

Overview

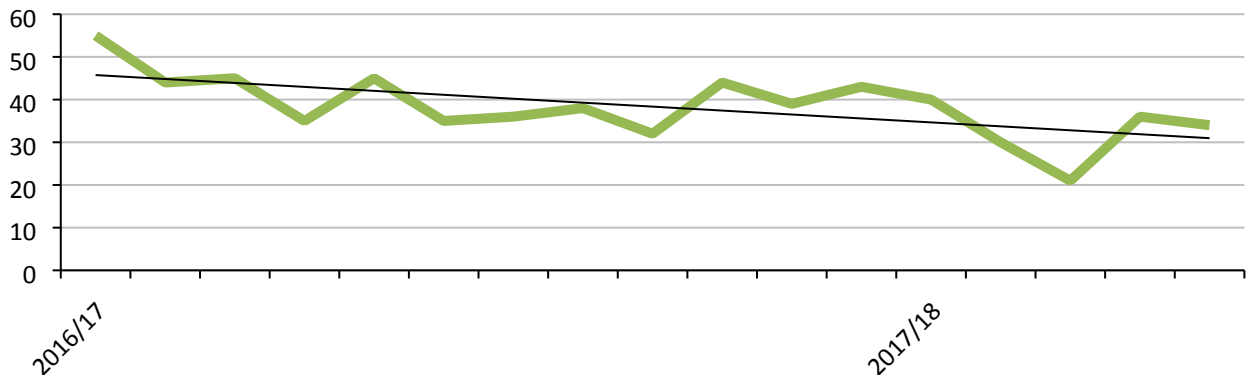
Members will recall the issues that required officers to make changes to the way the BMO (now Repairs and Voids) were providing services to its customers. During the last year many changes and improvements have been made through the Enhancing our Repairs Programme.

During 2016-17 Repairs & Voids received a total of **423** Complaints & Enquiries. This represented a reduction of **59** from 2015-16 which is encouraging given the changes the service was going through.

Current projections indicate that a further reduction in complaints will be recorded for 2017-18.

The graph below shows the total number of complaints and enquiries R&V have received from 2016/17 to date.

Total Complaints Trend 2016/17 - 2017/18



Complaints & Enquiries Types

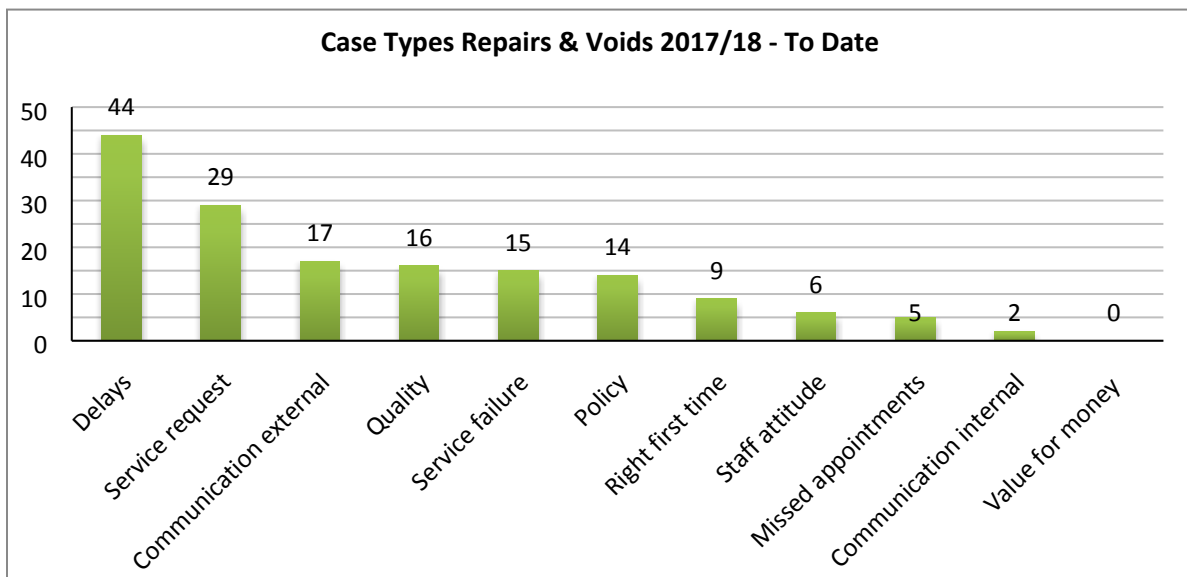
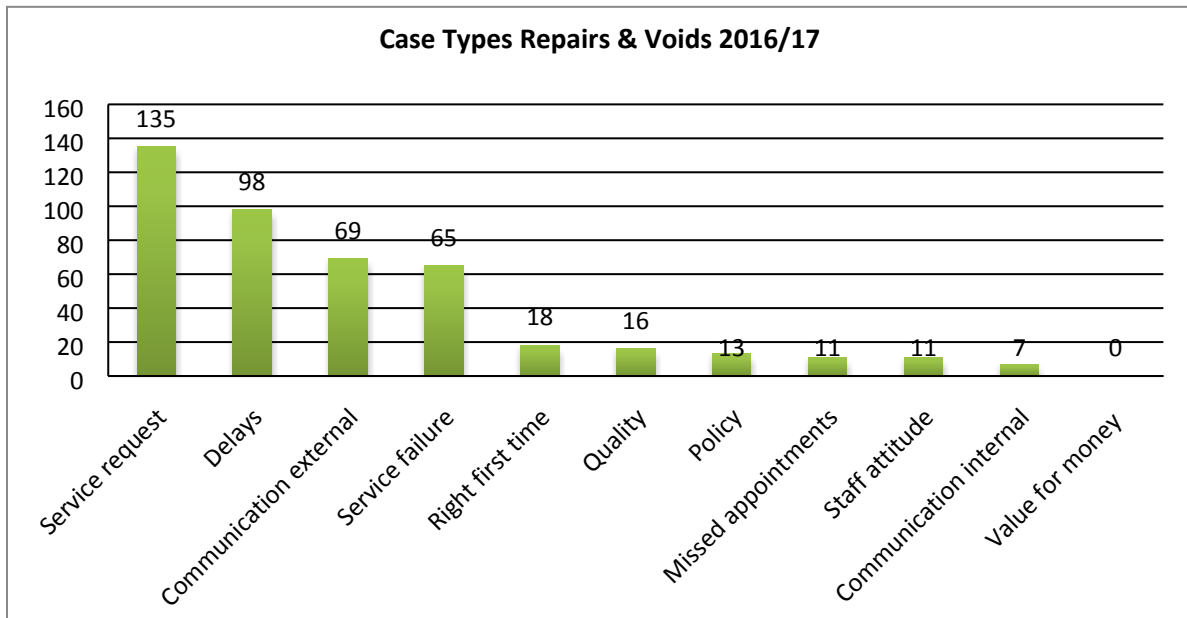
Looking at the report ([Appendix A](#)) that the Customer Focus team have provided 21 cases have been escalated to stage 3 which equates to approximately 5% of the R&V total complaints and enquiries.

Notwithstanding Service Request line, **Delays** is the no.1 complaints category for the second year in a row attributing to 24% or 1/4 of all complaints and enquiries between 2015 and 2017.

98 **Delay** cases were recorded during 2016/17.

In February 2017 delay cases peaked at 15. Most of these delay cases relate to issues such as the completion of electrical works and inspections including those that affected the letting of void properties. This issue was resolved with the procurement of an additional electrician.

External communication is also a concern for the service. This essentially means that, as a service, Repairs & Voids must improve its performance with regards to returning telephone calls within 2 working days and keeping our customers informed.



Learning Points

Key learning points and service improvements identified throughout the year include:

- Evidenced Reduction of repeated visits and increase of first time fixes
- More accurate information being provided to answer the complaint at the first stage
- Charge hands to ensure appointments with customers are kept, particularly in relation to complaints
- R&V team need to adhere to 2 day call back SLA for customers
- Follow-on jobs must be reported and raised without the need for customers to call, chase and /or complain
- Better quality control of operatives work is taking place with more accurate reporting via mobile technology
- Communication between SBC and contractors has improved through holding regular supplier meetings

What has been done?

- Investigating the monthly calls Repairs & Voids received:
 - The number of calls that come in per tenant
 - Type of calls to see, and
 - Why tenants are having to chase their repairs and ultimately complain
- Repairs & Voids team training matrix underway to ensure that staff have up to date knowledge
- Customer Assurance Officer investigating and reporting on how CSC they are logging repairs complaints and escalations. Monthly meeting between CSC and Repairs & Voids scheduled to feedback learning and improve internal communication between the services.
- Monthly meetings held between SBC's Investment and Repairs & Voids teams with a view to improving internal communication between the services
- Chargehands are increasing post inspections to:
 - Measure and drive improvements of the customer experience
 - Monitor the costs and quantity of works
 - Monitor the quality of the works completed
- Customer Assurance Officer investigating the monthly complaints and is reporting the learning via a monthly team briefing
- Engagement of the Resident Inspectors team to increase number of returns by making outgoing customer satisfaction surveys calls.