

**CITY BOARD
30 AUGUST 2012**

ITEM B8

DACP CUSTOMER JOURNEY REPORT

Report of the Derby Association of Community Partners

1. SUMMARY

- 1.1 This report summarises the findings of two recent customer journey exercises looking at the Enquiry Centre and the ready to let void processes.

2. RECOMMENDATION

- 2.1 The City Board is asked to note the report and the recommendations of the Derby Association of Community Partners (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 – Enquiry Centre
Appendix 2 – Ready To Let Voids
- 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	Environmental
Financial and Business Plan	Equalities Impact Assessment
Legal and Confidentiality	Health & Safety
Council	Risk
Personnel	Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact the author.

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Background Information: None

Supporting Information: None

Derby Association of Community Partners



Enquiry Centre Customer Journey Report 2012/13

**2012/13
Quarter 3**

Method

The Enquiry Centre provided lists of tenants that have contacted them week commencing Monday 4 June, the lists contained contact names and addresses. Harry Margett and Dennis Rees contacted a random selection of 30 tenants and carried out customer journeys by calling these tenants.

We looked at the whole process starting from when the tenant called the Enquiry Centre to the point at which a call was closed.

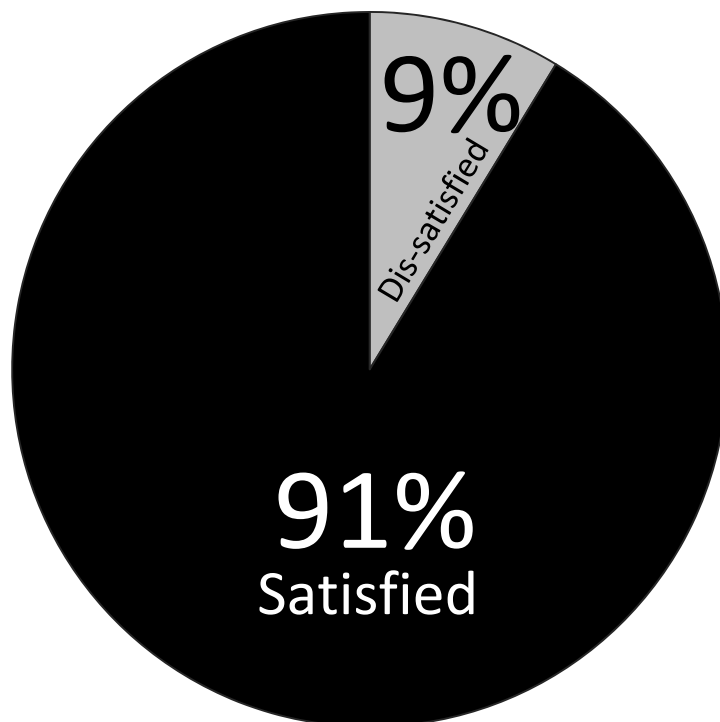
The Customer Journey looked at the following areas of the process:

- Getting through to us – Impression of the greeting
- Listening
- Resolved Issue
- Impression of the Staff Member
- How the Call was Closed

The tenants were asked to rate each area with a good or bad response and comment if they thought that more needed to be added.

Although 30 tenants were contacted, some did not provide answers to all the questions asked.

Overall Average Satisfaction of the Enquiry Centre



Getting through to us

We asked the following Question

What was your impression of the greeting?

Good

24

Bad

1

Comments

not too bad,	Very good
very nice	Very friendly
plans to terminate tenancy	Fine.
alright	Alright.
very good and helpful	ok.
Great	Friendly.
Not very good Snappy. seemed in a rush	Fantastic.
Helpful.	good
ok.	Very polite
brilliant	

Listening

We asked the following Question

Do you feel you were listened to?

YES

23

NO

2

Comments

shoddy white goods broken,	Few issues
straight through	Happy with service.
Fire away, Kept going off.	Not entirely, misunderstanding
In the end.	did this time

Issue Resolved

We asked the following question

Were you happy with what we did?

Happy

21

Not
Happy

5

takes a long time on hold, every time I ring to pay my rent I am put on hold, Because the computers are so slow, This can take up to 5 to 10 mins.(Hannah operative call centre).	Loads of issues still waiting, Why chasing up, Keep phoning not logged on. someone said they would call back, did not.
brilliant	A week for toilet leaking.?
wanted a particular person not there.	Yes definitely.
rang about parking permit.	Coming tomorrow
Very pleased	
Chubb did not turn up, Had time off work.	Problems with a gas fire.
no	Waited a week and half for hot water,
at last	Yes definitely.

Impression of the Person

We asked the following question

What was your impression of the person you spoke to?

Good

23

Bad

1

quite pleasant	Nice
polite	Made welcome, Felt you got somewhere.
helpful	Fine
Very good	ok
very good	more interest in getting the call logged
ok	Well mannered.
Helpful.	Very polite

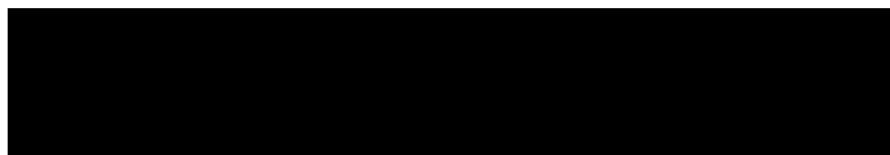
Spoke too fast, rang from Austin base, then went in on Friday to see Anthony Jones, about white goods, i.e,fridge	Well mannered.
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Closing the Call

We asked the following question

Were you asked to confirm your contact details?

Yes



22

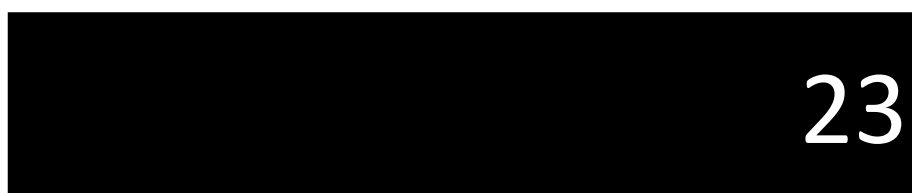
No



1

Were you happy with the way the staff member ended the call?

Happy



23

Not
Happy



3

Comments

Nothing but good things to say about D H.	Had to book another call, Out of hours.
they tried to help.	no because issues not sorted.
thank you	Most definitely.
yes	

Recommendations

Our recommendation is that the Enquiry Centre keeps up the good work, continuing to provide an excellent service to the Tenants and Leaseholders of Derby Homes properties.

Derby Association of Community Partners



Ready To Let Void Inspection Report 2012/13

**2012/13
Quarter 1**

Void Inspection Report

Carried out week commencing Monday 28 May 2012

Derby Association of Community Partners (DACP) Harry Margett, Jim Elks and Dennis Rees carried out a random inspection of ten ready to let properties using the lettable standard. There was one more property but the DACP were unable to complete this. This report outlines our findings.

The lettable standard features 18 sections containing 87 specifications of repair work that all void properties must meet prior to re-letting.

The following table summarises where the inspections took place and which management area was responsible for the property. Including the results of the inspection. For various reasons certain specifications were not applicable due to the property type. The most useful indicator of performance in this table is where properties fail to meet specifications.

Address	Property Type	Management Area	Fail
29 Quarn Way	2 Bed Flat	Brook Street	0
98 Rivermead House	1 Bed Flat	Brook Street	2
38 Coleraine Close	2 Bed Flat	Chaddesden	1
17 Refrew Street	1 Bed Bungalow	Sussex Circus	2
23 Moray Walk	2 Bed Flat	Cowsley	2
32 Kinross Avenue	3 Bed House End Terrace	Cowsley	2
3 Inverary Close	1 Bed Flat	Sinfin	0
33 Filbert Walk	1 Bed Flat	Chellaston	0
22 Bath Street	3 Bed Maisonette	Brook Street	8
12 St Peters Street	3 Bed House Semi Detached	Chellaston	N/A

Work was still being carried out at this property and an appointment had been arranged for a prospective tenant to look at it at 1pm. I carried out all checks apart from cleaning, on mentioning to Erroll I should not have received these keys as it was not an active let. Why was the tenant being shown round before the work and cleaning was complete. The property was very dirty with 1 inch of dust all over work surfaces. Repair to front inside passage was needed as this had only what looked like uneven concrete surface. A Derby Homes workman said he had pointed this out to his supervisor and he was coming to check on it. (the workman said that he thought the cleaners were due to come and clean on Friday 1st June) Phil Jeffery's was the workman who was very obliging and made certain that everything was safe for us to make our checks.

The following table breaks down the comments made where a property failed to meet a specification and highlights the number of properties that failed to meet that specification.

1.0 External Walls	PASS
2.0 Roof	PASS
3.0 Windows	FAIL
3.1 Windows will be secure and fully serviceable with glazing (including double glazing seal) Failed - 23 Moray Walk – Window broken in bedroom and boarded up	1
3.2 Windows will be checked to ensure they open/close and handles work and include a minimum of 2 locking keys per property Failed – 23 Moray Walk - only one key present Failed – 22 Bath Street – Window in Bedroom broken	2
4.0 External Doors	PASS
5.0 Clearance	PASS
6.0 Internal Doors/Joinery items	FAIL
6.2 All bathroom doors to be fitted with a locking handle Failed – 38 Coleraine Close – locking handle to bathroom door fitted but unable to lock.	1
7.0 Wall Finishes	PASS
8.0 Ceiling Finishes	PASS
9.0 Floor Finishes	FAIL
9.1 Floor screed, floor boards and existing floor finishes to be retained must be in safe and sound condition Failed - 98 Rivermead House - one floor tile missing in dining room Failed – 22 Bath Street – uneven floor outside kitchen door	2
10.0 Fixtures and Fittings	PASS
11.0 Services	PASS
12.0 Sanitary Fittings	FAIL
12.1 All toilets and cisterns, baths and wash hand basins should be secure and fully functional Failed – 98 Rivermead House – Loose tap on wash Basin	1
13.0 Decorations	FAIL
13.3 Walls, internal joinery and celings must be fit to be decorated by the new tenant without major repair Failed – 22 Bath Street – wall paper hanging in toilet, bedroom, upstairs landing and hall downstairs.	1

14.0 Smoke Alarms	PASS
15.0 Asbestos	PASS
16.0 Cleaning	FAIL
16.3 The kitchen sink and work surfaces, and inside and outside all kitchen units and cupboard drawers will be cleaned with hot water and disinfectant. Failed – 22 Bath Street	1
16.4 Bathroom fittings (toilet, Toilet Seat, Sink, Bath or shower tray) including removal of lime scale, where appropriate. Failed – 22 Bath Street	1
16.8 All Skirting Boards Failed – 22 Bath Street	1
16.12 all floors – these will be swept and mopped and where possible we will remove scuff marks. All floors will be mopped with hot water and disinfectant Failed – 22 Bath Street	1
17.0 Gardens	FAIL
17.1 Gardens / Yards will be cleared and safe for use with cuttings raked up and removed from site Failed – 17 Refrew Street – Garden Over Grown Failed – 32 Kinross Avenue – Front and back gardens nice but overgrown	2
17.0 Gardens Cont...	FAIL
17.8 All dustbins to be emptied Failed – 17 Refrew Street – Brown bin full Failed – 32 Kinross Avenue – Black bin full	2
18.0 General	PASS

Comment

In all the above properties we visited we have checked that the water has been turned off and hot water systems have been drained down.