

## RESPONSE TO SOUTH PANEL SCRUTINY RECOMMENDATIONS

REVIEW RECOMMENDATION	ACTION	WHO	WHEN
<p>1. That Four Housing ensures that the Call Centre plans for likely fluctuations in demand with a flexible approach to staffing, in response to:</p> <p>a) Daytime and day-to-day demand</p> <p>b) Expected events, such as times of rent increase distribution</p> <p>c) Less predictable events such as weather</p>	<p>a) We continually monitor call volumes and have made minor adjustments to shift patterns to meet changes in demand. We will continue to do this and keep shift patterns under review.</p> <p>b) We will agree an internal process for ensuring Contact Centre staff are always prepared for planned events that might lead to an increase in calls.</p> <p>c) We will review our business continuity plan (emergency plan) to check the role of the out of hours service in helping us respond to large volumes of calls in a crisis</p>	Contact Centre Manager	<p>By end of June 2014</p> <p>By end of June 2014</p>
<p>2. That Four Housing reviews the automated telephone menu system.</p> <p>The options menu is unnecessarily long; three of the options direct calls into the call centre. Unnecessary menu options increase customer waiting times</p>	<p>We agree that this needs to be reviewed. We will look into the number and nature of the calls going through the contact centre to other extensions. This will enable us to identify any actions we can take to minimise the impact on the contact centre prior to reducing or removing the options.</p>	Contact Centre Manager	By end of September 2014

<p>3. That Four Housing reviews the impact of the 0300 'Golden' number now that it has been in place for some months.</p> <p>In particular that this be from the customer perspective, and any impact made on the volume of direct extension dialled calls</p>	<p>We will carry out a review to cover:</p> <ul style="list-style-type: none"> <li>• The volume of calls to direct extensions for 6 months before and after the introduction of the 0300 number to identify whether there has been a notable change</li> <li>• Confirmation of the costs of the number with Ofcom</li> <li>• Checking the results of the next STAR survey to see whether there has been a significant change in customer satisfaction with ease of contacting the right person</li> </ul>	<p>Contact Centre Manager</p>	<p>By end of September 2014</p>
<p>4. That Four Housing reviews the approach to direct extension dialled calls.</p> <p>There are currently a high proportion of calls that are unaudited. The panel is concerned that effect of these calls upon customer service cannot be determined</p>	<p>The only way we can provide full monitoring information on calls taken is if they come through the contact centre.</p> <p>We will seek to identify the volume of customer calls (as opposed to other calls for example from partners or sales people), that come through to direct extensions.</p> <p>We will then introduce call monitoring on a phased basis to check the quality of these calls and investigate other ways of measuring and monitoring these calls.</p>	<p>HOCE&amp;C</p>	<p>By end of December 2014</p>
<p>5. That Four Housing works actively with the Service Improvement Groups and staff to establish:</p>	<p>A new mobile working solution is being introduced into the organisation on a phased basis from November 2014. This will enable us to respond more quickly to customer contacts and measure our response.</p>	<p>Contact Centre Manager</p>	

<p>a) Timescales for responses and resolutions to calls</p> <p>b) Mobile working arrangements</p> <p>c) Sensible, realistic and achievable expectations on staff</p>	<p>We will work with the Customer Service and Involvement Sigs, staff and the 400 group to propose new timescales for responding and resolving calls once mobile working has been rolled out.</p>		<p>By end March 2015</p>
<p>6. That job shadowing and cross department initiatives be encouraged, to further understanding between the call centre staff and other departments</p>	<p>We will develop a programme of 'drop in' days for staff from across the organisation to visit the contact centre and include this as part of the induction training for all staff.</p> <p>We will continue to ensure contact centre staff have opportunities to shadow staff in key services to increase their understanding.</p>	<p>Contact Centre Manager</p>	<p>By end of June 2014</p>
<p>7. That Four Housing repeat the STAR survey within the next year. We look forward to seeing the results</p>	<p>This will be carried out in June. The results will be shared with staff and customers.</p>	<p>HOCE&amp;C</p>	<p>By end of September 2014</p>