



YOU SAID, WE DID!

Quarter 1 and 2 (2021/22)

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Introduction

At the end of each quarter, we hold Service Feedback Meetings to meet with managers to review customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for our customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2021/22 listed below (from 1st April 2021 to 30th September 2021).

Quarter 1

You Said

On our Day to Day Repairs Survey, 91% of the customers we contacted said that their repair was completed right first time in Quarter 1 of 2021/22. This is an improvement on the Quarter 4 2020/21 figure of 86%.

We Did!

A range of improvements have been developed to increase satisfaction in this area:

- A review of van stocks is underway. The first part is complete, and the Asset Management Team is reviewing what is being used on a daily basis. They are looking at what is carried on the vans, to ensure that quantities are sufficient, to try and improve their ability to fix a repair on the first visit.
- A monthly meeting is in place to review van stocks as well and identify any problems.
- Van stocks are discussed with staff at regular 'Toolbox Talk' sessions, along with any other issues raised by customers, such as missed appointments, and arriving at jobs on time. There are individual conversations with staff, too, to improve performance.
- The team has worked with the Customer Service Centre, to ensure they have sufficient knowledge to be able to diagnose repairs and assign the correct worker to a job. 3 training sessions were carried out in total, and any feedback or suggestions from Customer Service Centre staff was communicated back to Sovini Property Services.
- Some sickness has impacted on performance (due to Covid), so SPS have new agency operatives in place to assist them.

You Said

85% of customers in Quarter 1 of 2021/22 said that their Gas Repair was completed during the first visit. This is lower than the Quarter 4 2020/21 figure of 89%.

We Did!

Any outstanding issues have been resolved for the customers who said they were dissatisfied during Quarter 1. Some of the jobs required two parts, or two teams to fix, so it was not possible to carry out the repair in one appointment.

Customer satisfaction is reviewed in depth, every month. There is an ongoing action for Sovini Property Services to review van stocks and ensure that they carry enough of the parts they need. There is a month-

on-month review of performance with Sovini Property Services, too. The team will also be checking which parts will be required for the winter months, when a higher number will be required. There is a constant drive in the team to improve performance.

Quarter 2

You Said

On our Day to Day Repair Survey, 86% of customers said that the repair was completed right first time in Quarter 2 of 2021/22. This is lower than the Quarter 1 figure of 91%.

We Did!

Daily discussions are in place to ensure that jobs are raised on the same day, or the next day if this is not possible. Also, the team are making sure that follow up jobs are raised in adequate timescales, too.

Length of time was acknowledged as a problem, and there has been some instances when communication could have been improved. Sovini Property Services has been working to complete the backlog of repairs, because of Covid-19, and every job from last year is now complete.

The quality of reports available to the team has improved, so staff can identify any outstanding jobs more easily than before. The size of jobs can be an issue, so effective project management and improved communication is in place to manage customer expectations about the length of time a job may take.

Ensuring that repairs are diagnosed correctly when they are reported, and ensuring this happened each time, is a key part of the improvements the team is putting in place. Work is being carried out with the Customer Service Centre, to ensure that jobs are being assigned to the right operative. If this is managed effectively from start to finish, it will improve customer satisfaction, as the correct operative will be sent each time, with the right expertise to complete the repair first time.

The team look at individual cases of dissatisfaction, to ensure that the diagnosis of repairs is right. New reports are now in place to track work and identify any issues which are affecting Pine Court customers.

You Said

94% of Pine Court customers were satisfied with their Gas Repair in Quarter 2 of 2021/22. With 3 of these customers saying that their repair was not completed right first time.

We Did!

The issues raised by these customers have been fully investigated and resolved for them. Two reported follow-on issues, and one said an additional part was required and had to be ordered for them.

The van stock is as comprehensive as it can be, to ensure that repairs are completed at first visit. It is replenished as regularly as possible, too, and is under constant review. The team also look at trends, and the number of parts which are needed across the housing stock.