Recommended Item from Improvement Scrutiny Committee held on 2nd April 2013

1062.   INFORMAL NOTES OF THE IMPROVEMENT SCRUTINY COMMITTEE HELD ON 6TH MARCH 2013

The Scrutiny Officer explained that although the review of Mobile Working had been put on hold until after the installation of the vehicle trackers, there were two recommendations that Members wished to be forwarded to the Executive following the presentation on the role of the Contact Centre Staff.

Members had raised concerns that appointments with Repairs Inspectors were unable to be made through the CRM system by the Customer Service Advisors, even though the system was set up to enable these appointments to be made and that once the job had been passed to Housing, the CRM system listed the job as 'complete' which was misleading to Members and the public when calling for an update. Members were advised at the time that the Customer Service Advisors would simply not advise a customer that their job was 'complete' as this term only referred to the CRM system. It was suggested that 'job with housing' would be a more appropriate phrase to use on the system and would not result in any confusion should a customer request an update on their repair.

Moved by Councillor M.G. Crane and seconded by Councillor R. Turner
RECOMMENDED that (1) the Executive give consideration to allowing Contact Centre Advisors the ability to book appointments with Repairs Inspectors, removing a delay to the customer in receiving details of an appointment.

(2) the Executive give consideration to altering the wording within the system from 'complete' to 'Job with Housing' to avoid confusion.

(Scrutiny Officer/Principal Governance Officer)

Notes of an Informal meeting of the Improvement Scrutiny Committee of the Bolsover District Council held in Chamber Suite 1, The Arc, Clowne, on Wednesday 6th March 2013 at 1030 hours.

PRESENT:-

Members:-

Councillor H. Gilmour in the Chair

Councillors P.M. Bowmer, R. Brooks, J.A. Clifton, T. Cook, R. Heffer, J.E. Smith and R. Turner.

Also in attendance with the permission of the Chair was Councillor K. Bowman.

Officers:-

C. Millington (Scrutiny Officer) and A. Brownsword (Democratic Services Officer)

Also in attendance with the permission of the Chair were A. Westray-Chapman (Assistant Director of Resources) and S. Banner (Contact Centre Manager - Bolsover).

1.   REVIEW OF MOBILE WORKING

The Assistant Director of Resources and the Contact Centre Manager - Bolsover gave a presentation which detailed the part of the Contact Centre staff when booking appointments in the Mobile Working system.

The presentation looked at:

Contact Centre/Access options

Contact Centre Activity and it was noted that 31.5% of telephone activity was on behalf of Housing Repairs in 2011/12

Telephone Wrap Up Reasons

Contact Centre Activity, it was noted that it took approximately four minutes to raise an appointment through the system.

The Customer Contact Manager held Annual Review meetings with the relevant department to look at the statement of shared aims and was pro-active in ensuring that the scripts were relevant.

Customer Satisfaction, External surveys were held every two years, internal surveys were held and a question had been placed on the satisfaction survey customers were asked to complete on the PDA's when a repair had taken place. The Contact Centres also took part in the National Customer Service Week.

In terms of External Customer Satisfaction, Members noted that the staff were very stretched, due to sickness and annual leave and this had resulted in a reduced level of service in place with the agreement of the Chief Executive Officer, Director of Resources, Leader and Deputy Leader.

Councillor Clifton asked what the External Customer Satisfaction target was and it was explained that the target was in line with the government target of 56.7%, but is was felt that this was very low and Bolsover District Council had higher aspirations and were trying to manage even though under resourced.

Internal Satisfaction figures showed a 90% satisfaction rate and Councillor Brooks asked how it had been achieved in only 4 years. The Assistant Director of Resources attributed the increase in customer satisfaction to the hard work of all the staff and the measures put in place by the Customer Contact Manager, including training and service review meetings.

The Contact Centre Manager - Bolsover noted that time had been taken to build relationships with the departments and to create CRM scripts that worked for the Contact Centre Staff and the departments.

Councillor Smith asked whether there was any follow up through the CRM system to ensure that jobs had been done and the Contact Centre Manager - Bolsover noted that some scripts had a second and third stage.

Councillor Clifton asked whether the wording could be altered as sometimes the CRM system said that a job was complete, when what it actually meant was that the job was complete in the CRM system, not that the job has actually been done. The Director of Resources noted that this could be looked at.

According to the Customer Satisfaction Survey carried out on the Repair Operatives PDA's, the satisfaction rate was 100%, however the figures for the Contact Centre question could not be extrapolated. Members felt it woul be useful to get the figures of how many completed the questionnaire and from how many jobs.

In terms of the future, the Assistant Director of Resources explained that there were still issues regarding adequate time for training, skill development and script development. Departments needed to communicate any changes to the Contact Centres to ensure that scripts stayed current. The Contact Centres had limited resources and issues such as Welfare Reforms would impact on thise resources.

It would also be good to be able to book appointments for the Repairs Coordinators. The technology was in place, but was not currently done. This could help reduce avoidable contact.

The Contact Centre Manager - Bolsover then gave a demonstration on the systems used to create appointments within the housing repairs system.

The Assistant Director of Resources and the Contact Centre Manager - Bolsover left the meeting.

The Scrutiny Officer explained that although there had been a few more complaints, they were on the same issues as previously. Of the repairs carried out, there had only been complaints regarding 0.3% and asked how much weight should be given to them.

Councillor Heffer felt that Mobile Working had been supposed to cut down on the number of vehicles at properties, but he had recently seen a job where there were three or four vehicles at one property. The review should still take place.

Councillor Clifton noted that the decision to put vehicle trackers on repairs vehicles had only just been made and there would be no meaningful data for at least six months.

The Scrutiny Officer felt that if the review was put on hold until next year, the data from the vehicle trackers could be looked at along with the results of the tenants survey.

Councillor Smith asked whether the review should be put on hold for six months.

The Chair suggested that to avoid repeating the work done so far, a report be submitted to the Executive with a recommendation to enable Contact Centres to make appointments with Repairs Inspectors and to alter the wording of completed jobs in CRM.

2.   REVIEW OF VOID PROPERTIES

The Chair asked the meeting whether the review should be begun now.

Councillor Clifton explained that the figures were on PERFORM and it was interesting how the system could be interrogated. He felt that it would be helpful if the Performance and Quality Officer gave a demonstration on the PERFORM system.

The Scrutiny Officer noted that in the Corporate Performance report, the void target was consistently reported as 'on track' to reduce the days left void to 22, but the actual days were much higher. It was askedwhether the Housing department should be invited to explain the figures to the Working Group.

Members felt that it would be useful to speak to the Housing Department.

The meeting concluded at 1145 hours.