

Subject: Repairs Service Customer Satisfaction with GYN
Report to: ELT – Tuesday 27th August 2019
Housing and Neighbourhoods Committee 5th September 2019
Report by: Head of Property and Asset Management

SUBJECT MATTER/RECOMMENDATIONS

Review of the level of customer satisfaction with GYN day to day repairs service.

1. Background

- 1.1. Since 2014 GYNorse (GYN) as the Council's Joint Venture partner manages the asset maintenance, day to day repairs, capital and planned works for the Housing stock on behalf of Great Yarmouth Borough Council.
- 1.2. GYN as part of the partnership operates the customer contact centre for repairs reporting, timetables in day to day works and manages the operational delivery of the reported repairs.
- 1.3. At both the GYN Liaison Board and through the GYBC Quarterly reporting framework statistics are gathered in relation to customer satisfaction for both the reporting service and operational delivery. Historically these statistics have reported results of over 95% satisfied.
- 1.4. The total number of repair requests received over the five year operation of the partnership averages over 17,000 per year although requests are now reducing there has been significant demand on the service. Details of the total number of repairs received from 2015 – 2019 is attached for information, Appendix 1
- 1.5. Of the jobs reported on average 97% are completed with the remaining either being cancelled by the tenant or unable to complete because of no access, an overview of the number of jobs completed is available for information, Appendix 2.
- 1.6. This report looks at the collation process for the customer satisfaction information and tests a further sample of requests from the July 2019 reports.

2. Current Position

- 2.1. GYN record repairs direct from the customer on to the Councils OHMS system this registers the request for the repair and raised an order within the GYN process. As part of the recording of this repair the Customer Service Operator will take a note of contact details for the customer, if not already on the system, and if a responsive repair will then go on to book a timeslot for the

works to be completed.

- 2.2. Responsive repairs cover any item which can be undertaken by an operative on a task and finish basis for example but not exhaustive; blocked drains, lock replacement/repairs, door/window adjustments, replacement taps, electrical works etc.
- 2.3. More significant repairs are reported using the same system but will vary in relation to resolution as it may be necessary to book an Inspection visit to detail works required or refer to the Asset Management team for completion as part of a programme or capital delivery.
- 2.4. At the point of the repairs report the data collection process for customer satisfaction begins by identifying;
 - the address
 - date of the repairs report
 - works requested, whether rechargeable work (this will be agreed with then tenant if appropriate before continuing)
 - contact details
 - times available – booking of works.

3. Process

- 3.1. From the collation of the above data the current process commences. The current system is not electronic at any stage. Customer Service Advises are tasked following the completion of the works to re-contact the customer requesting their participation in a customer survey regarding the repairs undertaken.
- 3.2. Currently GYN are tasked with obtaining a 10% response level in relation to repairs reporting. Throughout the partnership although calls made reach and exceed the 10% minimum the number of surveys completed falls short of this percentage being on average between 4 and 6%. Attached to this report is a detailed breakdown for the period April to July data is included for August although only part month information was available at the time of completing this report, Appendix 3.
- 3.3. Property and Asset Management have also undertaken to contact a sample of customers, not previously contacted by GYN, from the July repairs reporting schedule, the results of which are identified below.

July Repairs Calls - Information	Data Collected
Number of calls made	85
Number of surveys completed	30
Very or fairly satisfied with the Contact Centre	100%
Did the operative arrive at the pre-arranged time	100%

Did the operative work in a clean and tidy manner	100%
How satisfied were you with the repair	100%
How satisfied were you with the operative attitude	100%
Overall how satisfied were you with length of time between reporting and completion of works	90%

- 3.4. It can be seen from the number of calls undertaken in comparison to the total number of surveys completed that this is both time consuming and limited in relation to outcomes.
- 3.5. Although a relatively small sample by Property and Asset from the overall list this data does mirror the data collected through the GYN process.
- 3.6. The results of the survey overall identify that call handling, pre-arranged visits, Operative working in a clean and tidy manner, their attitude to the role and the overall standard of the repair are all on above the 95% satisfaction level and some significantly higher, as with the sample undertaken by Property and Asset.
- 3.7. There are areas currently recorded which continue to be an area of work for GYN included ensuring that all Operatives produce proof of ID on arrival at the property. Although usually in an identified vehicle is it is important to give tenants the opportunity to review their ID information before they enter the property.
- 3.8. Response in relation to the length of time between contact and completion of the work is also an area of lower levels of response averaging above 90%. Clear information needs to be given to the tenant at the time of reporting the repair to ensure there are no misunderstandings regarding completion timescales.
- 3.9. The Council and GYN now utilise the HouseMark data collation service to measure deliver against similar national and regional organisations. Annual targets are set based on a minimum of the average HouseMark delivery but also consider previous performance whichever the higher.

4. Moving Forward

- 4.1. As has been shown by the information above the collection of this information is both resource intensive and provides survey information for only a small sample of the overall number of repairs completed.
- 4.2. GYN are currently looking to introduce a more automated system. This will offer tenants the opportunity at the time to provide feedback and should increase the overall levels of information. The new customer satisfaction survey will include the ability for tenants to:
 - complete an automated telephone questionnaire at the point of reporting,

tenants will be transferred to a confidential automated line before the call is terminated.

- Operative are moving to digital tablets (PDA's) for work scheduling this will mean that following the completion of the repair the Operatives will request tenants complete a short digital survey on their PDA before they leave the property. This facility will be both confidential and easy to use, the operative would pass the PDA to the tenant to tick a number of boxes and then press submit, at that point the data will no longer be visible to the Operative.
- The introduction of this type of technology will reduce the amount of resource required for telephone call backs and is hoped will increase the overall number of surveys collected in relation to customer satisfaction.

4.3. It is hoped that the digital survey system will be introduced during 2019/20 however the current process will continue until its introduction.

5. FINANCIAL IMPLICATIONS

5.1. There are no additional financial implications as part of the introduction of the electronic customer survey proposals. GYN are moving to electronic works orders for operatives and the system will be implemented as part of this improvement.

6. RISK IMPLICATIONS

6.1. None

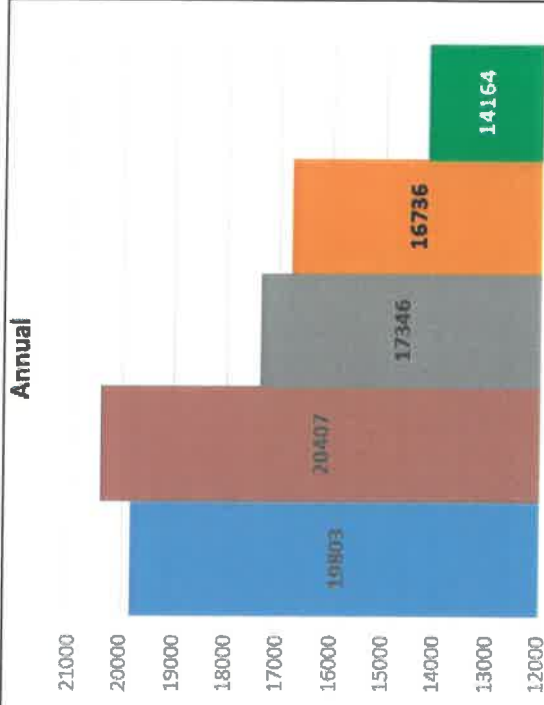
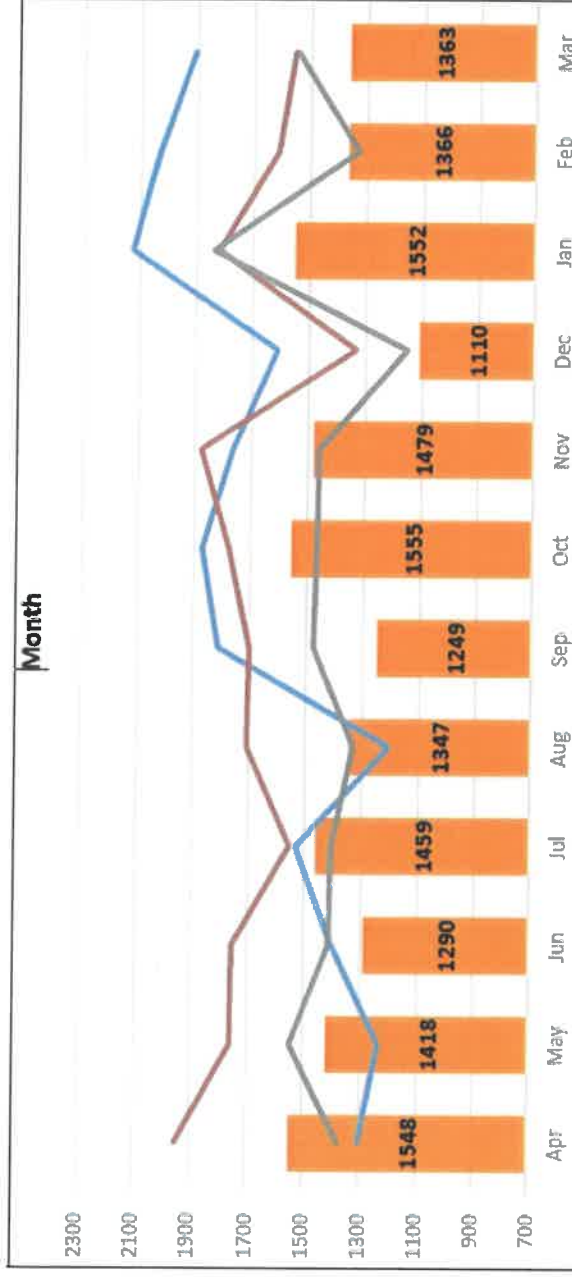
7. RECOMMENDATIONS

7.1. To receive the report and associated data.

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	
Financial Implications (including VAT and tax):	Considered
Legal Implications (including human rights):	None
Risk Implications:	None
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None

Repairs = 2015 - 2019

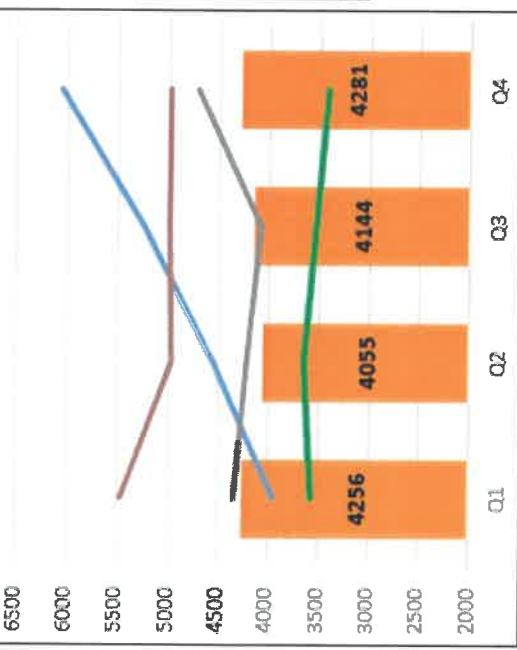
Jobs Received



Quarterly

Priority Split

Trade Split

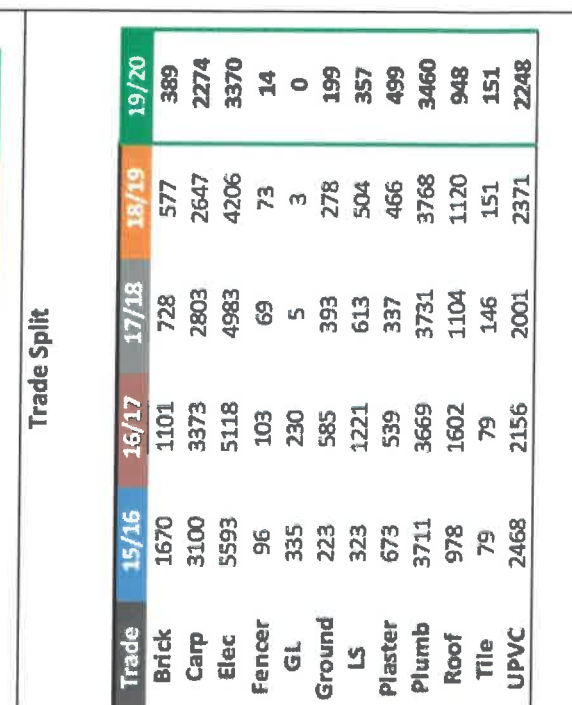
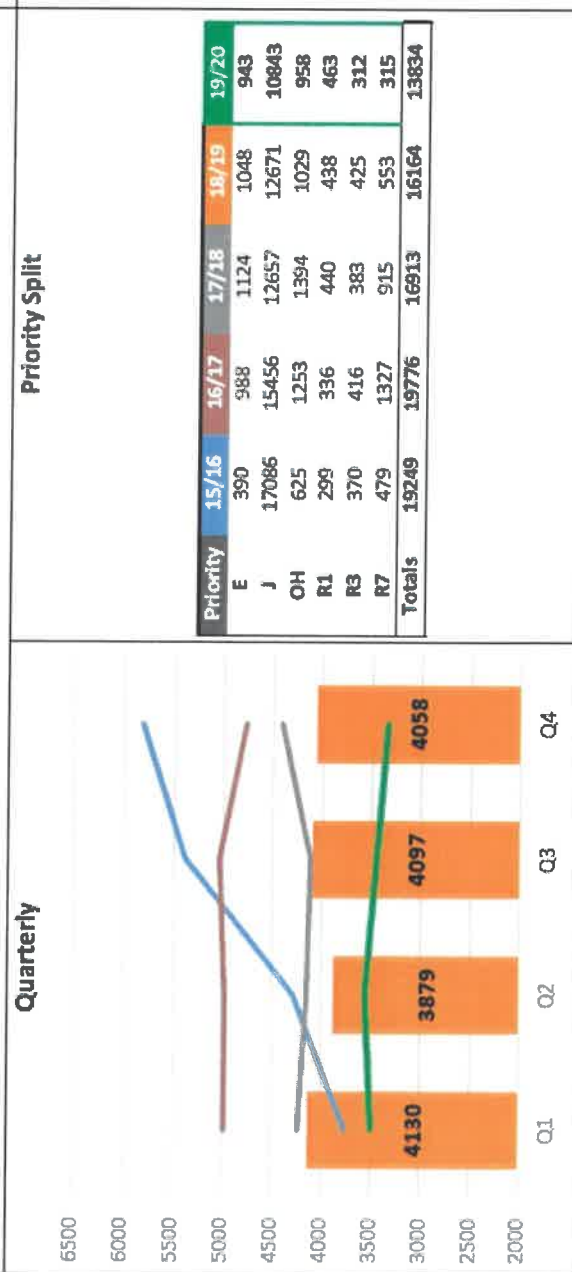
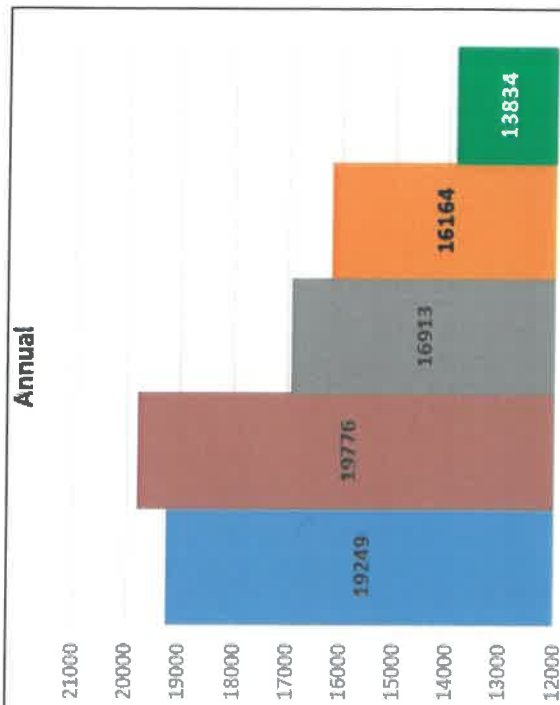
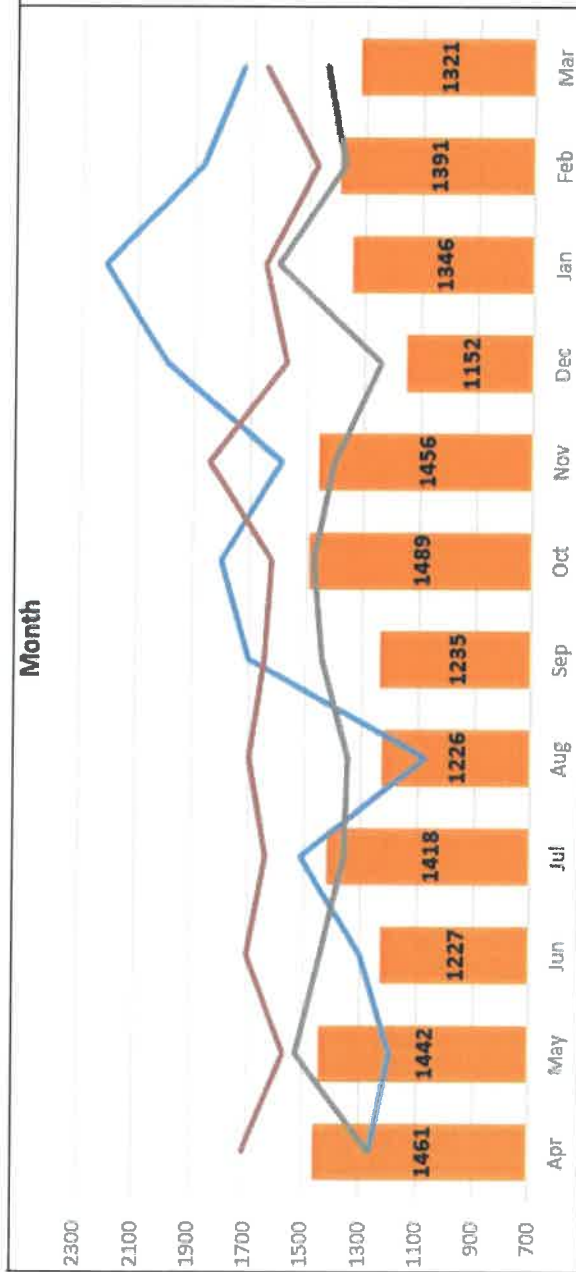


Priority	15/16	16/17	17/18	18/19	19/20
E	420	1059	1154	1082	961
J	17531	15917	12991	13123	11113
OH	665	1268	1401	1035	958
R1	309	352	451	455	480
R3	379	430	396	450	319
R7	499	1381	953	591	330
Totals	19803	20407	17346	16736	14161

Trade	15/16	16/17	17/18	18/19	19/20
Brick	1633	1141	746	593	408
Carp	3223	3483	2874	2748	2405
Elec	5766	5282	5168	4312	3390
Fencer	100	108	79	66	9
GL	366	207	4	5	0
Ground	253	576	407	288	219
LS	341	1318	660	549	341
Plaster	663	551	341	505	539
Plumb	3777	3747	3796	3901	3531
Roof	1058	1668	1061	1193	977
Tile	85	85	149	159	159
UPVC	2538	2241	2061	2417	2297



Jobs Completed



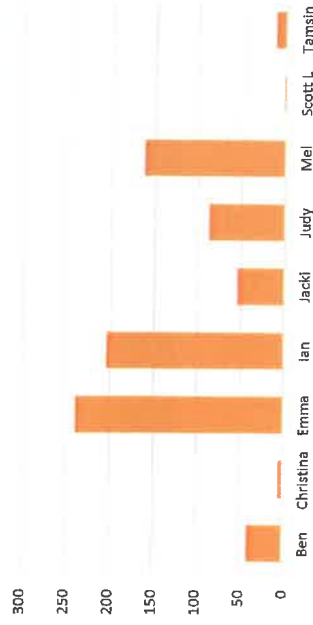
Repairs Survey - Tenant Feedback

Survey Overview

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Completed Jobs	1381	1469	1449	1585	605	0	0	0	0	0	0	0	6489
10% Required (Min)	138	147	145	159	61	0	0	0	0	0	0	0	649
Surveys Completed	134	69	79	108	15	0	0	0	0	0	0	0	405
% Completed	9.70%	4.70%	5.45%	6.81%	2.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.24%
Surveys Outstanding	4	78	66	51	46	0	0	0	0	0	0	0	244

Calls Attempted

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Ben	0	0	0	41	0	0	0	0	0	0	0	0	41
Christina	1	0	0	3	0	0	0	0	0	0	0	0	4
Emma	79	45	46	41	28	0	0	0	0	0	0	0	239
Ian	57	48	37	62	0	0	0	0	0	0	0	0	204
Jacki	18	12	7	14	3	0	0	0	0	0	0	0	54
Judy	30	6	23	23	5	0	0	0	0	0	0	0	87
Mel	57	30	36	39	0	0	0	0	0	0	0	0	162
Scott L	0	1	0	1	0	0	0	0	0	0	0	0	2
Tamsin	0	0	0	12	0	0	0	0	0	0	0	0	12
Total	242	142	149	236	36	0	0	0	0	0	0	0	805



Call Overview

	No Answer	Said No	Feedback Provided	No. Not Recognised	Further Work Req	Other	Total
Ben	17	2	11	0	0	11	41
Christina	0	0	1	0	0	3	4
Emma	48	15	99	13	9	55	239
Ian	84	6	101	4	4	5	204
Jacki	21	3	25	1	0	4	54
Judy	14	3	69	0	0	1	87
Mel	58	4	91	6	2	1	162
Scott L	0	0	2	0	0	0	2
Tamsin	4	0	6	0	1	1	12
Total	246	33	405	24	16	81	805

Repairs Survey - Tenant Feedback

Feedback Results

Target - 10% of Jobs Completed
649

Surveys Completed
405

Surveys Completed %
6.24%

Surveys Required
244

