

Mystery shopping repairs March – May 2007
Action plan

What you said - March – May 2007	What we need to do	How we did it	Completed on
<p>1. All operatives should confirm the telephone number with the caller.</p>	<p>Ensure that all staff confirms the telephone number to make sure all details are correct and up to date.</p> <p>Staff sometime check telephone numbers, as some appear on the caller ID display. To ensure all details are correct staff will now ask every time a repair is reported.</p>	<p>The telephone number field is now a mandatory data entry field in the Repair IT system. The telephone number box will pop up as soon as a call is logged to ensure that numbers are checked.</p> <p>Staff will be monitored through regular spot checks by YHN and City Build to make sure this is implemented by all staff on the section.</p> <p>This will be an issue at regular team meetings to remind staff the importance of this question.</p> <p>Results from Mystery Shopping reports and action plans will be discussed with all staff on the section.</p>	<p>The mandatory field was completed on August 2007.</p> <p>Spot checks to happen on a regular basis and results to feedback to YHN to make sure improvement are in place.</p> <p>On going. Mystery shoppers will monitor improvements through continuous reality checks.</p> <p>October/November 2007 then ongoing at regular team meetings.</p>
<p>2. Ensure that the operatives listen to the caller; one mystery shopper</p>	<p>This call will be investigated and reported to the Repairs</p>	<p>This action plan document will be discussed with the repairs</p>	<p>November 2007 and on going at regular team meetings.</p>

<p>had the telephone put down on him during a call.</p>	<p>Centre Manager.</p>	<p>team to make sure errors like this do not happen.</p>	
<p>3. All options of appointments should be made available.</p>	<p>The current procedure used in the Repair Centre is that the system finds the next available appointment which is then offered to the tenant. If this appointment is not suitable then alternative appointments will be offered.</p> <p>The mystery shoppers may need to develop this question further</p>	<p>Agreed to amend wording of question to “If the first appointment is not suitable were you able to arrange an appointment that was suitable for you?” at feedback session on 8th November</p>	<p>Ongoing. Mystery shoppers will monitor this through continuous reality checks</p>
<p>4. To ensure value for money once a repair is cancelled there should be a system in place to ensure that the workmen are informed.</p>	<p>This job will be investigated further with the Repair Centre Manage. Currently operatives use handheld computers, when a job is cancelled by the tenant a message is sent to the operatives handheld and the job is deleted off the screen.</p> <p>The repair was reported</p>	<p>This call has been investigated. (see below)</p>	

	<p>correctly however, the wording on the repair receipt isn't as descriptive as it could be and is a generic term for a number of work items of this nature (overhaul gully). This resulted in the tenant cancelling the repair. Discussion is needed on the wording of the letters to make sure that letters are clear and easy to understand.</p> <p>The original ticket was not cancelled as it should have been and the operative arrived to carry out the repair.</p>	<p>This is being discussed with the Repair Centre staff, as more description needs to be put onto the job ticket to ensure that the receipt letter has more description in to ensure this problem does not re-occur.</p> <p>This has been identified as a training issue within the Repairs Centre. But unfortunately these jobs cannot be monitored due to the volume of job logged each day. Staff will be trained regarding the cancellation of jobs and will be discussed in regular team meetings.</p>	<p>Discussion regarding the wording used on letters would need to take place to determine if changes are necessary. The repair letters/receipts are attached and will be discussed further in the feedback meeting on 8th November.</p> <p>This issue will be raised in the regular "tool box talks" team meetings. Operatives will get regular quality checks from their supervisor on this.</p>
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