

**Mystery shopping Repairs June – August 07  
Action plan**

| What you said – June – August 2007  | What we need to do  | How we did it  | Completed on  |
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| <p>1. All staff should confirm the customer's telephone number. 60% of calls did not have their telephone number confirmed. Mystery shoppers pointed out that a lot of people change their number especially mobile numbers and that is why staff should always check. Also mystery shoppers suggested more repairs may get completed on time if the telephone number was confirmed at the beginning as it would make it easier to gain access to a property.</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> |

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| <p>2. Levels of service were scored higher if the repair was completed on the given date.</p>   | <p>The completion at first visit is currently monitored and discussed in the regular quality group meetings. The development of multi skilled operatives will improve performance in this area. An empty property has recently been refurbished to allow staff to train and learn new skills.</p>  | <p>We are in the process of training the workforce in all multiskilled tasks. This commenced on 11 September 2007. We have a training centre at Bernard Street, Walker. We are currently training Plumbers to carry out their designated multi skilled tasks. We will then be training our Electricians followed by the rest of the trades.</p>  | <p>There can be no completion date for this category as it is our intention to train all our employees with the key multi skilled tasks, then look at further multi skilling opportunities and carry out further training and/or refresher courses.</p> |
| <p>3. One mystery shopper was disappointed to receive a letter after the work was due to be completed (especially as the worker failed to turn up on the given date).</p> <p>The mystery shopper received a letter but was more distressed that the worker did not arrive on the given appointment date</p> | <p>City Build have to send a letter out for all repairs. Due to the quick response to certain repairs, the letter may not arrive before the work has been completed. The letter does state that if this is the case, it is a receipt for works already carried out.</p> <p>There is currently a procedure in place for appointments but obviously on this occasion it was not carried out. The process is: - If an</p> | <p>A review of the letters is currently underway and changes have been proposed at Quality Group for implementation in the near future.</p> <p><b>The Mystery Shopping Panel will comment on the new letters and feedback to Sarah. The introduction of improved letters will help provide a greater understanding of what we are trying to achieve by providing more relevant information, i.e. with regards to the letter for an emergency</b></p> | <p>As this requires IT development, a business request change has been forwarded to the IT section I will have to find out where this stands in the programme and report back.</p> <p>Will feedback timescales on 8<sup>th</sup> November.</p>          |

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|   | <p>operative is unable to attend an appointment he must at all times contact his Supervisor to inform him of this. This gives the Supervisor the following two options: - He/she can; 1) rearrange the appointment with the customer, or; 2) he/she can arrange for an alternative operative to carry out the work. The 2<sup>nd</sup> option is the one we prefer to use, however there are instances where we have had to rearrange appointments. On these occasions we always ask the customer to specify an alternative date/time which is most convenient for them</p> | <p>which arrives after the work has been completed. The new letter explains the reason why we still send it, as it incorporates a customer satisfaction card.</p> <p>Citybuild is looking at alternatives to letters for tenants who would prefer a different way. E.g. email, text, phone.</p> |  |
| <p>4. Mystery shoppers felt customers should be told the priority of the repair as this would help customers understand why not all repairs can be completed straight away.</p> | <p>Currently the procedure for Repair Centre staff is not to inform the tenant of the priority of the repair as this may lead to</p>  | <p>To determine if this would be the outcome, a pilot is being carried out by Repairs Centre staff during October and feedback will be given to the</p>   | <p>8<sup>th</sup> November, feedback to group.</p> |

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|   | <p>discussion regarding the categorisation of repairs which is determined by YHN and cannot be changed by Repairs Centre staff.</p> <p>To determine if this would be the outcome, a pilot is being carried out by Repairs Centre staff during October and feedback will be given to the group in Nov.</p> | <p>group in Nov.</p>  |                 |
| <p>5. Mystery shoppers scored the service poorly if they had to chase repairs to find out what was happening.</p> | <p>This has been agreed, the tenants shouldn't have to chase repairs. This issue will be discussed in regular team meetings and will be monitored through spot checks with YHN and City Build.</p>  | <p>All action plans will be monitored in monthly team meetings to ensure that all improvements are being implemented.</p> | <p>Ongoing.</p> |