

Resident Auditors Repair Service (Responsive) Report

First Update
Tuesday 24th April 2010

Revised following Resident Auditor response dated 03/05/10

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Report Update

- Presented to Board 28th January
- Traffic Light System Adopted
 - 24 Green (44%)
 - 20 Amber (37%) – 6 Green & 14 amber
 - 10 Red (19%) - 8 Green & 2 Amber

Summary of Findings

- Not systematically updating resident information
- Abortive calls
- Satisfaction Surveys and Mystery Shopping concerns

Recommendations

- **Saturday and Evening appointments - Summer '10**
- **Pro-active calling of residents – Summer '10**

Red Lights

- **Effective Communication**

1. **Do TVHA update contact information when taking a repair.**

- Increased training and emphasis on Customer Services Staff (CSC) to check residents contact details when taking a call.
- This has been verified by call listening and mystery calling.
- Mears to alert CSC of any orders where correct contact details are not provided.

- **Visit Failure (Abortive Calls)**

2. **What is the average % of abortive order?**

- Abortive calls cost £17.63 per order.
- **2009/10** = 2.45% of 12,929 orders.
- Total value of £5,579
- Day to Day Repairs; 213 abortive calls from 9,712 orders (2.2%)
- Communal; 104 abortive calls from 3,217 order (3.23%)
- 7 Residents had 2 abortive calls each
- **2008/09** = 1.93% of 10,068 orders
- Total value of £3,420
- Day to Day Repairs; 129 abortive calls from 9,761 orders (1.32%)
- Communal; 63 abortive calls from 3,097 orders (2.10%)
- 6 Residents had 2 abortive calls each

Red Lights

- **Visit Failure (Abortive Calls) cont'd**

- 3. **Monitor and Recoup Abortive Call Costs**

- Cost of an abortive call to TVHA is £17.63
- There is little evidence to suggest high level of repeat offenders
- Low levels of abortive calls and low value
- Mears provided with keys and fobs for communal areas which will reduce abortive calls on communal
- The administrative cost of recouping £32.26 is likely to exceed the amount recovered
- It may not have always been the resident at fault
- We do not want to discourage residents reporting communal repairs
- Will monitor in future on ad hoc basis to identify if any trends developing

Red Lights

- **Completed First Time**

4. **Definition of 'Completed First Time'**

- 2010/10 Key Performance Indicators (KPI's) influenced by resident feedback
- Definitions of KPI's reviewed March/April 2010
- Final definition for 'Completed First Time' only remaining definition
- Residents prepared a definition previously
- There are industry definitions which allow us to compare and benchmark our performance with other RSL's
- Aim is to get the Definition agreed by end of week!

- **Satisfaction Survey**

5. **What happens to completed Repairs Satisfaction Surveys**

- Collected by CSC team.
- Survey results also fed back annually, in Calendar
- Survey results inform the Key Performance Indicators
- KPI's discussed at Partnering Operational Meetings – Monthly and Core Group Meetings – Quarterly
- In 2010/11 6 of 14 KPI's are measured from the responses to Repairs Survey
- Publicise monthly KPI's on the TVHA website from May onward for 2010/11 Financial Year

Red Lights

- **Satisfaction Survey cont'd**
- 6. **Feedback on literal comments on Repairs Satisfaction Surveys**
 - Commencing with a series of articles of 'You said we did'
 - CSC input results for KPI's
 - Residents are called if there are literal comments
- 7. **Publicising the Satisfaction Survey Winners**
 - Prize Draws have taken place in past but were not publicised
 - These are now publicised on the website and in Link Up
 - Protect the identity of the residents
- 8. **Duplication of telephone and paper satisfaction surveys**
 - It may occur that a residents receives a call even if they have completed a satisfaction survey.
 - This is inevitable if we have two survey methods
 - In next few months from 1st May CSC will complete 50 and Mears 25 telephone surveys a week in addition to paper surveys.
 - CSC will confirm to Mears list of residents to contact to avoid duplicate calling
 - In the medium term there will be a dedicated person to call in real time as repairs are being completed and will include completion of repairs satisfaction questionnaire

Red Lights

- **Satisfaction Survey cont'd**

9. Why is ethnic monitoring relevant and part of each survey

- This will no longer be part of the Repairs Satisfaction Survey from 1st April 2010 onward.

10. What is the response rate from the paper survey

- Since 1st Jan 2010 to 27th April 2010 a total of 931 Repair Satisfaction surveys have been completed
- 448 of these were paper responses or 48% of the total
- Major method to collect repairs satisfaction information

Amber Lights

1. **Better online diagnosis and reporting of repairs.**

- Cornerstone Implementation (New IT Housing Management System) will be installed November 2010
- All online requests to be Actioned within 48hrs.
- Has been a slight error earlier in Year on picking these repairs up, now rectified
- Issues covered in above publicised on website

- **Disability and Minority (Equality & Diversity)**

2. **Review Equality and Diversity Policy**

- Need to check which Policy was viewed by auditors as Policy was reviewed last year.

3. **Better written communications for non English speakers**

- Need to check which Policy was viewed by auditors as Policy was reviewed last year.

Amber Lights

- **Disability and Minority (Equality & Diversity) cont'd**

- 4. **Improve Profiling**

- Profiling being captured at tenancy sign-up
- Profiling at 61% of tenants as of 24th April 2010
- Continuing to undertake profiling

- **Effective Communication**

- 5. **Confirmation of repairs appointments in writing**

- Letters are sent out to all repairs reported in the home and for communal repairs reported by a resident
- Moving to text alerts day prior to appointment using Mears system
- Cornerstone will have capability of texting facility to be added.

Amber Lights

- **Monitoring Response Times**

- 6. **Review Response Times for Repairs**

- KPI review completed April '10
- Response Times for expanded list of typical repairs completed in April '10
- Updated information will be publicised on website in May '10

- 7. **Involve Residents in Review of Response Times**

- Resident involved and consulted in the review of KPI's and Response Times.

Amber Lights

- **Correct Repair Booked**

- 8. **Repairs ordered not reflective of repair required**

- CSC receiving continuous training across all aspects of repairs
- Cornerstone implementation in Nov' 10 allows longer and more detailed descriptions and description against codes.
- Improvements required in location descriptions for communal repairs

- 9. **Review Variations**

- Variations currently running at 47% year to end Feb '10 of 12,761 orders
- Variations not on the Housemark or PIE benchmarking clubs
- Will undertake some one off comparison with peers and respond.

Amber Lights

- **Appointments Kept**

10. How are residents kept informed if appointments are not going to be kept?

- Mears contact residents in advance to inform them. – current
- Move to texting through Mears in May '10 – medium term
- Texting facility can be linked into Cornerstone – longer term

- **Identification**

11. Do operatives show ID

- Raised with Mears last year & all operative reminded of need to display ID
- Improvement in showing ID
- As of end March 84% of responses to repairs questionnaire stated that ID was shown
- Raised at Mears sub contractor meeting on 22nd April

12. How do we check that operative are carrying ID?

- There is a question on the repairs satisfaction survey

Amber Lights

- **Waiting Times**

- 13. Arranging follow on appointments**

- Mears operative will be able to contact key staff directly when one site to arrange follow on appointments in the short term
 - The Quality Assurance post will be responsible for assisting with identifying repairs that need follow on appoints.

- **Quality of Repairs**

- 14. Checking the standard or repairs and replacement decisions.**

- Review post inspection of repairs

- **Complaints and Resolutions**

- 15. Confusion over term 'Service Failure'**

- The term service failure is an internal reference and we are discouraging the use of this terminology

Amber Lights

- **Satisfaction Survey**

16. Inconsistent levels of repairs satisfaction survey gathering from month to month

- In 2009/10 2,427 surveys repairs surveys were completed
- This gives an average of 202 per month
- However a total of 23 were collected in May and 442 in September (calls and paper)
- From 1st May to July CSC and Mears have a target to complete 200 and 100 surveys respectively per month
- This is in addition to the paper surveys returned
- In the medium term (August Onward) we are looking to recruit a Quality Assurance Post who will contact residents in real time as repairs are being completed and will carry out satisfaction survey for those completed works.

17. Encourage more repairs satisfaction surveys

- In the coming year we will have a more consistent level of surveys (not less than 300 per month)

18. How is the Prize Draw carried out?

The prize draw is carried out by the IT to ensure it is random
Rent and tenancy compliance checks are undertaken prior to award

Amber Lights

- **Compensation**

19. Publicise and Review Compensation Policy

- This Policy will be reviewed in 2010/11

20. Who decides on Compensation and will TVHA cover excess and future rises in insurance cover?

- Each complaint considered on its own merits

- The amount of compensation is in line with other similar complaint cases and Ombudsman recommendations

- Complaint monitoring ensures consistency in approach and service

- We do not cover excess on residents private insurance policies

- We do not cover future increases in residents private property/contents related insurance cover