

## Customer Inspection and Improvement Panel

### Appendix A: Action plan for recommendations arising from inspection of communication around repairs

#### Key improvement actions

	Milestones	Completion Date	Cost /Efficiencies	LO	Outcomes
1	Find out a customer's preferred method either when dealing with them on the phone or via the profiling information. Make use of information to contact tenant to ensure fewer cases of 'tenant not in'.	June 2012		GL	
2	Introduce a protocol to ensure customers are contacted and kept informed if they are waiting for a part to be ordered. Ensure if there is a change in circumstances or a delay to the part being delivered that the customer is kept informed via their preferred method of contact.	June 2012		GL & SD	
3	Introduce courtesy calls to inform tenants if the repair man is going to be more than an hour late.	May 2012		G M <sup>c</sup> C	
4	Consider introducing an automatic trigger if a customer has called about the same issue on 3 or more occasions to avoid customers	August 2012		GL	

	repeatedly calling and explaining the problem when a job has not been resolved.				
5	<p>Ensure jobs are followed up in a reasonable amount of time; make sure workmen leave the information card with the customer and that all systems are updated ASAP.</p> <ul style="list-style-type: none"> <li>• Part required follow on (emergency only)</li> <li>• Raise follow/on job ticket on the relevant priority. (Gas part priority 3)</li> <li>• Contact customer if there is a delay</li> </ul>	May 2012		G M <sup>c</sup> C	
6	<ul style="list-style-type: none"> <li>• Review scripts to ensure all relevant information is covered.</li> <li>• Consider adding a warning at the end of the call to ensure customers understand they must be present for the internal repair to be carried out.</li> <li>• Make changes to the script and letters to ensure tenants are aware that if they are not able to be home during a repair they must cancel or they may be charged as outlined in the tenant handbook (particularly for emergency call</li> </ul>	October 2012		GL	

	<p>outs).</p> <ul style="list-style-type: none"> <li>Consider how to publicise this to the wider tenant body.</li> </ul>				
7	Review scripts to ensure emergency call outs are only granted for emergency situations.	August 2012		GL	
8	Gather alternate contact details via the scripts and make use of family contacts in order to gain access to a property.	June 2012		GL	
9	Look into charging for non emergencies if the customer repeatedly fails to keep the appointment. Consider how to publicise this e.g. Insight magazine.	July 2012		GL	
10	<ul style="list-style-type: none"> <li>Include an article in Insight reminding customers of EDH's and their responsibilities in terms of repairs as outlined in the tenant handbook.</li> <li>Ensure tenants are aware they should not smoke when a workman is in their house and that dogs should be shut away from the area he/she is working in. Consider adding a reminder on letters concerning repairs.</li> </ul>	October 2012		GL	
11	Reviewing staffing level in MFS part of contact	May 2012		G M <sup>c</sup>	

	centre to take into account how busy it is. Consider training up other members of staff to ensure there are always at least two operatives on duty each day.			C	
12	Work to improve communication between EDH and Morrison contact centre staff in terms of changing customer appointments.	July 2012		GL	
13	Review repairs surveys with customers with a view to making surveys more accessible. Use suggestions in appendix B as a guide.	June 2012		JG	
14	Investigate enabling workmen to view half/full day's appointments on their handhelds rather than one appointment at a time. Consider setting up a working group including different operatives and a representative of the CIIP to review this.	May 2012		G M <sup>c</sup> C	
15	Consider reducing journeys by making use of postcodes in Optitime so that operatives go to the appointment nearest to their home first.	May 2012		G M <sup>c</sup> C	

16	Ensure out of hours appointments are organised more efficiently in terms of time i.e. attempting to book appointments in from 4pm rather than having workmen waiting for a few hours with nothing to do. Utilise operatives' time between appointments.	June 2012		G M <sup>c</sup> C	
17	Ensure there is an appropriate response to repairs under warranty across the partnership.	September 2012		G M <sup>c</sup> C / GL	
18	Demonstrate outcomes from personal learning log on a regular basis.	June 2012		G M <sup>c</sup> C	
19	Review Home service review panel (in terms of number of staff members attending/possibly reduce number of staff to allow more tenants to attend) to ensure customer input is maximised	July 2012		JJ	
20	Consider offering regular surgeries at outlets and before/after service review panel to gain tenants' feedback of the service.	August 2012		JJ	
21	On customer satisfaction surveys include an N/A option for questions that bear no relevance to the job carried out to ensure results are not skewed by an answer left blank.	June 2012		JG	

