

Resident Impact Project Audit Results & Target Setting

Performance, Improvement & Policy Team
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A Quick Reminder

All residents were sent a voting slip in September 2009 & asked to vote for their top 5 priorities for change from a list of 24 issues.

The 23 issues were collated from resident feedback over the course of one year.

Residents' 5 priorities for change are:

- Residents to be given more information about how their complaints are being dealt with and detail of what went wrong and how it will be put right
- Staff to provide updates, keep residents informed, to ensure that residents don't need to chase for progress
- Staff to return telephone calls within 24 hours (Mon-Fri)
- Specialist maintenance staff to be on hand to answer queries
- Staff direct contact details to be made clear to residents / accessible

Resident Audits

In November 2009, the Resident Reviewers Group met to agree the methodologies for assessing & monitoring service standards in the 5 priority areas.

7 Resident Reviewers volunteered to carry out the audits.

The volunteers have since met 5 times and have successfully completed all of the audits.

The Results!



Improvement Priority 1

More information about how complaints are being dealt with, details of what went wrong and how it will be put right.

Assessment

Complaints Audit: Residents assessed the quality of 20 staff response letters to complaints.

Results for Priority 1

Questions asked

Did the staff member's response to the complaint cover all of the resident's issues? = 65%

Was an explanation provided as to why the issue occurred in the first place? = 50%

Was a detailed explanation given of what would be done to resolve the issue? = 55%

Overall Result: 57% resident satisfaction with quality of complaint response letters

Improvement Priority 2

Residents should not need to chase for progress.

Assessments

Two assessments were undertaken by the Resident Reviewers for this priority.

1. Live Repairs Case Tracking:

Resident Reviewers tracked 7 repair jobs over a 3 week period to assess resident satisfaction with being kept informed with regards to the progress of their repair.

2. Procedure Audit:

Resident Reviewers examined the following 4 procedures: Anti-Social Behaviour, Harassment, Domestic Violence and Income Collection, to assess if they adequately advised and enabled staff to keep residents updated. Each procedure was assessed by 4 separate residents.

Results for Priority 2

Assessment 1: Live Repairs Case Tracking

Satisfaction with being kept informed:

Week 1 = 71%

Week 2 = 17%

Week 3 = 25%

Overall result = 41% resident satisfaction with being adequately updated with regards to their repair.

Assessment 2: Procedure Audit

Name of Procedure	Are there clear instructions for keeping residents updated?	Are staff instructed to update residents as regularly as is necessary throughout the case?	Are staff advised to update residents if any changes occur in their case?
Anti-Social Behaviour	80%	80%	60%
Domestic Violence Procedure	60%	60%	60%
Harassment & Hate Crime	100%	100%	100%
Income Management	67%	67%	67%
Grand Total	75%	75%	69%

Overall result = 73% satisfaction that the procedures examined adequately advise and enabled staff to keep residents updated.

Improvement Priority 3

Staff to return telephone calls within 24 hours.

Assessments

Two assessments were undertaken by the Resident Reviewers for this priority.

1. Mystery Shops:

Residents left a total of 14 voicemail messages with staff across One Housing Group and recorded response times to see if they were in line with the 24hr response target. Only 3 calls were returned with the 24hour target.

Overall Result: 21% of voicemail messages returned within 24 hours

2. Staff Questionnaire:

A range of front line staff from all housing services departments were surveyed on their knowledge of service standards for response times

Overall Result: 89% of staff questioned were aware of voicemail service standards

Resident Reviewers also examined the average time it took staff to return an email. They sent 11 emails in total and 7 were responded to which is a response rate of 64%. Out of the 7 emails answered the average response time was 27 hours.

Improvement Priority 4

Specialist maintenance staff on hand to answer queries

Assessment

Two assessments were undertaken by the Resident Reviewers for this priority to assess current levels of knowledge on repairs queries.

1. Staff Survey/Test:

To assess the Customer Contact Centre Officers' knowledge of repairs issues. 10 staff completed the survey.

2. Resident Satisfaction Survey:

To assess whether residents feel the Customer Contact Centre Officers have a good knowledge of repair issues. 15 residents completed the survey.

Results for Priority 4

Assessment 1: Staff Survey/Test

Questions asked

What would you ask a resident reporting a leak?

What would you ask a resident reporting a loss of water, electricity or gas?

What questions would you ask a resident reporting their toilet not working?

List all of the repair jobs that you think are classified as an Emergency.

If you didn't know how to deal with a query, what would you do?

Overall Result: Staff knowledge level on repairs queries = 53%

Assessment 2: Resident Satisfaction Survey

Questions asked

Based upon your experience, are you satisfied that the customer contact centre have a good range of knowledge?

Have you contacted the Customer Contact Centre and been passed through to another member of staff to answer your query?

When the contractors arrived at your property, were they fully aware of the job they had come to do?

Overall Result: 82% resident satisfaction with staff knowledge of repairs issues

Improvement Priority 5

Make staff contact details for reporting key issues are clear to residents.

Assessments

Two assessments were undertaken by the Resident Reviewers for this priority.

1. Resident Satisfaction Survey:

The Resident Reviewers contacted 15 residents to assess whether they were aware of the contact numbers for key front line staff.

2. Publications Audit:

The Resident Reviewers examined 6 One Housing Group publications to see if they could easily find staff contact details. Each publication was assessed by 5 residents.

Results for Priority 5

Assessment 1: Resident Satisfaction Survey

Residents knowledge of the following officers names and numbers:

Housing Officer = 23%

ASB Officer = 7%

Customer Contact Centre Number = 73%

Income Officer = 10%

Area Surveyor = 13%

Overall Result: Resident awareness of front line staff and their contact details = 36%

Assessment 2: Publications Audit

Residents' satisfaction with accessibility of contact numbers in the following publications:

Handbook = 72%

Website = 56%

One Newsletter = 78%

Community Investment Newsletter = 50%

Community Investment Starter Pack = 11%

Community Investment Handbook = 28%

Overall Result: 49% resident satisfaction with accessibility to front line staff contact details in publications

Overall Results Summary

Priority 1 Result:

57% resident satisfaction with quality of complaint response letters.

Priority 2 Results:

41% resident satisfaction with being adequately updated with regards to their Repair.

73% satisfaction that the procedures examined adequately advise and enabled staff to keep residents updated.

Priority 3 Results:

21% of voicemail messages returned within 24 hours.

89% of staff questioned were aware of voicemail service standards.

Priority 4 Results:

Staff knowledge level on repairs queries = 53%

82% resident satisfaction with staff knowledge of repairs issues.

Priority 5 Results:

Resident awareness of front line staff and their contact details = 36%

49% resident satisfaction with accessibility to front line staff contact details in publications.