

SCRUTINY SUMMARY REPORT ON REPORTING A REPAIR



Review Period August - October 2022

SCRUTINY PANEL

Our role is to explore, examine and test the current service provided by the Papworth Trust on behalf of their tenants. We investigate what is currently in place and make recommendations based on the evidence gathered during the scrutiny review period. The aim of these recommendations will be to improve the service, customer satisfaction, and save time and money where possible. Recommendations should be achievable and set to a workable timescale.

JUSTIFICATION

We chose to review this service area due to a high number of complaints and grumbles surrounding the difficulty in reporting a repair particularly by telephone.

SCOPE

Reporting a repair by email, website and by telephone during office hours.

OUTSIDE OF SCOPE

- Out of hours emergency repairs service: There have been no complaints regarding contacting this service.
- Reporting repairs to Housing or Maintenance staff when attending tenants' homes: Tenants are currently advised to report repairs through the usual channels.

HOW WE CARRIED OUT THE REVIEW

- We requested a presentation from the Service Manager to provide an overview of the service. This was delivered to the panel on 4th August 2022 by zoom.
- Reviewed the customer promise, service standards, repairs and maintenance policy and tenant's handbook.
- Contacted 12 tenants for feedback regarding their experience of reporting a repair. The Customer Liaison Officer conducted this piece of work and provided the panel with the outcomes.
- Met with one of the three Asset Management Officers who deal directly with the telephone calls and emails. This meeting took place on 17th August 2022 by zoom.
- Reviewed KPI (Key Performance Indicators) data provided by the Papworth Trust.



- Visited the Papworth Trust Facebook and Twitter pages.
- Reviewed the current information on the Papworth Trust website that were relevant to reporting a repair.
- Tested reporting a repair by telephone and email.

The review of documents, website, social media platforms and reporting repairs was conducted as a desktop review. The panel members recorded their findings individually which were then discussed in more detail as a group at a meeting on 5th September 2022.

GENERAL OUTCOME

Although the process for reporting a repair worked reasonably well the panel felt that some changes needed to be made to improve this part of the service. Lack of information and communication meant that quite a few telephone calls were made by tenants wanting to know the status of their repairs. Tenants also called multiple times because they could not get through the first time. Many of the telephone calls which went to voicemail could not be responded to because tenants did not leave a message or their contact details, contact details were also left off some of the emails. When we reviewed the written information contained in documents and on the Papworth Trust website we found that some information was either missing or was difficult to find.

SUBJECT	FINDINGS
Service manager presentation	Grouping jobs together by area makes sense but could cause delays and prompt chase up calls. Tenants are not always told which category their repair falls into and the timescales for completion. In progress: Papworth Trust are looking into Prontoforms so housing staff can check the status of repairs when they are at the tenant's home using their tablets or mobile phones.
Customer Promise	The Customer Promise is difficult to find. Returning calls in one working day does not consider Fridays or bank holidays. There were no response times if Papworth Trust were contacted by email.
Service Standard	The panel found that although the service standard was fit for purpose it was difficult to find.
Repairs and	The repairs line number and web address were missing from this document.

Maintenance Policy	
Tenants handbook	The handbook does not mention that you can report a repair via the website. Categories of repairs are given but without timescales for completion.
Customer Insight (feedback)	10 telephoned, 50% got through the first time 50% tried more than once, three left a message. 2 emailed, one received an auto response, one did not.
Meeting with Asset Management Officer	Reporting a repair works well but there are some issues. Tenants leave messages but forget to add their name, address and phone number, say nothing or are not aware the call has gone to voicemail. Contact information is also left off emails. Busy times are Monday and Tuesday mornings and some Friday afternoons. Telephones are not manned during the fortnightly 2-hour staff team meetings.
KPI	Although the key performance indicators data we received was useful we felt that it was not detailed enough to be able to make any recommendations.
Facebook and Twitter	Although there were items relating to housing it was difficult to tell if any tenants visited these sites as there was little engagements with the posts.
Papworth Trust Website	The contact us form was on the main page and the selections on the drop-down menu did not include reporting a repair. We thought that it was unlikely that tenants would report a repair via this route, this was confirmed by the Assent Management Officer.
Emails	We sent 9 test emails and all received an auto response, however we are aware that this does not always happen. Tenants are advised that they may not be contacted until a repair date is available, this would lead to chase up calls. The auto response gives timescales in days not working days.
Telephone	Callers not leaving a message or their contact details means that they are not called back. The calls take

Calls	<p>a long time to go to voicemail (15 rings). Callers are asked to leave a message after the prompt but are not asked to leave their contact details.</p> <p>In Progress: A telephone system upgraded has been agreed and budgeted for, it will include recording calls, where the caller is in the queue and call waiting music. The panel is pleased that this is going ahead after we suggested it earlier this year.</p>
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Updated at Scrutiny Panel meeting held 14 March 2024

RECOMMENDATIONS	TIMESCALE	UPDATE
1. Tenants to be given a repair job number, category and timescale for completion when reporting a repair by telephone or email.	4 months	Completed – note if further investigation required before repair is raised, tenant will be contacted at a later date with repair number & category
2. Tenants to be informed if timescales are likely to be breached giving a justifiable explanation for the delay.	Timescale extended to June 2024 – changed to ongoing in order to monitor	Ongoing – a new role of customer support assistant has been recruited to which will pick up this task. The panel agreed to keep this recommendation on as amber for ongoing review
3. Customer Promise: To be moved to the website main landing page. Timescale for calls to be returned changed to NEXT working day and add email response times.	Timescale extended to March 2024	Completed – the customer charter & customer service standards for all services were launched in early March 2024 & are located on the website under each service area
4. Service Standards: To be moved to website main landing page.	Timescale extended to March 2024	Completed – as action 3

5. Repairs and maintenance policy: Add repair line number and web address under 4.1.	4 months	Completed
6. Tenant handbook: Section 23 to be updated to include reporting a repair via website with web address. Timescales for repairs to be added to the repair categories.	Timescale extended to September 2023	Completed
7. Produce a crib sheet for tenants with how to report a repair best practice (SP & TC to do)	4 months	Completed – information to tenants in quarterly newsletter sent January 2023
8. Look into ways of handling calls or checking voicemail during housing team meetings.	6 months	Completed – rotation of staff in the team to not attend meeting & take all incoming calls
9. Set up a Papworth Housing dedicated Facebook page (requires further discussion).	Ongoing discussions	*This recommendation is being removed from the action plan*
10. Website: Add an improved version of the contact us form to the main housing landing page under repairs and maintenance tile. Add repair line telephone number, opening times and busy times and staff meeting times (for further discussion).	6 months	Completed – Communications Team have reviewed & updated information on housing landing page March 2023
11. Automated response for Emails: Repair timescales for emergency and urgent repairs to be changed to working days, routine jobs timescales to stay the same. Remove “you may not be contacted” sentence as response times should be in line with customer promise.	Timescale extended to September 2023	Completed
12. Telephone calls: An additional contact option to be added. Option 1 for reporting a NEW repair, option 2 for existing repairs and complaints (these calls would be transferred	Timescale extended to September 2023	Completed – the panel agreed that sufficient evidence has been provided from the new telephone

<p>to the Customer Liaison Officer) and option 3 for housing. The introduction to the voicemail to be changed to: Please leave a message after the tone with your name, first line of address and telephone number. Current message says leave a message when prompted.</p>		<p>system to show that callers are not waiting extensive times or need to call back on numerous occasions</p>
<p>13. Telephone System: A telephone system upgrade has been agreed and budgeted for (information provided by Service Manager in presentation on 4th August), to include recording calls, where the caller is in the queue and call waiting music.</p>	<p>No timescale agreed to this recommendation but panel to review at next meeting</p>	<p>Completed - The new telephone system has been in place since January 2023 with the Repairs & Maintenance Team implementing the system initially. The system notifies the caller where they are in the queue which prompts the caller to leave a voicemail or call back if they do not wish to wait. The feedback so far has been positive</p>
<p>14. Use of Prontoforms: The use of prontoforms to check the status of outstanding repairs is currently being looked at. This would enable the Housing and Maintenance Teams to provide more information to tenants when they are attending their homes and is more efficient than chasing these when returning to the office.</p>	<p>Review June 2024 – dependent on upgrade</p>	<p>Ongoing - the housing system may be upgraded in May 2024. This will enable the system to be cloud based & therefore staff will be able to review the system when in tenant's homes making the task of reviewing outstanding repairs possible</p>