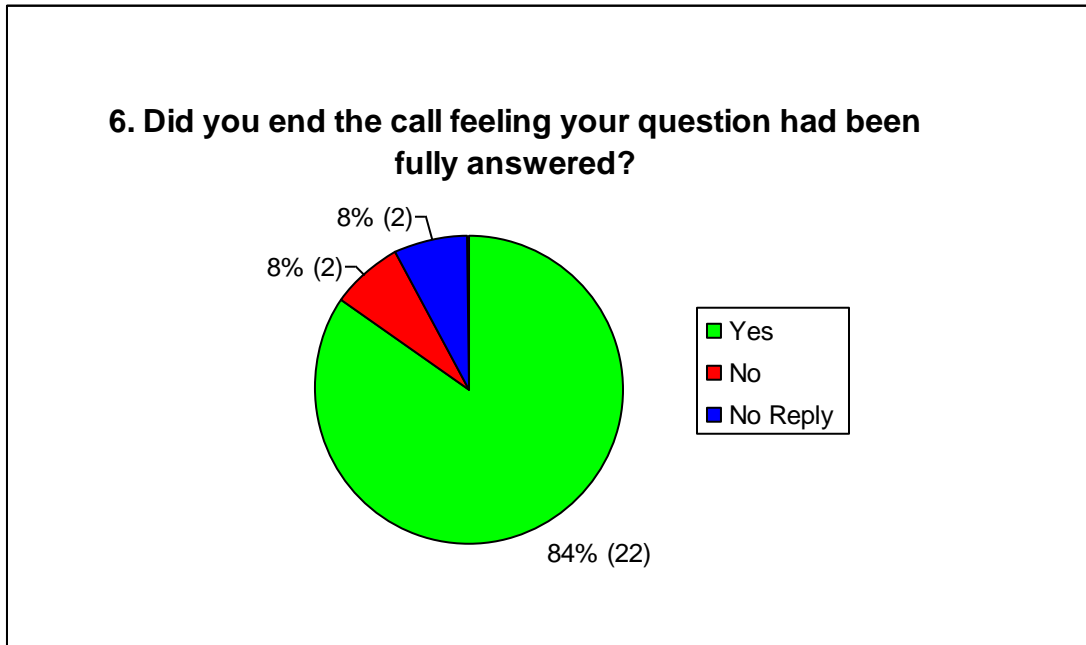
- “had to be passed on as not sure”
- “had to look number up”
- “only deal with on Monday”
- “phoned back day after”

The Out of Hours service were unable to deal with the Inspector enquires and therefore the response led to a repeat phone which meant the enquiry was not dealt with at first point of contact.



### Was your question fully answered?

The pie chart below shows the percentage of the calls which left Inspectors feeling their question had been fully answered.

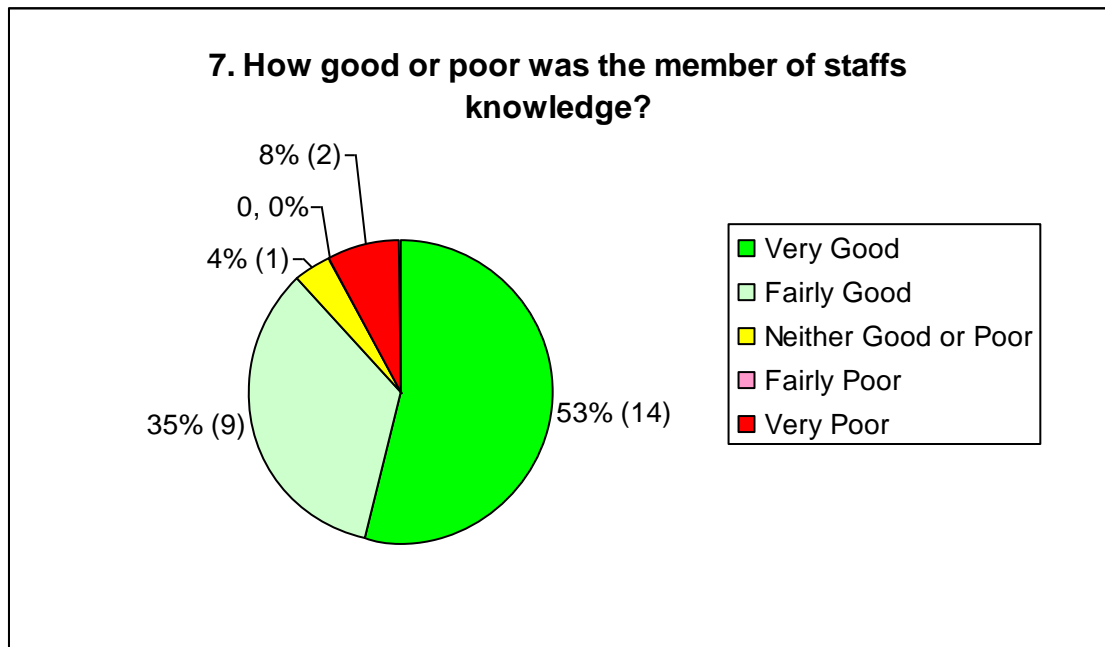


The Inspectors found the majority of the enquiries to have been fully answered, this is a total of 22 calls.

Only two (8%) calls ended with the Inspector feeling like their question had not been fully answered. One of these was made to One Call and the other to the Out of Hours service.

## Advisor's Knowledge

The pie chart below shows how the Customer Inspectors rated the knowledge of One Call staff.



Almost 90% (88%) of calls made by the Inspectors rated the One Call advisors level of knowledge highly.

Just over half (53%) of the calls considered the advisors level of knowledge to be 'Very good' and a further 35% (9) of the calls rated it as 'Fairly good'.

One Customer Inspector rated the knowledge of the member of staff that they spoke to as 'Neither good nor poor' and this was for an enquiry made to the Out of Hours service.

None of the Inspectors found the advisor they spoke to demonstrated a 'Fairly poor' level of knowledge.

However two calls that were made considered the advisors level of knowledge to be 'Very poor'. The calls were made to the Out of Hours service and the One Call service.

One of these calls were made to the One Call service, the question asked was 'Can I have a car port built?' although the call satisfied the majority of the other criteria the One Call advisor was unable to give the Inspector a definitive response, this call also rated the overall calls as 'fairly poor' highlighting that this impacts on the satisfaction with the overall service provided by One Call. The Inspector noted that the advisor followed up the call and provided a response a few days later.

The call that was rated poorly to the Out of Hours service asked if Helena had rent free weeks. The advisor did not know the answer to this question and told the Inspector to ring during the One Call service.

### **Cross Tab Analysis**

The following section is a further analysis of the final question on the checklist: 'Overall how would you rate the quality of the service you have received. The results for this question have been analysed against the results for other questions in the survey in order to identify what factors impact on customers overall satisfaction with the One Call service.

### **Five Rings**

Answering calls within five rings does not appear to impact greatly on the satisfaction with the overall service. Three calls were not answered within this time, two calls rated the service as 'Very good' supporting that the impact of this is small.

### **Polite and Helpful**

Only one enquiry considered the advisor not to be 'Polite and helpful. This does not appear to have a large impact on the overall outcome of the call as it received a 'fairly good' rating in terms of the overall quality of the service. However with such low responses it is difficult to truly understand the relationship between the overall quality of the service and how polite and helpful the advisor was.

### **On Hold**

Being on hold and the overall quality of the survey appears to have little relationship. Nine of the ten calls that were put on hold rated the overall quality of the service as either 'Very good' or 'Fairly good'.

### **First Point of Contact**

Being dealt with at the first point of contact also showed little relationship with the overall quality of the service. Three of the four calls that were not dealt with at first point of contact were rated as either 'Very good' or 'Fairly good'.

### **Question Answered**

The rating for the overall quality of the service appeared to have a connection with whether or not the Customer Inspectors felt their queries were resolved. None of the calls that were not resolved were rated higher than 'Neither good or poor' for the overall quality of the service. This applied to two calls which were rated as 'Neither good or poor' and 'fairly poor'.

### **Level of Knowledge**

Knowledge of the advisor is important to the overall satisfaction of the service. Where the overall service was rated as, 'Very good' or 'Fairly good' the knowledge of the advisor was mainly rated as 'Very good' or 'Fairly good'.

## **One Call Satisfaction Survey**

The One Call service has an on going telephone survey that investigates customer satisfaction when contacting the One Call service, the survey contains some similar questions to the Customer Inspectors checklist. The following section compares the results from the satisfaction survey and the Customer Inspectors mystery shop.

The comparison has been completed using the results from the 08/09 satisfaction survey.

The Customer Inspectors found that almost 85% of the calls that were made were dealt with at the first point of contact. The satisfaction survey has a lower result of 62% of participants being dealt with at the first point of contact.

The knowledge of the advisors in both surveys showed similar results, almost 90% of the calls made by the Inspectors considered the advisors to have a good level of knowledge about their query. 86% of participants rated the advisors level of knowledge as good in the satisfaction survey. Only 8% of the calls made by the Customer Inspectors considered the advisors knowledge to be poor, this was 9% in the satisfaction survey.

Both the Customer Inspectors and the participants from the satisfactions survey rated the overall level of service highly. The Customer Inspectors were satisfied with 92% of the calls whilst the satisfaction survey highlighted that 93% were satisfied with the overall service.

In comparison both these surveys highlight that the One Call service shows a high level of satisfaction, with similar results the surveys show a similar opinion of the service.

## **Customer Inspectors Recommendations**

The Customer Inspectors have given their own suggestions as to how the One Call service can be improved. This information was gathered at a breakout session during a Customer Inspector meeting. The Customer Inspectors were asked collectively to recommend ideas to improve the One Call service.

The Inspectors found the introductory message for One Call too long and suggested that this be shorter.

It was suggested by the Inspectors that the One Call advisors state their name at the end of the call rather than at the beginning. The advisors speak so quickly that sometimes the name is missed.

The Inspectors found strong accents difficult to understand, they suggested that emphasis should be given on talking slowly and clearly.

Some Inspectors had difficulty with the sound of the call, this was in relation to the volume. A suggestion to improve this to ask the caller if the sound level is at a good level

or does it need turning up or down. It was also noted that the sound level of the Out of Hours service was lower than that of the One Call service.

The Inspectors made a number of recommendations about the Out of Hours service, this was mainly in relation to their lack of knowledge on the subject matter they were ringing about. On a number of occasions the inspectors were referred to One Call. It was suggested that the Out of Hours service improve their knowledge of Helena's services and are given access to more details. The Inspectors were unclear if the Out of Hours service was for emergency only and for any other enquires they should contact One Call during their opening times.

One Inspector rang for an application form, this is a different contact number than the One Call number. It was highlighted that the message on the answering machine service was confusing and it was unclear what would happen as a result of the phone call. The Inspector recommended that the message clearly states that a member of the team will return your call.

Overall the consensus with the Inspectors is that all advisors that were contacted dealt with queries in a professional polite manner. There are therefore no recommendations for improvements for this aspect of the service.

## **Improvements to Future Inspections**

To increase the sample size for future Inspections and Mystery Shops, as a group the Inspectors will be issued with an appropriate target considering the number of Inspectors taking part and the specific requirements from the task.

To improve and streamline the briefing session a pilot study will be conducted using the checklist. This will be completed before the briefing session.

## **Next Steps**

Findings from this report along with the recommendations from the Customer Inspectors will be presented to the Customer Excellence Panel by the Customer Inspectors. The managers from the service area will attend the Customer Excellence meeting to hear their feedback.

# Appendix

## Appendix 1: Checklist

### Checklist



Customer Inspector(s).....Date.....Time.....

Member of staffs name.....

What number question did you ask? *(If you asked your own question what did you ask?)* .....

Give brief details of the response to your question.....

1. Was your call answered in 5 rings (15 seconds)?

Yes

No

If no, how long did they take to answer.....

2. Did you find the member of staff polite and helpful?

Yes

No

3. Where you put on hold?

Yes

No

4. If you were put on hold, how long were you put on hold for? .....

5. Was your query dealt with at the first point of contact?

Yes

No

If not why?.....

6. Did you end the phone call feeling your question had been fully answered?

Yes

No

7. How good or poor was the member of staffs level of knowledge?

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

8. Overall how would you rate the quality of the service you have received?

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

9. Do you have any other comments or suggestions to make about the One Call service?

.....  
.....  
.....

## Appendix 2: Briefing



### One Call Briefing for Customer Inspectors

#### What is One Call?

One Call is customer facing service which is predominantly telephone based, comprising of 23 full and part time team members. Our aim is to answer, resolve and deliver detailed responses to all enquiries at the first point of contact whilst balancing customer expectation with company practice, policy and targets assigned. One Call drives consistency and accountability of service and ensures all enquiries which require a handoff to a specialist team are recorded and traced through appropriate internal IT systems.

#### Summary of the One Call Procedure

One Call is a diverse and complex service where procedures cannot be defined within the limitations of this document.

Individuality is key within the One Call team. Friendly and professional Advisors are on hand to provide the highest level of customer care within every call transaction, regardless of whether this relates to a repair, rent enquiry, neighbourhood issue or request for an application for housing.

Effective levels of performance with regards to call handling has been frequently demonstrated, delays in answering customer telephone calls are rare, therefore enabling a high level of customer satisfaction.

Customers are always responded to, whether a resolution is provided during the initial call or whether a "hand off" is needed to a specialist internal function.

Customers are provided with reference numbers as a form of receipt to their enquiry therefore promoting trust and acknowledgement that their enquiry has been actioned appropriately.

One Call are able to notify internal service areas of customer requests via the use of IT therefore promoting accountability and time bound responses.

Working histories in response to customer enquiries are created and maintained to prevent customers unnecessarily repeating the detail of their call should they feel it necessary to contact One Call again.

#### Aim of the Inspection

Undertaking mystery shopping within the One Call service will provide a reality check on the quality of service delivered versus the numerous service standards set within the team. It will provide a valuable opportunity to learn and develop from highlighted areas of weakness, resulting in a much improved service delivery.

#### What will happen as a result of your Inspection?

All results and findings will be provided as feedback to the Customer Excellence Panel where appropriate recommendations will be stipulated. Such recommendations will be effectively communicated to all key members of staff within the One Call team. Process reviews will be undertaken to ensure such improvements are embedded and widely understood by all concerned.

## Appendix 3: One Call Scenarios



### One Call Scenarios

#### Rent Enquiries

1. Can you tell me who my rent officer is?
2. What is my rent balance?
3. How can I make a payment?
4. Are there any free weeks?

#### Repairs

5. How often do you carry out gas servicing?
6. When was the last time you carried out gas servicing in my property?
7. Do you carry out repairs to dividing fences?
8. Will I be recharged if I have caused damage to my property?
9. Are there any repair schemes starting in my area?
10. Do you keep spare keys for the properties?

#### Neighbourhood

11. Who is my Neighbourhood Officer?
12. Where is my nearest Neighbourhood Office?
13. Do you have any surgeries I can visit?
14. How much notice do I need to give if I want to hand my keys in?
15. Do I need permission to keep a pet?
16. I have heard about Re:new Four Acre, what is this about?

#### Under One Roof

17. I live in a Helena Partnerships property, can I apply for rehousing?
18. My landlord is terminating my contract and I think I may be homeless, who do I contact?

#### Other Departments

19. If my washing machine breaks down who can I report it to?
20. Can I apply for my property to be furnished?
21. Do you have a number I can call about job vacancies?
22. Where is the nearest Shoots Food Club?
23. Is the Shoots Food Club available to everyone?
24. Can you tell me more about Working Links?

#### Gateway Services

25. Where is the nearest Shoots Food Club?
26. Can I apply for housing benefits?
27. I have seen rats in the rear entry, what do I do?
28. I would like to apply for a dropped kerb?
29. My wheelie bin hasn't been emptied today
30. My wheelie bin has gone missing
31. The street light outside my property isn't working?
32. Can you tell me who my gas supplier is?
33. Can you tell who my electric supplier?
34. Do you have the telephone number for St Helens Council?



## Appendix 4: Instructions



### One Call Mystery Shop

Please read the instruction before making your call.

#### Making the phone call

- Familiarise yourself with the scenario and the checklist before you make the call, this will help you to record the relevant information
- Remember to keep your phone call brief!
- Ring at a variety of times during the day on any day of the week
- Try to use as many different scenarios as you can this will help us to gather information on all aspects of the service provided by One Call.
- If you have a reason for ringing One Call or would like to use a question not on the scenario list please make a note of the question you asked on the checklist.
- Try to include as much information as you can and try not to leave any questions incomplete.
- Please complete the checklist as soon as you have completed the phone call or you may forget some of the details.
- If it doesn't go to plan and you feel like you are messing up then you can end the call immediately
- If you have queries about completing the One Call Mystery Shop please contact one of the following:
  - Hannah Fitzhenry      01744 671557
  - Lesley Boyd            01744 675781
  - Andrea Jones           01744 675532

## Appendix 5: Raw Data

### Question 1: Customer Inspector Name

The names of the customer inspectors who took part in this inspection have been removed

### Question 2: Member of Staff's Name

The names of the members of One Call staff who took part in this inspection have been removed

### Question 3: Date of Inspection

1: 06/10/09  
2: 02/10/09  
3: 16/10/09  
4: 06/11/09  
5: 06/11/09  
6: 07/11/09  
7: 08/11/09  
8: 09/11/09  
9: 09/11/09  
10: 14/11/09  
11: 15/11/09  
12: 11/10/09  
13: 19/10/09  
14: 28/10/09  
15:  
16: 08/10/09  
17: 07/10/09  
18: 28/10/09  
19: 20/10/09  
20: 16/10/09  
21: 14/10/00  
22: 12/10/09  
23: 10/10/09  
24: 26/09/09  
25: 02/11/09  
26: 10/11/09

### Question 4: Time of Inspection

1: 12:10 PM  
2: 03:45  
3: 12:50  
4: 04:15  
5: 06:40  
6: 12:22  
7: 03:50  
8: 12:15  
9:  
10: 10:25  
11: 10:40 PM  
12: 16:25  
13: 03:40  
14: 10:40  
15: 03:30  
16: 02:50  
17: 1:15  
18: 11:25 AM  
19: 09:50 AM  
20: 08:55  
21: 10:50 PM  
22: 4:15 PM  
23: 1:05 PM  
24: 7:15 PM  
25: 09:20  
26: 10:25

**Question 5:** What number question did you ask?

Question Number	Number	Percentage (%)
Base 26		
4	1	3.84
5	1	3.84
6	1	3.84
7	1	3.84
11	3	11.53
14	2	7.69
21	1	3.84
22	1	3.84
25	1	3.84
26	2	7.69
35	2	7.69
Other	10	38.46

**Question 5a:** Other please specify

- 3: To have a gate put on my back fence
- 8: Repairs - toilet not flushing properly
- 10: Replace a single fin radiator
- 11: ASB complaint
- 12: Rent payment
- 17: To see if I could have a car port built
- 19: If my dog causes damage to my property do I have to pay?
- 24: Could I get the lighting in my block of flats repaired
- 25: Water leakage on a kitchen wall and ceiling
- 26: Concerning a job of damaged paintwork in the kitchen, which was reported 3/11/09

**Question 6:** Give brief details of the response to your question

- 1: Was very helpful
- 2: Helpful
- 3: It took about 5 mins. to find out but they was still not sure had to pass on to housing officer
- 7: Was given phone number to contact
- 8: Very helpful
- 9: Gave me number to report and who to contact
- 10: Unfortunately unable to deal with call (they are an out of hour's service- ring on Monday)
- 11: Told to ring the police
- 12: Rent Payment
- 13: Non they put me through but got no answer
- 14: Asking about the fence to communal garden
- 15: Answered it straight away
- 16: Asked and told me straight away what I needed to know
- 17: Putting me through to area housing officer, (Moria Wilson)
- 18: Correct name given and I got a choice to leave my message to voicemail
- 29: Depends on damage, upon Neighbourhood Officers discretion

- 20: Out of hour's service, don't know if Helena does rent free weeks. Phone Monday after 9 in the morning
- 21: Notice has to be give in writing, but its four weeks
- 22: After security check she found the answer to my question
- 23: He very politely gave me the telephone number after looking for it, and asked if he could help with
- 24: If its not emergency I need to phone again on Monday
- 25: Plumber will be sent out as soon as possible, some time today
- 26: Somebody will be sent out on 12/11/09 to have a look at the damage

**Question 7:** Was your call answered within five rings?

	Number of calls	Percentage of calls
<b>Base 26</b>		
Yes	23	88.46%
No	3	11.53%

**Question 7a:** If no, how long did they take to answer?

- 5: 5 minute
- 11: Holding
- 24: 45 seconds
- 25: 1 minute

**Question 8:** Did you find the member of staff polite and helpful?

	Frequency	Percentage
<b>Base 26</b>		
Yes	23	88.46%
No	1	3.84%
No Reply	2	7.69%

**Question 9** Were you put on hold?

	Frequency	Percentage
<b>Base 26</b>		
Yes	10	38.46%
No	16	61.53%

**Question 9a** If you were put on hold, how long were you put on hold for?

- 2: 2-3 minutes
- 3: 5 minutes
- 4: 3-4 minutes
- 5: 2 minutes
- 11: 64 seconds
- 12: 2 minutes
- 17: 1 1/2minutes

24: 45 seconds  
 25: 50 seconds  
 26: 1minute 25 second

**Question 10:** Was your query dealt with at the first point of contact?

	Frequency	Percentage
<b>Base 26</b>		
Yes	22	84.61%
No	2	7.69%
No Reply	2	7.69%

**Question 10a:** If not why?

3: Had to be passed on as not sure  
 5: had to look number up  
 10: only deal with on Monday  
 11: said it was a police matter and should call  
 13: phoned back day after  
 17: But tried to connect to someone else

**Question 11:** Did you end the call feeling your question had been fully answered?

	Frequency	Percentage
<b>Base 26</b>		
Yes	22	84.61%
No	4	15.38%

**Question 12** How good or poor was the member of staffs knowledge?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<b>Base 26</b>					
Frequency	14	9	1	0	2
Percentage	53.84%	34.61%	3.84%	0%	7.69%

**Question 13** Overall how would you rate the quality of the service you have received?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<b>Base 26</b>					
Frequency	16	8	1	1	0
Percentage	61.53%	30.76%	3.84%	3.84%	0%

**Question 14** Do you have any other comments or suggestions to make about the One Call service?

- 5: After hour service needs to be upon phone numbers as they was not sure of phone number
- 12: Wasn't really confident of taking payment and although given correct number said system was playing up
- 13: yes but got no reply put through then it was press 1 and ask then press something else didn't understand it one bit, but she phoned up the day after seeing if what position I was after
- 14: The line was bad so kept repeating
- 15: good
- 16: No, I was satisfied with her answer
- 18: It was nice to be given a choice either to phone back later or leave a message
- 19: The staff member was a good listener, gave helpful advice, even though it was busy time of the day
- 20: Out of hours service varies a lot. The person sounded clear and friendly but didn't know the answer. Indicated because its out of hours service shouldn't have phoned now. Who are "they" she referred to that "they" stopped doing the rent free weeks, but don't know about Helena?
- 21: The phone line was breaking which made it difficult for both of us to hear, but the staff member remained polite
- 22: The person on the one call could have said for example "could you just hold for a second while I'll find the information for you". Long pause makes me always wonder if the other person is still there
- 23: The staff member spoke very clearly, which was helpful to me. He sounded professional and took my question seriously
- 24: I thought I was able to report repairs also during weekends. The phone line was very unclear
- 25: I was pleased about quick action
- 26: On 3/11/09 we were told that we would be contacted concerning the next stage of the job WITHIN 24 hours. Supervisor had been emailed but there was no response. Apparently there was no record of the job so where did it disappear? Not satisfied by the process

## Appendix 6: Cross Tabs

**Question 13 & 7:** Overall how would you rate the quality of the service you received and was your call answered within five rings?

Overall how would you rate the quality of the service you received?		Was your call answered within five rings?			
		Yes		No	
Base	26	No.	%	No.	%
Very Good		14	87.5	2	12.5
Fairly Good		8	100	0	0
Neither good nor poor		0	0	1	100
Fairly poor		1	100	0	0
Very poor		0	0	0	0

**Question 13 & 8:** Overall how would you rate the quality of the service you received and did you find the member of staff polite helpful?

Overall how would you rate the quality of the service you received?		Did you find the member of staff polite helpful?					
		No Reply		Yes		No	
Base	26	No.	%	No.	%	No.	%
Very Good		1	6.3	15	93.8	0	0
Fairly Good		1	12.5	6	75.0	1	12.5
Neither good nor poor		0	0	1	100	0	0
Fairly poor		0	0	1	100	0	0
Very poor		0	0	0	0	0	0

**Question 13 & 9:** Overall how would you rate the quality of the service you received and were you put on hold?

Overall how would you rate the quality of the service you received?		Were you put on hold?					
		No Reply		Yes		No	
Base	26	No.	%	No.	%	No.	%
Very Good		0	0	4	25	12	75
Fairly Good		0	0	5	63.5	3	37.5
Neither good nor poor		0	0	1	100	0	0
Fairly poor		0	0	0	0	1	100
Very poor		0	0	0	0	0	0

**Question 13 & 10:** Overall how would you rate the quality of the service you received and was your query dealt with at the first point of contact?

		<b>Was your query dealt with at the first point of contact?</b>					
<b>Overall how would you rate the quality of the service you received?</b>		<b>No Reply</b>		<b>Yes</b>		<b>No</b>	
		No.	%	No.	%	No.	%
<b>Base</b>	26						
Very Good		0	0	14	87.5	2	12.5
Fairly Good		0	0	7	87.5	1	12.5
Neither good nor poor		0	0	0	0	1	100
Fairly poor		0	0	1	100	0	0
Very poor		0	0	0	0	0	0

**Question 13 & 11:** Overall how would you rate the quality of the service you received and did you end the phone call feeling your question had been fully answered?

		<b>Did you end the phone call feeling your query had been fully answered?</b>					
<b>Overall how would you rate the quality of the service you received?</b>		<b>No Reply</b>		<b>Yes</b>		<b>No</b>	
		No.	%	No.	%	No.	%
<b>Base</b>	26						
Very Good		0	0	16	100	0	0
Fairly Good		2	25	5	62.5	1	12.5
Neither good nor poor		0	0	1	100	0	0
Fairly poor		0	0	0	0	1	100
Very poor		0	0	0	0	1	1

**Question 13 & 12:** Overall how would you rate the quality of the service you received and how good or poor was the member of staff's knowledge?

<b>Overall how would you rate the quality of the service you received?</b>	<b>Base</b>	<b>How good or poor was the member of staffs knowledge?</b>									
		<b>Very Good</b>		<b>Fairly Good</b>		<b>Neither Good nor Poor</b>		<b>Fairly Poor</b>		<b>Very Poor</b>	
<b>Base</b>	26	No.	%	No.	%	No.	%	No.	%	No.	%
Very Good		12	75	4	25	0	0	0	0	0	0
Fairly Good		2	25	4	50	1	12.5	0	0	1	12.5
Neither Good nor Poor		0	0	1	100	0	0	0	0	0	0
Fairly Poor		0	0	0	0	0	0	0	0	1	100
Very Poor		0	0	0	0	0	0	0	0	0	0