

Concierge Service Review latest news August 2011

Here's a short summary of a very busy last 2 months since I last updated you.

I've kept everyone updated on our overall plans but there have been changes to those plans recently that have provided challenges, lots of discussion but above all a great opportunity for YHN to improve levels of customer service even further.

As you'll know the last steps we were taking involved drawing up a detailed plan of how we link all the individual blocks into one central control room and that is ongoing and progressing well. As part of that we've had technical help from consultants who have vast experience of the technology involved in this project. As we all know new technology moves at a great pace but this time it will be of major benefit to YHN and our customers.

Until very recently it was thought that the systems required for managing CCTV and intercom systems could not be linked to other parts of the business but things have now moved on. This means that instead of having a system for concierge alone it can now be more easily integrated with others.

How does this affect me?

The short answer to this is that when the systems are integrated there will be a one stop shop for enquiries for a number of YHN services on a 24 hour basis including the concierge service.

YHN Community Care Alarm Service currently runs a small contact centre taking calls for their telecare service as well as out of hours calls for other areas of the business such as housing offices, repairs and environmental services.

YHN have planned to gradually feed more services into this control room but with the developments in technology and the timing of the project it is now possible to create one larger enquiry centre in YHN house to provide services for all YHN enquiries in due course.

This enquiry centre will be adequately staffed by a trained team to make sure they can deal with all enquiries while still maintaining the high standards that a number of individual services used to do.

Over the past 2 ½ years I've made many assurances to staff and customers about the services YHN concierge would provide in our new service. Those still apply but the enquiries that would previously have been directed to a concierge lodge will now be handled by the enquiry centre, as well the added bonus of having the chance to have many YHN service queries answered at the same time.

What happens next?

As with everything else we've done we'll continue to keep you updated and involved but critical work is going on that won't be obvious to customers such as:

- Planning and linking up all blocks to the enquiry centre over an 18 month to 2 year period
- Designing and building the enquiry centre
- Arranging the staffing for the centre
- Making sure all the I.T systems will work together
- Programming those systems to make them unique to YHN which will help the operators to answer your enquiries fully

As well as all the above we need to maintain current services whilst the link up process happens, so there will be a period when the developing enquiry centre runs in tandem with the existing concierge arrangements in different parts of the city.

The first blocks planned to be switched over from the existing concierge services to the new YHN enquiry centre are the newly refurbished blocks at Riverside Dene. We've already managed CCTV and intercoms in those blocks from an adjacent block and the new technology we fitted makes them the natural choice as phase 1. That is planned for April 2012 and when we have details of the rest of the programme I'll keep you updated.

Who do I contact for more information?

I know there's a lot of new information for you in this update but I am trying to keep it relatively brief and understandable. Throughout the whole review and implementation process I've issued regular updates and that will continue, but I am also happy to attend any of your Tenants and Residents Meetings. If you want to contact me to arrange an invite or to discuss specific queries please feel free to do so on 0191 278 8688.

Dominic Connor
Service Co-ordinator