

Housing Milestone plan 2016/17



Telephony						
Task ID	Action to be taken	Lead officer	Start date	Expected completion date	Expected outcomes	Comments
1	Recruitment and training of 15 CSC Advisors (5x 31/10, 5 x 7/11, 5 x TBC) to replace staff who have left or been reallocated elsewhere	Andrew Acklam	Oct-16	Jan-17	Reduction in waiting time and abandonment rate	11 new members of staff have been appointed and trained. An addition 8 FTE and 4 PT posts are being recruited to. Post should be filled by spring 2017.

2	Carry out full review on current performance measures and look to improve this with SMART targets and a transparent improved performance framework that delivers results	Alison Musgrove/ Andrew Acklam	Jun-16	Ongoing	Quicker call handling and SMART targets set. Reduction in waiting times	Performance measures are currently under review. All new starters are being closely monitored with regular one to ones and performance management. At present new starters are taking 7-8 calls per hour this needs to improve to 10 calls per hour. Agreed for general quality monitoring for Housing Transformation Team to listen into calls and to invite members of the Tenants Forum to be involved in a Mystery Shopping activity.
3	Review of training notes and scripts	Charlotte McGraw/ Alison Musgrove	Dec-16	Mar-17	Improved customer services to tenants	Review is now underway.
4	Perform full audit on all messaging, looking to review the messaging to advise callers to go on line, in all areas where forms are available. Set time lines of changing messaging to force callers on line over a phased approach	Andrew Acklam	Jun-16	Dec-16	Promotion of on line, less calls being taken by officers. Reduction in waiting times	CSC are leading on a soft launch of My Account to enable increased channel shift

5	Once audit of messaging carried out, look to implement the changes over the coming months to hard stop certain activities	Andrew Acklam	Jul-16	Dec-16	Promotion of on line, less calls being taken by officers. Reduction in waiting times	As above
6	Review of Service Level Agreement between Housing and Customer Services	Kevin Doyle	Jan-17	Mar-17	More clarity around roles responsibilities and expectations. Will inform performance management moving forward. Improved use of resource	Existing SLA is under review. We will include recommendations for Housing Scrutiny Commission to receive a six monthly report on progress. In addition reports will be made to the Tenants Forum.
7	Review use of queue jumps	Andrew Acklam	Dec-17	Feb-17	Improved use of resource	Queue jump has been implemented on Housing Options Tier 2 calls successfully. This has had a significant impact on the length of time taken to answer calls and on abandonment rates
8	Channel shift-enabling tenants to self serve	Charlotte McGraw	Jan-17	Jun-18	To reduce the number of callers using the telephone lines to report simple repairs, eventually moving to all repairs to be reported on line.	This is included in the current phase of delivery of Northgate and will enable tenants to self serve on rents and repairs reducing the need for face to face and telephone

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Review of Housing Options call handling, processes and performance

Charlotte McGraw

Jan-17

Jul-17

To improve processes in call handling

Data is currently being produced to inform development of an action plan to improve performance