

Tenant Scrutiny Group

Report to Service Quality Committee



Executive Summary

We have reviewed all our reports from the last financial year, looking at our recommendations and the outcomes from them to ensure that the full circle has been completed. We have received updates on the reports and there are some outstanding actions and some that need further investigation.

Findings

Q1 Report

Operatives don't always have clear information when they arrive at the job. After further investigation we were informed that as part of the repairs review, the system has been updated in consultation with craftworkers and managers. They have created new question flows to ensure craftworkers have all the information they need when they arrive at a job.

Recommendations

Review in 6-9 months' time to see if this has been fully rolled out and is effective.

We are aware that Business Transformation Team aren't able to do a review at this time. In the mean time repairs/maintenance scheduling should do 20-30 job spot check of repairs raised over the next 3 months to see if staff are filling information on jobs correctly. – The findings to be shared with SQC and TSG at the June SQC meeting.

Some teams were outside the scope for the repairs review, when will they be looked at as part of the ongoing review? Answered to be shared at June SQC meeting with TSG and SQC.

Disconnect between CCT and other departments in both emails and calls. CCT have 10 days to respond to an email, but other departments and staff do not appear to have these service standards.

Recommendations

- All departments should send an acknowledge email when receiving an action request or case from CCT. The email should include the departments Service Level Agreement (SLA) if they are not able to answer the query immediately.
- CCT should be provided with the Service Level Agreements for each department so they can advise tenants when they call.

We are aware that there was working being done on creating internal SLA's. When will this be concluded and can an update be provided to SQC and TSG at the June SQC Meeting.

CCT not able to pass tenant calls through to the relevant department or person.

Recommendations

- We understand that Neighbourhood Officers do not always get the opportunity to take calls due to the nature of their job roles. Housing management to provide feedback to SQC on the possibility of Neighbourhood Officers going back to having duty days and dealing with all

enquiries regarding neighbourhood matters. Including pros/cons, work level implications, staffing levels etc.

This appears to have been missed, this need to be followed up and an update on the recommendation. To SQC and TSG at the June SQC meeting.

Q2 Report

Quality and depth of trade knowledge of craftworkers employed is varied. Some carpenters cannot do all the carpentry work and plumbers will ask for carpenter callout to remove a shelf. Schedulers don't know which skills each craftworker has to know who to allocate to which job.

Recommendations

- Create a skills matrix for schedulers to ensure the right craftworker is assigned the job first time. Provide the opportunity for Craftworkers to upskill.

We understand that a skills matrix has been created, when will this be added to the DRS system?

Craftworkers only have a daily view of their calendar, they get the next working day at lunch time. This gives less time to plan and load their vehicle for the working week. Give craftworkers the responsibility for their own working day rather than the schedulers being responsible for managing their workload.

Recommendations

- Give craftworker a full week's calendar view to enable them to plan accordingly. Systems allow it so they should be given responsibility for their own week so they can forward plan where necessary.

We have been advised that this is not best practice, we would like an update as to why this is not best practice. It would assist with Craft workers being able to ensure they have the correct stock for the working week.

Recommendation: Carry out a review of out of hours working for duty staff. Suggestion that any work done ending between 10pm- 1am should allow a start time of 10 am rather than 8am, with the proviso that the duty worker must email the schedulers that evening to inform them so they can rearrange the early morning diary accordingly when they come into work in the morning. Any work finishing after 1am allowed a start time of 12 noon with the same proviso as above. This way it ensures workers are suitably rested and fresh to work removing the potential legal liability from Saffron on their duty of care.

The teams on out of hours do currently have the flexibility to start or finish early on the day following any late callouts. We are working with HR colleagues for a process that both satisfies the teams safety/welfare and meets the need of the business. This is likely to include morning slots being left "free" for on call staff, and we have communal area works waiting if we need to find them work.

We would like some reassurance that staff on call are reminded of this. We would like to be updated when the process has been designed with HR.

Q3 Report

The Craft Worker phones are very antiquated and various information is not always accessible on their mobile device, meaning all the jobs and the information do not match up. The perception is that the mobile device is out of date / not compatible with 'schedulers' technology because the information that is on the 'Craft-workers' phone is different to the information that is on the 'schedulers' log?'

Recommendations

- To look at updating the Craft Worker's technology and network signal. Could the possibility of offering a small tablet or similar device be considered as another option?

We are aware that this will be looked at in next years budget, we would like to be updated when this has been done.

- We are aware that the Tenant Handbook is no longer in existence. We have been informed that Tenant Help sheets have been created, however tenants do not necessarily know about them and would only be able to find them on the website if they know to type the words 'help sheet' -there is minimal communications promoting them.

We recommend that this is added into the Communications plan for Facebook posts and the website.

Customer Satisfaction Survey Feedback

We reviewed feedback from the Customer Satisfaction Surveys between 1st of August and 25th January. The response figures over that time seemed very low and we were advised that the number of responses to surveys do not make Saffron statistically confident. The information available about what has been done using the feedback was not shared with us at the time.

Recommendations:

Customer Satisfaction Surveys need to be reviewed. Are the questions still relevant? Should we be surveying all departments all year round? Surveys hold a lesser value if they are not statistically confident, review ways in which we survey tenants (currently seems to be mainly email), there needs to be better reporting on outcomes and actions. These need to be shared with tenants to encourage them to complete surveys.

We would like to review the current actions and outcomes for the financial year to see where the feedback has helped to improve services.

Overall Thoughts

As a group we talked about how we felt our first year had been. Mary felt that the heating letters have made a difference. Steve felt that if the health and safety issues raised around on call workers times were resolved this would be a very positive outcome. Peter felt that on-going checks of what's happened from our recommendations in our reports were important. Fiona felt that she is seeing a change and that the Group is making a difference.

Over all the changes this year have been small but positive, next year we would like to be involved from the beginning to create and shape bigger changes. We would like the groups' activities to incorporate more tenants, such as more Task and Finish and working groups.

In quarter one we will be reviewing the results from the Tenant Satisfaction Measures, in quarter two we will be reviewing complaints and compliments, in quarter three we will be reviewing transactional surveys, in quarter four we will be doing a round up of the year.