



Scrutiny Team Report

Responsive repairs

Management Response

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Date: 15th April 2020

1 Introduction:

This is the eleventh scrutiny team review and is focused on how we manage responsive repairs from when the customer initially contacts us to when the repair is complete and covers a range of aspects including information for customers and the operational arrangements within Silcoa.

2 Management response:

Selwood and Silcoa enjoy working with the Scrutiny team and welcomes the review. Both Selwood and Silcoa managers met with members of the scrutiny team and found the interviews both interesting and useful.

The head of response and voids met with the scrutiny team to provide an overview of the repairs process and performance, from a Silcoa perspective and the customer support manager met with them from a Selwood perspective

3 Findings and recommendations:

The findings of the group are very customer focused and the recommendations are welcomed.

4 Conclusion:

We would like to thank the scrutiny team for their work and we will ensure that they are updated on the progress of the action plan.

5 Recommendations:

	Recommendation	Management response
1	The Scrutiny Team recommends that all staff who handle repairs (both customer support and Silcoa) should undertake the Omfax training course and complete the test with a 65% pass rate to pass, and 90% for a gold certificate, so that they are able to ask relevant questions of the customer to help more repairs to be completed on first visit	<p>Expected completion date: March 2021</p> <p>Coordinator: Celia Fletcher/Lyn Collins</p> <p>Response: Agreed – we will look to extend the current training undertaken by customer support staff to the Silcoa admin and planning team so there are common levels of knowledge and understanding between the two teams.</p>
2	Scrutiny recommends that the introductory wording on the repairs landing page of the website (www.selwoodhousing.com/repairs) is amended to explain how the repairs web pages can be used more clearly, which could result in customers being more inclined to use the digital format. The Scrutiny Team also identified an issue where customers could go around a 'loop' through the 'Repairs tips & advice' and 'Request a repair' sections of the website, which they reported so this could be addressed.	<p>ECD: May 2020</p> <p>Coordinator: Rachel Pearson</p> <p>Response: Agreed – we will amend the repairs landing page wording, to include further explanation of how best to use the repairs pages, in line with customer repair responsibilities.</p> <p>The 'loop' has been reviewed, and an additional form will be added to the relevant repairs pages so that this loop is closed. We will monitor the way this form is used and will use this</p>

		<p>information to continue to build on our repairs web content.</p> <p>We would note that since the new repairs pages were launched in March 2019, page views have increased by 117%, to over 18,000 in the last year. The request a repair pages have averaged 584-page views a month, indicating a good level of customer usage.</p>
3	The Scrutiny Team also suggests promoting more widely the repairs web pages and reporting of repairs online.	<p>ECD: Commencing May 2020 and ongoing</p> <p>Coordinator: Rachel Pearson</p> <p>Response: Agreed – we already use our social media channels to promote seasonal repairs content and will increase this, for example with a regular monthly post and promoting the benefits of reporting repairs online. We will also look at how we can use the IVR phone line message to promote the repairs web pages and online reporting of repairs.</p>
4	An online 'Have Your Say' forum for customers could have the potential to create a stronger relationship between Selwood Housing and their customers and in turn could encourage the use of the digital facility	<p>ECD: N/A</p> <p>Coordinator: Antony Higgins</p> <p>Response: Not agreed –</p> <p>We don't propose to develop a general "have your say"</p>

		<p>forum at present beyond the existing Facebook and Twitter channels and the online feedback process available on the website.</p> <p>Individual consultations will be designed with digital options carefully considered at the project development phase and this will include offering on line forum around specific consultations where appropriate.</p> <p>Separate project work around the creation of a custom portal is in development and will encourage the further use of digital.</p>
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