

Young person's mystery shopping June 2007  
Action plan

What you said – Young People June '07	What we need to do	How we did it	Completed on
<p>1. The young people agreed that on every call the phone number should be confirmed with the caller. This is important when arranging access. They all agreed that people may change their number or lose their phone so this should always be checked.</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. The group agreed that in general they were always told when someone would come out and were not given the option of the appointments available to them. The group were not aware that weekend appointments were available. The mystery shoppers felt it would have improved the service if they were given an option but also if this was not possible to ask if the day given was ok for them.</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. The question for this on the mystery shopping report may need amending to cater for the above procedure.</p>	<p>Discussion needed with the mystery shopping panel on improvements needed to this system.</p>	<p>This will be discussed at the feedback session 8<sup>th</sup> November</p>
<p>3. The group did not score the customer service low if the Repairs Centre did not give the priority of the repair. However, they said it would improve the service if this information was given as sometimes the mystery shoppers felt that it was too long to wait for a repair to be done. If an explanation was given this would have been easier to understand.</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 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 at the feedback session on the 8<sup>th</sup> Nov.</p>	<p>8<sup>th</sup> November, feedback will be given.</p>
<p>4. One mystery shopper felt that the</p>	<p>Each operative goes</p>	<p>This action plan will be</p>	<p>October/November 07</p>

<p>Repairs Centre should have got more information about how serious the leak was that she was reporting to assess the priority if the repair.</p>	<p>through case based reasoning when a customer reports a repair and this prompts questions for the operative to ask.</p> <p>As part of the case based reasoning for repairs of this type, the system asks "How can we help" and there is additional text stating "Any fault that could lead to personal injury/extensive damage to property or personal possessions may be deemed to be an emergency at the discretion of the Supervising Officer". At this point, the Repairs Centre operative should have gathered the necessary information from the tenant to determine the priority.</p>	<p>discussed at the next team meeting.</p> <p>The CBR will be amended to highlight this in Bold and Red writing. This will also be addressed through team meetings and a bulletin will be flagged on the system so that all operators are made aware of the problem.</p>	
<p>5. On two occasions the mystery shoppers told the Repairs Centre that water was leaking into their property</p>	<p>As above (8) however, if the Repairs Centre operative deems this to be</p>	<p>As above (8) if the repair is deemed to be an emergency, operators must contact the</p>	<p>Ongoing improvement actions.</p>

<p>due to guttering coming away from their property. The group agreed that although this came under Planned Maintenance the Repairs Centre were not concerned about the damage being done to the property. The mystery shoppers were not even asked about the damage being done. This should be considered to prevent further damage.</p>	<p>an emergency, the building manager is informed and has the ability to carry out the work ahead of the planned schedule.</p>	<p>relevant manager by email to escalate the repair. The Case Based Reasoning (CBR) question on the IT system will be highlighted to grab the attention of the operative and will prompt to ask for further information, to determine if the repair is an emergency. A bulletin will be sent around to staff to inform them of the procedure in place to ensure that this problem does not re-occur; this will also be discussed in Team Briefings with the Repair Centre staff.</p>	
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