

CITY BOARD
25 AUGUST 2011

ITEM B9

DACP CUSTOMER JOURNEY REPORT

Report of the Derby Association of Community Partners

1. SUMMARY

This report summarises the findings of two recent customer journey exercises looking at the Anti-Social Behaviour (ASB) and Home Decoration processes.

2. RECOMMENDATION

The City Board is asked to note the report and the recommendations of the DACP.

3. MATTER FOR CONSIDERATION

- 3.1 In May 2011 it was agreed that tenant volunteers from the DACP would carry out Customer Journeys and report their findings separate to Derby Homes internal performance reporting.
- 3.2 These reports are intended to give an overall picture of customers' experience of a particular service throughout the entire process. Both reports are attached as
- Appendix 1 - Anti-Social Behaviour
Appendix 2 – Home Decoration Scheme
- 3.3 The DACP's recommendations are listed at the end of each report and will be fed back to Derby Homes' managers for further action.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Derby Association of Community Partners



Customer Journey Report 2011/12

**2011/12
Quarter 1**

Method

Dennis Rees contacted a random selection of 50 tenants from this 30 appointments were made. Harry Margett carried out 30 customer journeys by visiting them personally, 5 tenants were not in at the appointment time to carry out these customer journeys and the following report is now based on 25 responses.

We looked at the whole process starting from when the tenant called the reported the Anti-social Behaviour case to the point at which a survey is sent out.

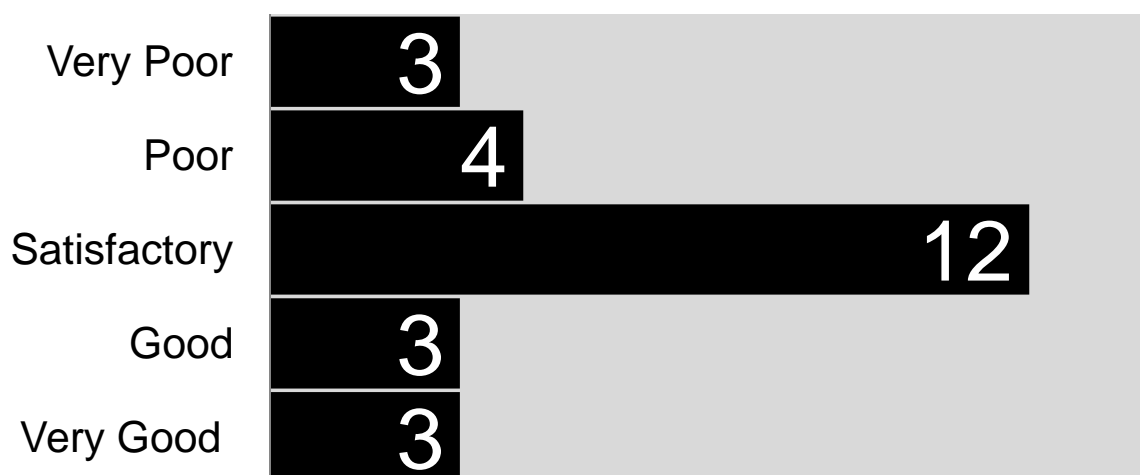
All Customer Journeys looked at the following areas of the process:

- Reporting Anti Social Behaviour
- Appointment
- Case Handling
- Perception
- Survey

The tenants were asked to score each area on a scale of 1 to 10, 1 being very poor and 10 being very good. Scores were then grouped together for each graph in the following way:

- 1 – 2 Very Poor
- 3 – 4 Poor
- 5 – 6 Satisfactory
- 7 – 8 Good
- 9 – 10 Very Good

Overall Average Satisfaction of Anti-social Behaviour



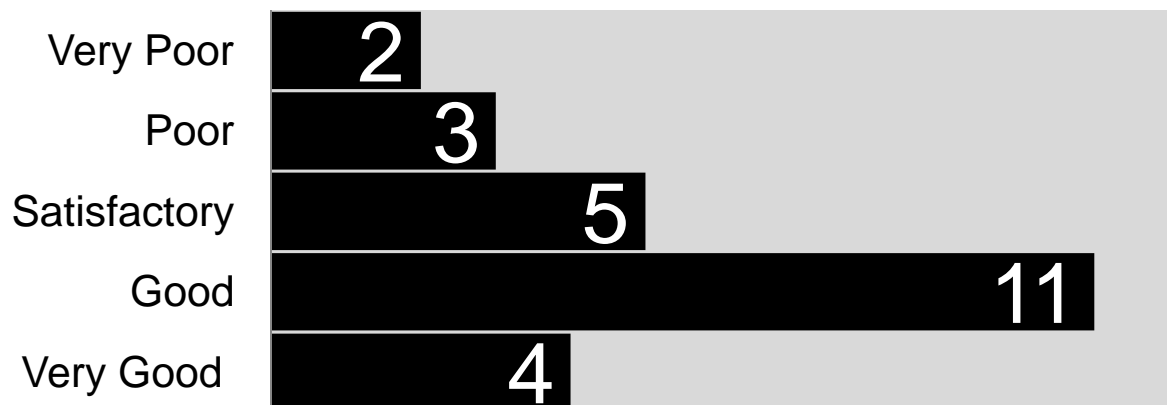
For each area there were tenants that were not able to provide a score these have been omitted from the results.

Reporting Anti Social Behaviour

We asked a the following Questions






How did you contact us to report your ASB?	Phone	Email	LHO	Support Officer
	5	1	14	1
Were you offered a home/office appointment to discuss fully?	Home	Office	Both	
	4	7	8	
What advice / information were you given?	Advice Given	No Advice		
	22	2		
Did you feel reassured at this point?	Yes	No		
	18	6		
Did you receive a letter giving you the Housing Officers name who would be dealing with your case?	Yes	No		
	19	6		

Overall Impression of Reporting Anti-Social Behaviour

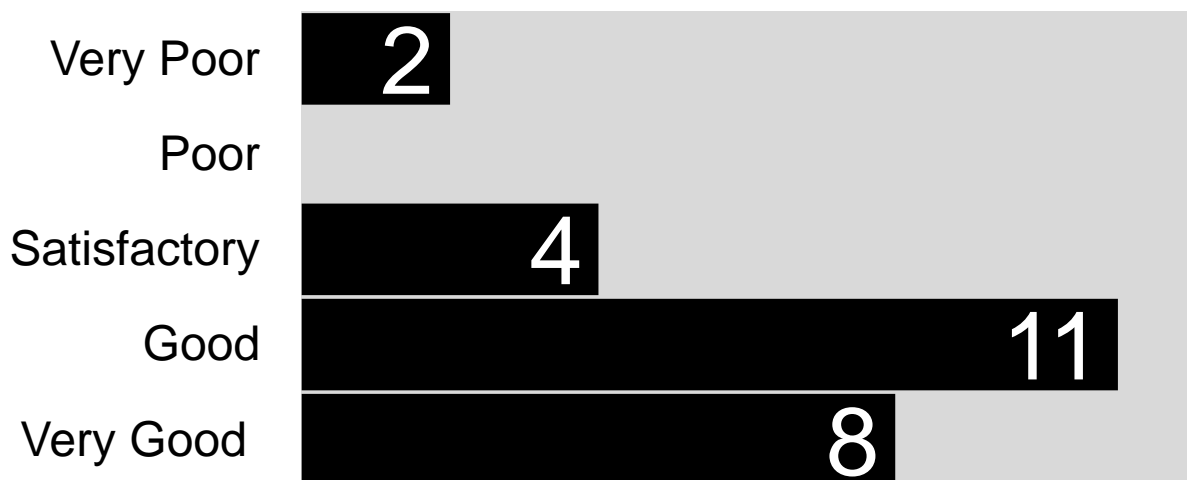


Appointment

We asked a the following Questions







	Yes	No	
Were you happy with the time to appointment?	23	2	
Was an action plan completed with you?	20	5	
Were you asked what outcome you would like?	20	5	
Were the evidence logs explained to you?	22	3	
Was the ASB procedure explained to you?	19	6	

Overall impression of providing an appointment

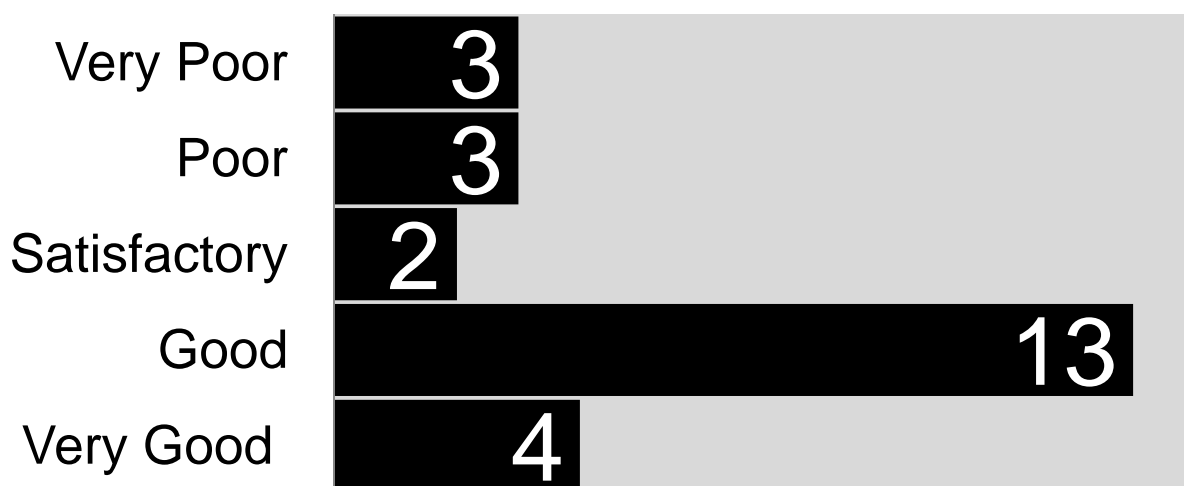


Case Handling

We asked the following questions

Did you receive regular feedback on the progress of your case?	Yes 21	No 4	
What was the quality of the feedback?	Good 13	Fair 6	Not 5 
Were the evidence logs reviewed with you when you handed them in?	Yes 12	No 13	
Was the Housing Officer empathetic?	18	7	
Were you advised of the mediation service?	11	13	
Were you told you may be required as a witness in court?	12	13	
If yes were you offered the victim and witness support officer?	8	17	

Overall impression of how the case was handled



Perception of service

The tenants had the following comments on how they perceived the service they received




Let Down by Service
Acceptable
Reacted keeping things quiet it has re started
see below
Time limit to be altered to 11pm music etc turned down
very good monthly calls
long process still not cleared up after 2 years time scale is too long
Very Poor stopped for 2 nights re started and being kept awake by foxes
tenants should be placed in appropriate housing not happy when having to live in this situation.
did not find helpful, told to phone police, but the receptionist was helpful
not very happy very poor
see below
no very good service
the service is very poor
lady thinks that the tenant doesn't want to tidy up his garden (possible not able to)
felt let down by the court decision
good service
positive but had to contact councillors about the case to get a response

Overall perception of the service provided



Survey

We asked the following questions

	Yes	No	
Have you received a survey?	5	20	
Did you complete the survey and return?	4	21	
If not why not?	No Response		
Do you know why we send surveys and what we do with them?	6	19	

Overall impression of surveys



General Comments

problem from sub-lets no body able to do anything customer feels let down as he still has an ongoing issue
Problem at first with mediator other party brought in bad party to mediation and told it was one to one (in general the service was good)
3 Strike rule within 6 months should be carried on (reoccurring loop hole should be closed) cant bring back past history
Appointment made with tenant but could not get a reply when visited
Housing officer dealt with the case and the case was simply solved
Fair but could have done better had a struggle over language, English was no the tenants first language, had to simplify questions
not very satisfied with housing officer who handled the case comment, since the new housing officers and manager the customer feels things are starting to mover better
rang on Friday about, and spoke to Sinfin LHO had mediation but problem started again after a while
in general liked the service that was received
customer feels that the cleanliness of next door and the barking of the dog has not been resolved and would like it to be resolved ASAP
Foxes are still being fed by tenant again Washing (cant be put in drying area) given up

as not getting anywhere same thing reoccurring now
Only received a letter of termination, very displeased with Derby Homes looking for somewhere else to live after 29 years as a tenant does not think this has been resolved, tenant could not read or write sister has recorded the log, wasn't offered a Dictaphone.
this has re started again 13 year old picking on Nine year old daughter when visiting neighbour
not very happy no fault with lady who attended spoke to person male on phone / housing officer did not seem bothered very defensive of making a statement.
once it got going service is very good. gent brought the flat concerned because of this, (Harry Margett Stated from his view he would not like to go back to this flat as I had to go home and have a shower and change clothing (office does know about this situation))
very pleased with the outcome and dealing by housing office at Bingham Street
NO response after appointment made 5 attempts
Service has been good and very understanding
takes too long to do repairs
Passed to one side, felt as if being fobbed off only after a while when Claire Briggs got involved. No Dictaphone was offered to record diary sheets, housing officer knew this tenant could not read or write, very poor at not keeping tenant informed, lady upstairs had to record the diary sheets for the tenant. felt left out not very well informed did not seem bothered could have had better support tenant was even looking to leave
Waited from 3.15 to 4.05 (4pm appointment) tenant came home and when i went to see her she said she could not be bothered to do the feedback as her friend had gone into hospital and she was looking after her friends daughter
(house private owned) this lady would like to see the gardens in the rear of the properties next door being cleaned up and hedge rows cut.
Stopped for a couple of weeks and started up again
Check phone number would be interested in coming to meeting
no answer at door bell; rang door bell @ 2pm and 2.05pm
Tenant is dyslexic and could not fill in diary sheets properly, the tenant was not spoken to, crap service very poor very little feedback or assistance.
Tenant cancelled on Friday re visited on Monday and still no answer neighbour said he would not be long but no sign
Commented on not having blue and brown bins.

Recommendations

Better Support for tenants who have learning difficulties or language barriers as some Local Housing Office staff are providing Dictaphones for people who struggle to read or write and others are not.

It is obvious that surveys are not being sent out to tenants after the ASB case has been resolved, this should be done to ensure that the service can improve for the future.

More Improved information for the tenant regarding handling the case to keep the tenant informed of what happens at each stage of the process.

Derby Association of Community Partners



Customer Journey Report 2011/12

Home Decoration Scheme
Requested report

2011/12

Method

Dennis Rees contacted a random selection of 40 tenants from this 25 appointments were made. Harry Margett carried out 25 customer journeys by visiting them personally, the report is based on 25 responses.

We looked at the whole process starting from when the tenant was visited by the officer incharge of the Home Decoration Scheme to the point at which a survey is sent out.

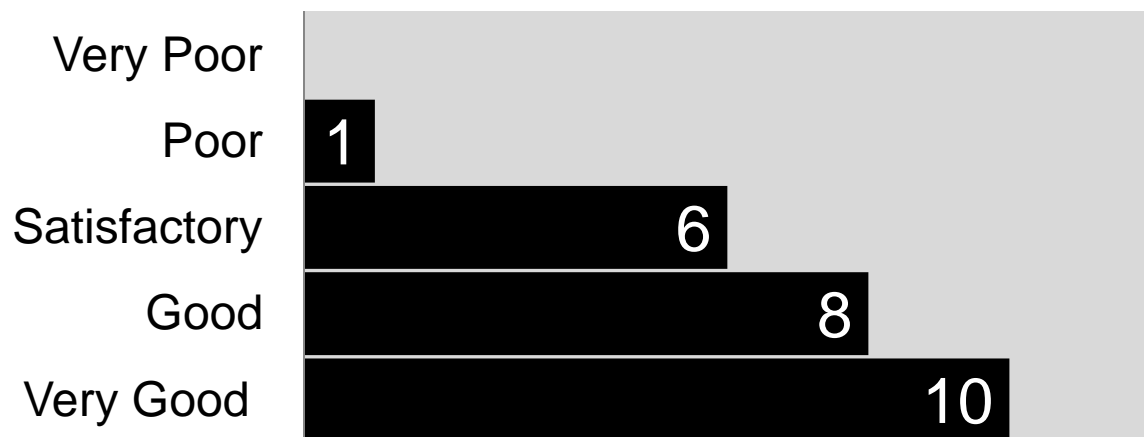
All Customer Journeys looked at the following areas of the process:

- Request for home decoration
- Appointment
- Decorator turns up for appointment
- Surveyor inspection
- Standard of work
- Survey

The tenants were asked to score each area on a scale of 1 to 10, 1 being very poor and 10 being very good. Scores were then grouped together for each graph in the following way:

- 1 – 2 Very Poor
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- 7 – 8 Good
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Overall Average Satisfaction of the Home Decoration Scheme



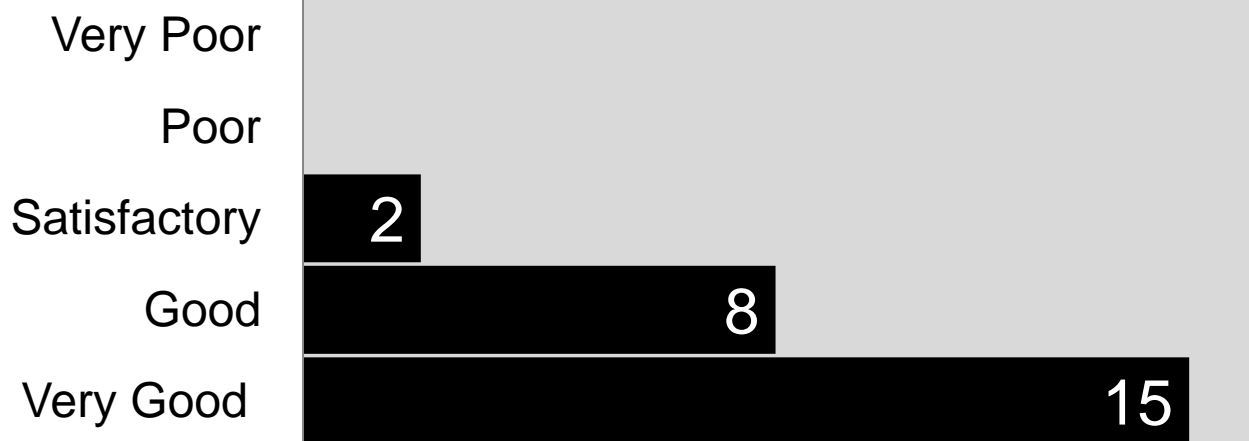
For each area there were tenants that were not able to provide a score these have been omitted from the results.

Reporting Home Decoration Scheme

We asked the following Questions


Where/who did you phone?	Julie Visited 23	Other 0	
Were you told of the WC date?	Yes 16	No 1	

Overall Impression of the request for Home Decoration

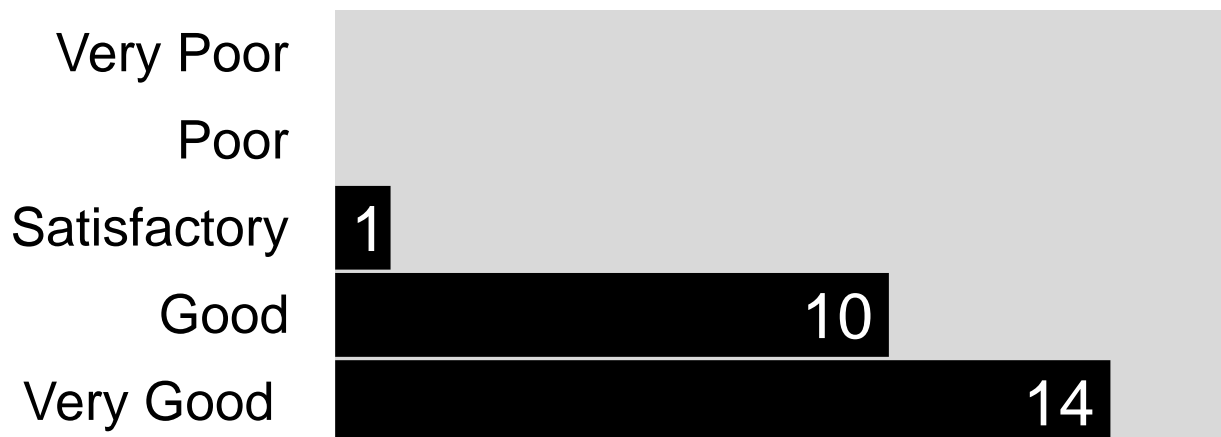


Appointment

We asked a the following Question




	Yes	No	
Were you happy with the time to appointment?	23	1	

Overall impression of providing an appointment

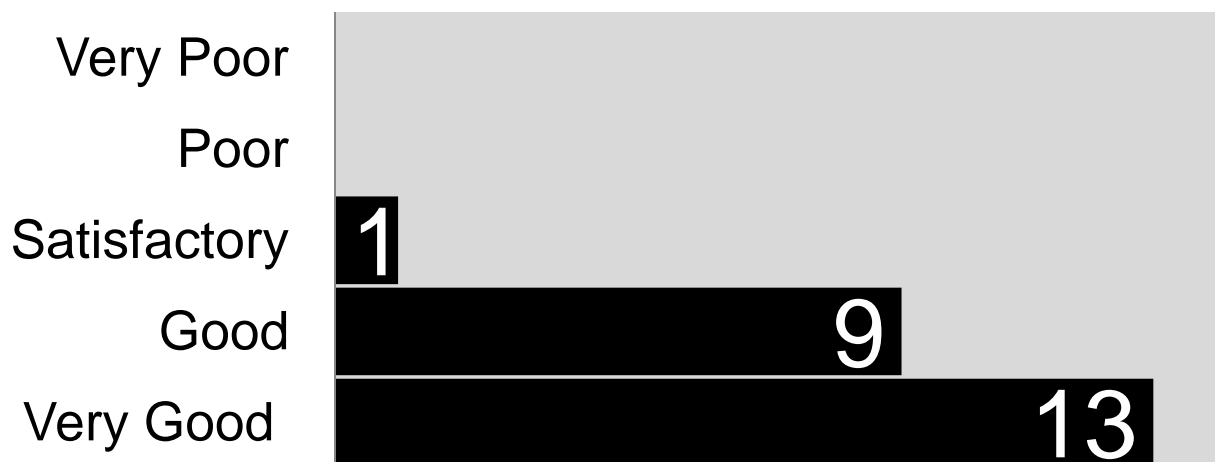


Decorator Turns Up

We asked the following questions




	Yes	No	
Did the contractor turn up on time?	21	2	
Were they wearing ID?	19	3	
Did they work in a clean and tidy manner?	19	1	

Overall impression of how the Decorator turned up



Surveyor Inspection

We asked the following questions





	Yes	No	
Did the surveyor inspect the works done?	18	4	
Were they wearing ID?	14	4	
Were you informed about what happened next?	16	2	

Overall view of the surveyor service provided

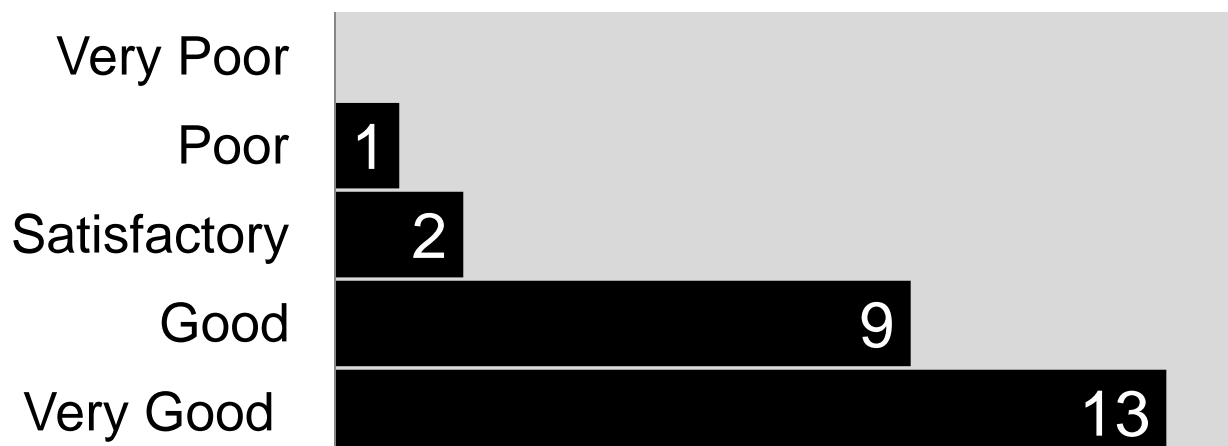


Standard of Work

We asked the following questions

	Yes	No	
Were you happy with the choices offered?	21		
Did you receive your choices of paper/paint?	21		
Are you satisfied with the work carried out?	15	4	
Was there anything that could be done better?	9	11	

Overall impression of the standard of work






Comments

Very good apart from not filling in holes in the ceiling
 Resonable outcome , happy with finished job
 Did not finish the job in the first place had to come back
 Happy except for wallpaper coming away
 Very satisfied
 Different design
 Far better service
 Very poor

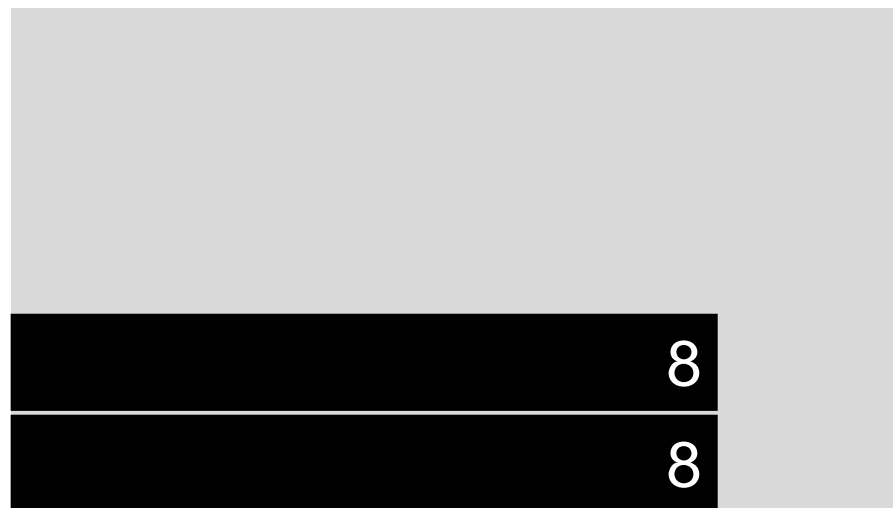
Survey

We asked the following questions

	Yes	No	
Have you received a survey?	15	8	
Did you complete the survey and return?	13	7	
If not why not?	No Response		
Do you know why we send surveys and what we do with them?	13	5	

Overall impression of surveys

Very Poor
Poor
Satisfactory
Good
Very Good



General Comments

Did not clean off surplus. Had to pay friend to paint over
 Very happy but requires plaster reported
 Garden not being done
 Never had any grumbles with work
 Made a very good job
 Very pleased with outcome
 Wires left loose
 Worked very well with me as a disabled tenant
 Kitchen been modernised but decoration been done
 Very good helpful moved furniture
 Good job done
 Fault not retaining walls properly

Came out week before could do with better notification

Vastly improved service workmen maintained a professional approach to customer

Very good

Service is better but do not prepare work surfaces with sand paper, and the standard of glossing is appalling

Two attempts have been made to sort out the tenants issues there was a white line showing between a join in wallpaper surveyor said that they could fill this in with a black pen, customer was not happy with this so the work was re-done but there is still paste on the ceiling over replaced wallpaper did not use cover and left stripping bits after the lady is wheelchair bound so unable to pick up bits.

Job was a fair to good job

Recommendations

Better preparation of surfaces prior to re-decoration

Cleaning up of excess paint and wallpaper paste after the decoration has been done.

Ensure that seams are stuck down properly, as after the job has been done they are beginning to lift when dried out.