

We'll be starting soon

Overview and Scrutiny
Committee
15th June 2023



Overview and Scrutiny Committee 15th June 2023



**Councillor Mike Smith
In the Chair**



Overview and Scrutiny Committee

15th June 2023

**Item 1 –
Appointment of Vice-
Chairman/Chairmen**





Overview and Scrutiny Committee

15th June 2023

Item 2 – Minutes





Overview and Scrutiny Committee

15th June 2023

**Item 3 –
Register Providers Task and Finish
Group - Annual Report 2022/23**



OVERVIEW AND SCRUTINY COMMITTEE

REGISTERED PROVIDERS REVIEW GROUP - REPORT

Providers reviewed 2022/23

- Southern Housing Group – 19th October 2022
- Grainger Trust – 17th November 2022
- Vivid Homes – 19th January 2023

Southern Housing Group Review

- **Stock** (including stock transfer of 183 units from L&Q)
 - 218 General Needs, 27 Supported Housing, 52 Shared Ownership, 2 Leasehold
- **Key Points**
 - Hardship Fund available for ongoing or one-off assistance for residents; with a planned budget of £250,000 for 2023/24
 - Rent Management system which highlights to staff if residents are starting to get into arrears, which then prompts the team to offer support with budgeting, debt management and accessing benefits and grants.
 - 93% of emergency repairs completed within target; service impacted by labour and material shortages.
 - For the transferred L&Q properties a Stock Condition report was produced, and properties will be added into their planned maintenance programme which will prioritise urgent repairs.
 - Anti-Social Behaviour complaints are triaged dependant on level of risk; budget available to provide improvements to properties where there are environmental causes of ASB.

Grainger Housing Trust Review

- Stock

- 226 Affordable Rent, 138 Shared Ownership

- Key Points

- Approach to Damp and Mould, Grainger do not have a policy on damp and mould but are aware of the potential issues with new build properties and therefore ensure residents are aware of what they need to do to keep their property well ventilated. They may implement a policy due to the high profile of damp and mould management.
- Further 821 properties in the (unsecured) development pipeline. Properties will be allocated in line with the local lettings plan.
- Rent arrears have been rising in line with inflationary pressures. Grainger have invested in support services to help when residents fall into difficulty. Rent increases are 7% for affordable and 9% for shared owners for 2023/24. Possibility of increases in service charges once current contracts expire.
- Plans for a permanent play area will be submitted in 2023 and plans are being drawn up for a permanent community centre.

Vivid Homes Review

- ## Stock

- 4,353 General Needs, 280 Housing for older persons, 32 Supported Housing, 621 leasehold, 252 Shared Ownership, 21 other social and non-social properties.

- ## Key Points

- Rent increases for all tenures was expected to be at the rent cap level of 7%
- In order to meet the updated Fire Regulations essential works will need to be carried out across their stock portfolio.
- Their specialist Damp and Mould team is planned to be expanded in 2023/24, and they will continue to use specialist contractors where required.
- Vivid acknowledge that their repairs service has not been performing well for all residents. They plan to increase staffing levels in 2023/24 and are aiming to have all backlogged repairs completed by September 2023 after which they will set a repairs completion target for every job raised within 2 weeks of date of issue.
- Decarbonisation Fund to improve 550 properties across their stock portfolio, of which the majority are in Farnborough. They will provide a list of affected addresses once project team is established (Prospect Estate)

Addition to Annual Review

Propose to invite Vivo/Pinnacle (property/repairs management for MOD Properties) to review every year due to size of stock portfolio and concerns around their condition, highlighted by Members.



Overview and Scrutiny Committee

15th June 2023

Item 4 – Customer Services Contact Indicators – Update





Overview and Scrutiny

Customer Services

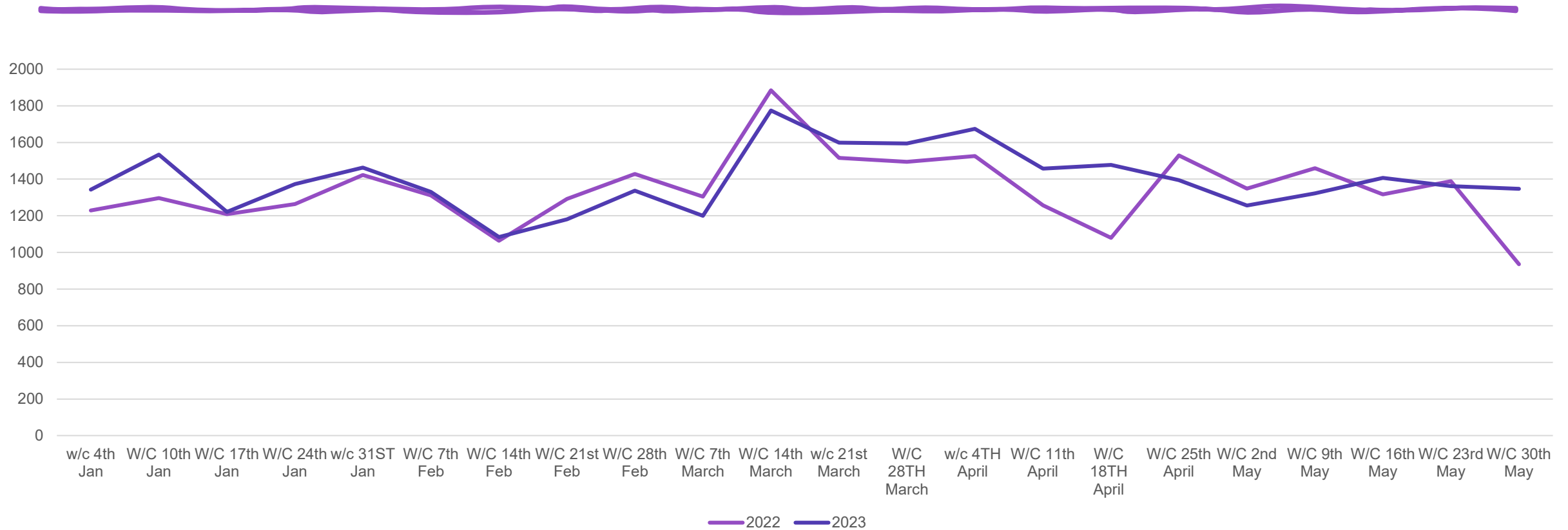
Agenda

What's been happening

- Customer Insight
- New contact centre - phones / emails / webforms all go through - enabling us to record info against customer/previous contacts
- Customer feedback
- Reception
- Questions / comments



Customer Insight – Call volumes



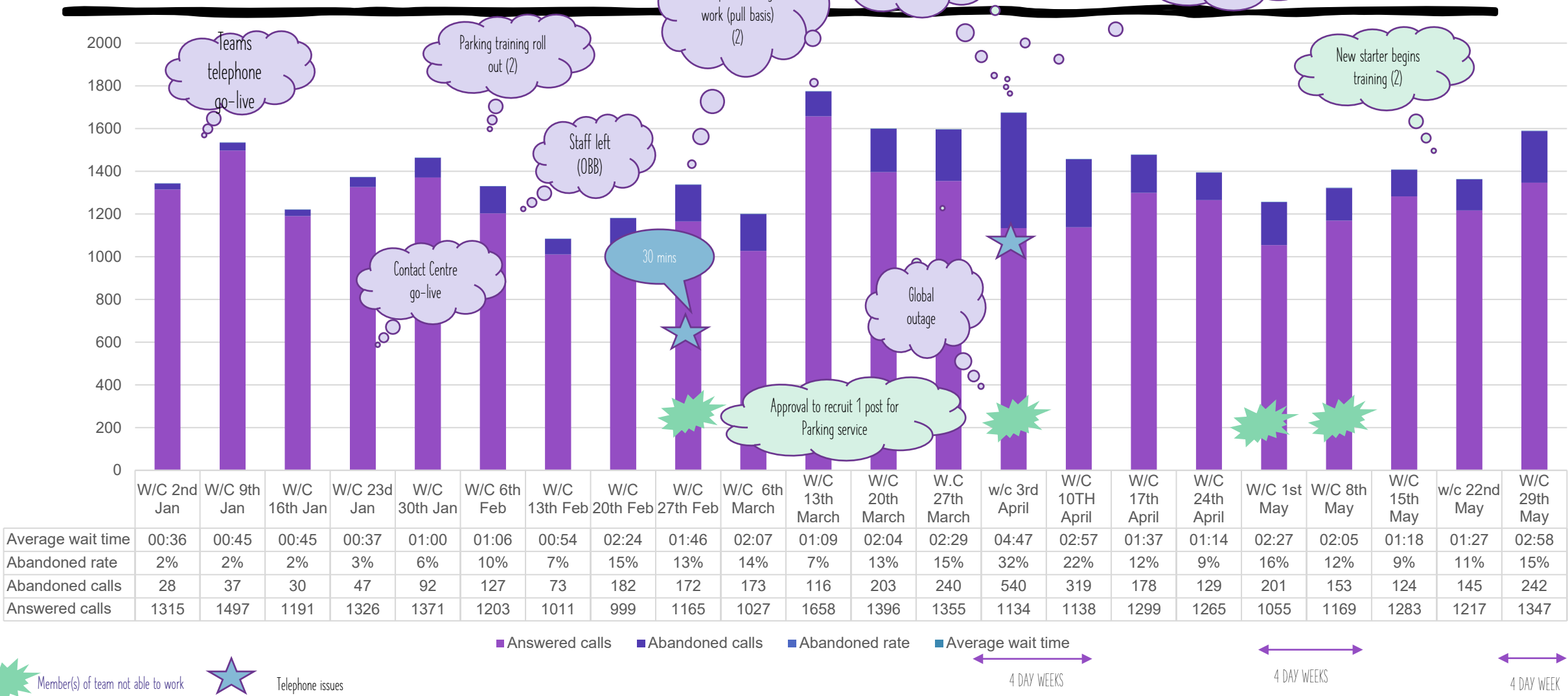
Abandoned rates

Average abandoned rate 11%

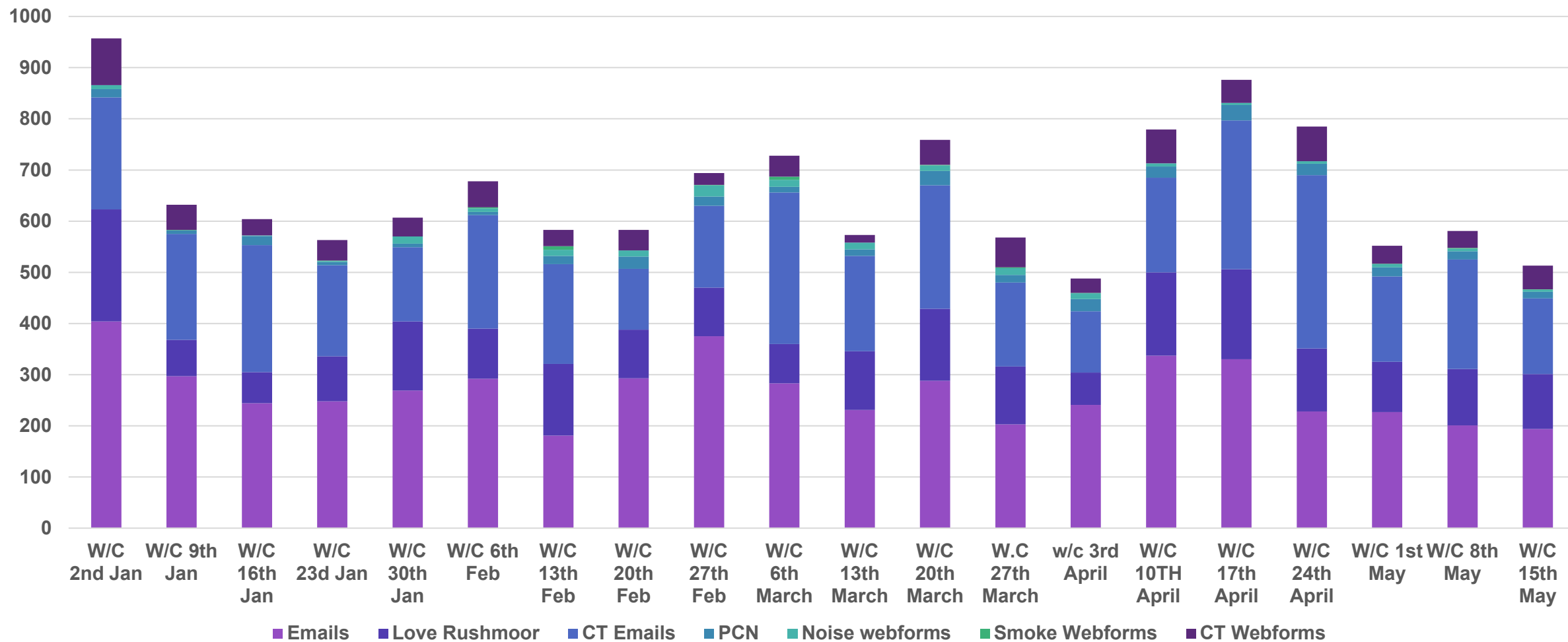


Abandoned rates

Average abandoned rate
11%



Not just a call centre



New Contact Centre Solution (8x8)

- Creating a customer database that allows us to keep track of previous contacts by residents. (when and for what reason)

[Back to Customers](#)

Timmins, Mary [10015091]

Voice: 447961936130
Fax:
Alternative:
UPRN: 010094333459
Create Date: 17/01/2023 11:24:42
Comments:

Email: mary.timmins@yahoo.co.uk
Company:
Customer Type: Default
Rushmoor CRM: <https://rbcrm.rushmoor.gov.uk/umbraco/api/eightbyeight/customer?AccountID=10015091>
Last Activity: 18/01/2023 23:00:10

> Addresses

Case

← < Case 1 - 1 of 1 1 > →

[New Case](#) [Switch to unitary view](#)

| # | Open Date | Status | Subject | |
|------|---------------------|--------|---------|--|
| 1294 | 03/02/2023 09:12:39 | Closed | Test | View Edit Share Bookmark |

Task

← < Task 26 - 30 of 52 6 > →

[New Task](#) [Switch to unitary view](#)

| # | Due Date | Status | Subject | Transaction Code | |
|-----|---------------------|--------|----------|-------------------------------|---|
| 211 | 25/01/2023 16:23:00 | Closed | Call Log | 2 Waste: Bulky Waste Booki... | View Edit |
| 186 | 25/01/2023 14:24:00 | Closed | Call Log | | View Edit |
| 185 | 25/01/2023 14:08:00 | Closed | Call Log | Housing: Homeless Form Co... | View Edit |
| 167 | 25/01/2023 10:45:00 | Closed | Call Log | 2 Waste: Sack Delivery | View Edit |
| 164 | 24/01/2023 15:31:00 | Closed | Call Log | 2 Waste: Container Not Ret... | View Edit |

Emails / webforms / work queues

Email Pull email

| | | | | | | |
|--|--|--|---|-----|--------|--|
| <input type="checkbox"/> RBC Email | | | 0 | 0 | 0m 0s | |
| <input type="checkbox"/> RC CS Housing | | | 0 | 0 | 0m 0s | |
| <input type="checkbox"/> RC Customer Environmental | | | 0 | 1 | 3h 4m | |
| <input type="checkbox"/> RC Customer Parking | | | 0 | 0 | 0m 0s | |
| <input type="checkbox"/> RC Customer Services | | | 0 | 109 | 3d 21h | |
| <input type="checkbox"/> RC Love Rushmoor | | | 0 | 16 | 1d 0h | |
| <input type="checkbox"/> RC Moving | | | 0 | 55 | 3d 3h | |
| <input type="checkbox"/> RC PCNS | | | 0 | 10 | 3h 16m | |

- All digital pieces of work come through the system, allowing us to look at customer behavior and response times.

Pending Emails

← Pending Emails 1 - 20 of 109 1 ▾ →

| <input type="checkbox"/> Wait Time | Case / Follow-up | Channel | Contact | Company | Subject |
|---|------------------|----------------------------------|-----------------------------------|---------|---|
| <input type="checkbox"/> RC Customer Services [109] | | | | | |
| <input type="checkbox"/> 93:03:07 | 2842 | customerservices@rushmoor.gov.uk | Neighbour, Good | N/A | Lancaster Way Farnborough |
| <input type="checkbox"/> 92:51:12 | 2844 | customerservices@rushmoor.gov.uk | Hudson, Kerry | N/A | Re: Abandoned vehicle |
| <input type="checkbox"/> 91:57:06 | 2853 | customerservices@rushmoor.gov.uk | Stevkova, Martina | N/A | RE: Contact for your Legal Team |
| <input type="checkbox"/> 91:47:23 | 2858 | customerservices@rushmoor.gov.uk | Drake, Maria | N/A | Re: Benefits |
| <input type="checkbox"/> 90:38:54 | 2863 | customerservices@rushmoor.gov.uk | Arnold, Holley | N/A | Council Tax Bill - 379 Pinewood Park |
| <input type="checkbox"/> 90:05:28 | 2865 | customerservices@rushmoor.gov.uk | Stainer, Matthew | N/A | Re: Ref: 3019299 (65 Broomhill Road, F |
| <input type="checkbox"/> 89:41:12 | 2867 | customerservices@rushmoor.gov.uk | Fiveash, Martha | N/A | Re: Tell us you are moving house submi |
| <input type="checkbox"/> 89:29:22 | 2316.3 | customerservices@rushmoor.gov.uk | Jacobs, Kaylea | N/A | Re: Council tax bill ~2316 |
| <input type="checkbox"/> 89:25:23 | 2868 | customerservices@rushmoor.gov.uk | clark, joanna | N/A | Abandoned vehicle |
| <input type="checkbox"/> 89:17:27 | 2869 | customerservices@rushmoor.gov.uk | (last name not available), (fi... | N/A | A Contact us form has been submitted |
| <input type="checkbox"/> 89:15:36 | 2870 | customerservices@rushmoor.gov.uk | Janota, Magdalena | N/A | Creating an account |
| <input type="checkbox"/> 89:07:11 | 2871 | customerservices@rushmoor.gov.uk | Painter, Paul | N/A | RE: Your request for collection of food r |
| <input type="checkbox"/> 88:47:10 | 2873 | customerservices@rushmoor.gov.uk | WILLIAMS, JOANNE | N/A | Filthy neighbours |
| <input type="checkbox"/> 85:49:02 | 2721.2 | customerservices@rushmoor.gov.uk | hart, fiona | N/A | Re: Garden Waste collection (25 GU14 f |
| <input type="checkbox"/> 85:45:37 | 2874 | customerservices@rushmoor.gov.uk | Kumar, Pulak | N/A | Re: Tell us you are moving house submi |
| <input type="checkbox"/> 79:18:58 | 2875 | customerservices@rushmoor.gov.uk | (last name not available), L... | N/A | Tenant complaint |
| <input type="checkbox"/> 78:17:34 | 2876 | customerservices@rushmoor.gov.uk | Barney, Gemma | N/A | Need to set up a council tax account |
| <input type="checkbox"/> 76:23:22 | 2879 | customerservices@rushmoor.gov.uk | Tetley, Andrew | N/A | 10 Alexander House, 50 Station Road, C |
| <input type="checkbox"/> 76:13:26 | 2880 | customerservices@rushmoor.gov.uk | Gray, Lee | N/A | RE: Advocacy - Deaf people |
| <input type="checkbox"/> 75:45:30 | 2887 | customerservices@rushmoor.gov.uk | (last name not available), (fi... | N/A | Apply for a single person discount subn |

Reporting

- Real time information available to the team and managers – enabling them to make decisions about the work.

☆ Customer Services

Europe/London ▾

| Name | Wait Q RT | Long Wait Q RT | Queue Summary Avail Idl RT | Hand RT | Ent TD | Accept TD | Abd Q TD | Abd Q % TD | AWT TD |
|------------------------------|--------------|-------------------|----------------------------------|------------|-----------|--------------|-------------|---------------|-----------|
| Customer Services | 0 | — | 1 | 0 | 7 | 7 | 0 | 0.00% | 0:00:18 |
| Pay Queue | 0 | — | 1 | 0 | 1 | 1 | 0 | 0.00% | 0:00:10 |
| Council Tax Bill Questioning | 0 | — | 1 | 1 | 5 | 5 | 0 | 0.00% | 0:00:43 |
| Council Tax DD | 0 | — | 1 | 0 | — | — | — | — | — |
| Council Tax Moving House | 0 | — | 0 | 1 | 1 | 1 | 0 | 0.00% | 0:00:07 |
| Elections | 0 | — | 1 | 0 | — | — | — | — | — |
| Environmental Health/Noise | 0 | — | 1 | 0 | — | — | — | — | — |
| Garden Waste | 0 | — | 1 | 0 | 1 | 1 | 0 | 0.00% | 0:00:37 |
| Recycling | 0 | — | 1 | 0 | — | — | — | — | — |
| Parking Overflow | 0 | — | 1 | 0 | — | — | — | — | — |
| Housing | 0 | — | 1 | 0 | 1 | 0 | 1 | 100.00% | 0:03:21 |
| Housing Overflow | 0 | — | 1 | 0 | — | — | — | — | — |
| Nepali Speakers | 0 | — | 0 | 0 | — | — | — | — | — |
| Total | 0 | — | 1 | 2 | 16 | 15 | 1 | 6.25% | 0:00:37 |

Agent Resources

Group: CSU Agents

1

AVAILABLE AGENTS

BR

BIBIN RANA

Working Offline 0:06:18

CD

CATHERINE DAVIS

Wrap 0:01:04 441252318231
Up (441252318231)

CH

CLARE HOLNESS

Available 0:00:37

JC

JHAK CHHANTYAL

Busy 0:00:57 447774428911
(447774428911)

KS

KAREN BINDEN

Busy 0:12:24 WHILE, MITCH
(mitch.while@rushmoor.gov.uk)

MC

MEGAN CHARLTON

Working Offline 0:41:06

RT

RUBELL TRICKETT-BELL

Busy 0:04:11 447305069318
(447305069318)

SG

SAINI GURUNG

Busy 0:22:10 TRANCKLE, EMILY
(e.tranckle@hotmail.co.uk)

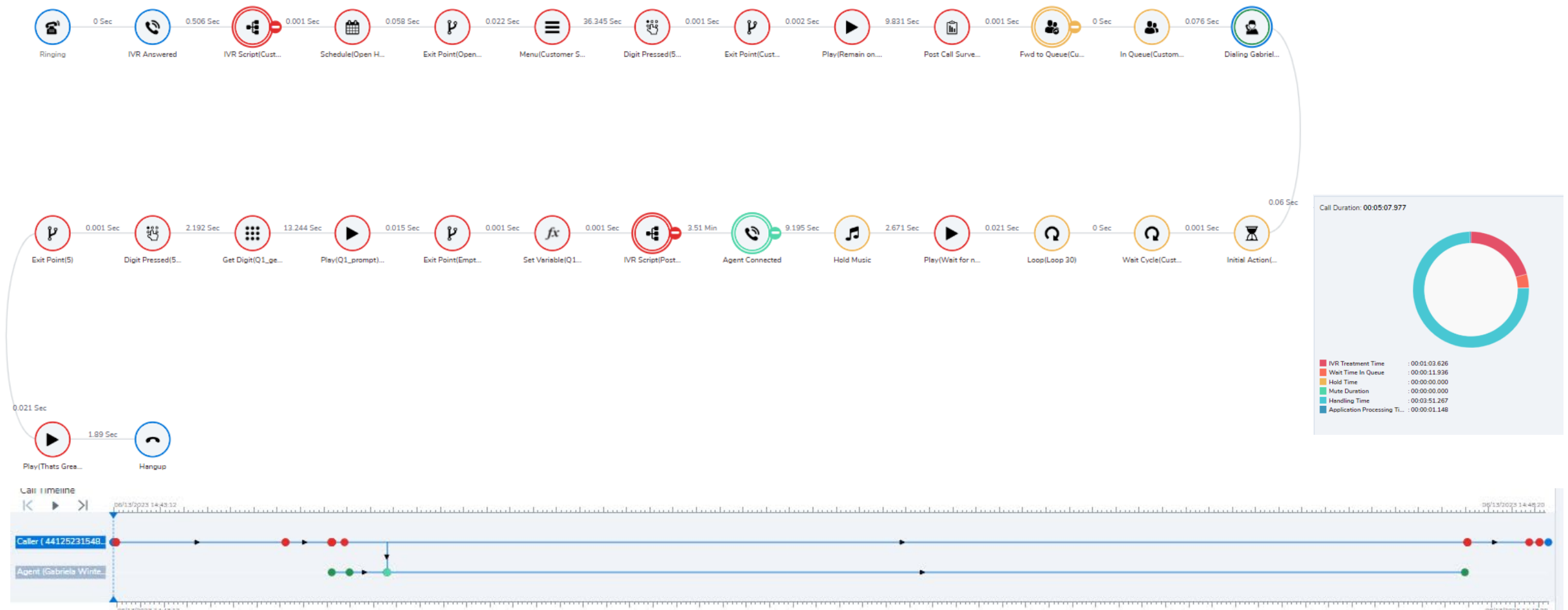
SA

SIAM ALDEN

Working Offline 0:35:21

Reporting - Customer Experience

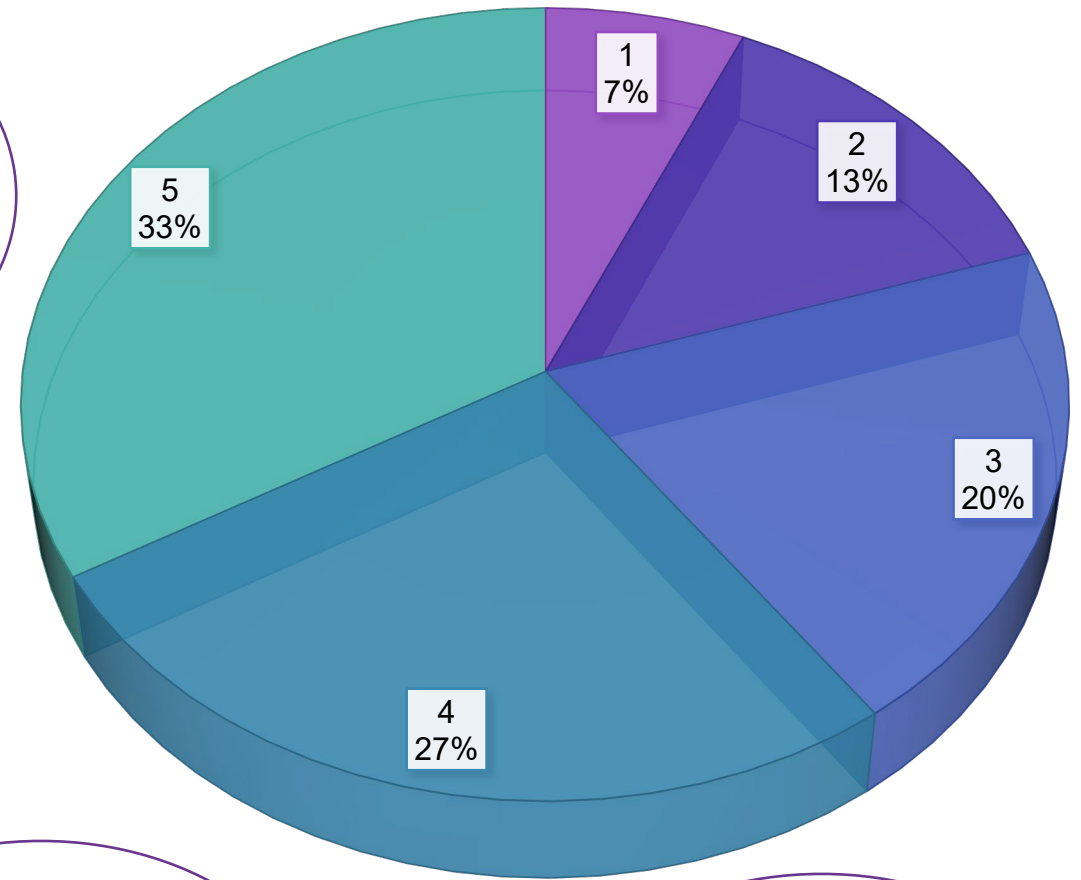
- Ability to track customer journeys from entering the options on the phone to ending the call.



Customer feedback

- At the start of a call customers are offered the opportunity to leave feedback after a phone call, by remaining on the line.
- Customers are asked to rate the service between 1 – 5. If score between 1 – 4 they are asked to provide a comment to say what we can do to make it a 5.
- Customers may leave feedback on the outcome, which they may be unhappy with rather than the service.
- 20,701 customers have been given the option to leave feedback. 188 have completed the process.
- Look to improve take up of the survey and move to more lines.

By not fining people for dropping rubbish, your fine person was hiding behind a pole,



I had to listen to a load of irrelevant information, if I could just go straight through to someone. Other than that, it was perfect - thank you

Picked my dust bin up Friday, which was out Thursday night.

Reception 9am – 2pm

To remind ourselves of what these were:

- From 1st April new opening times for 'walk-in' customers: 9am – 2pm
- Council open around these hours to see customers by appointment (8:30 – 5pm Mon – Thurs and 4:30pm Fri)
- Opened a Nepali speaking telephone line for residents

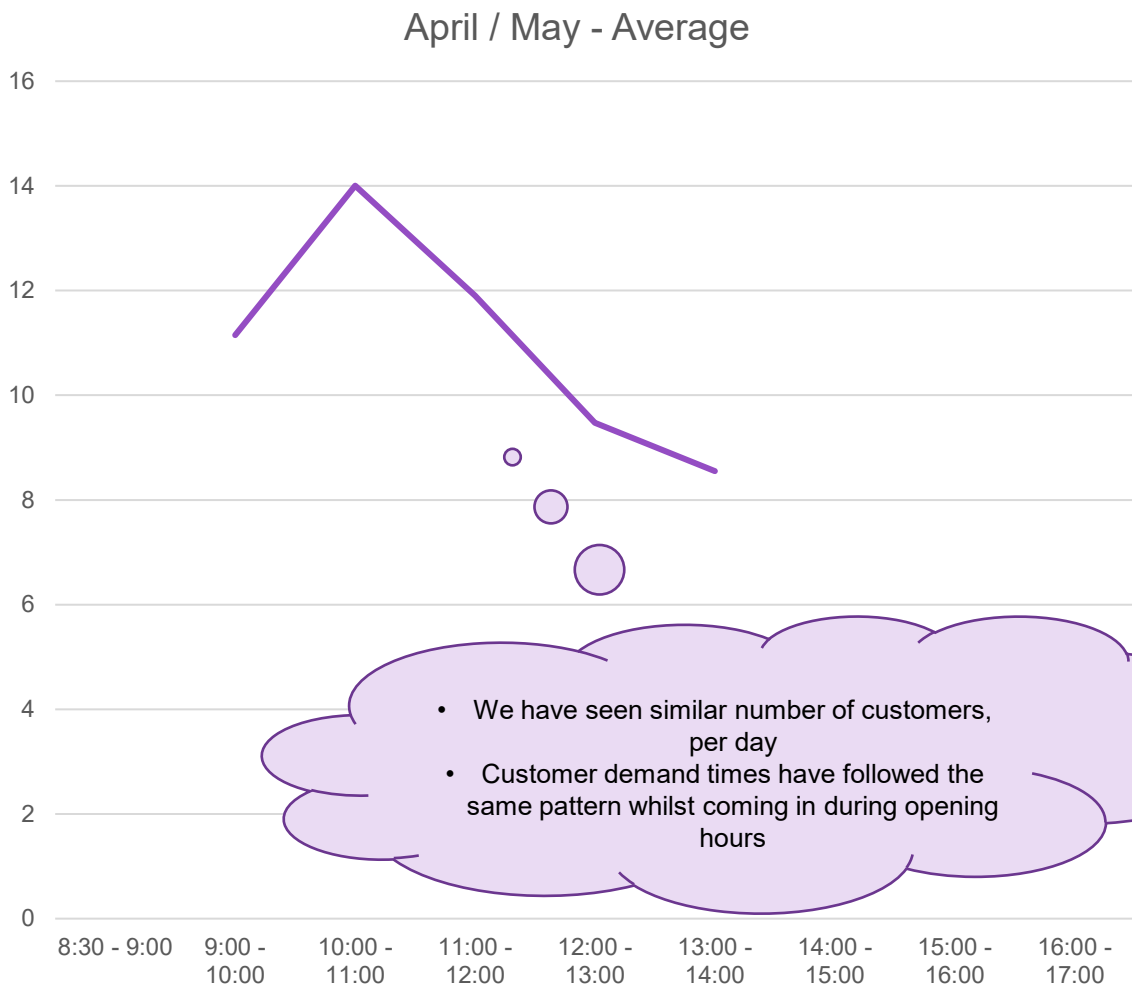
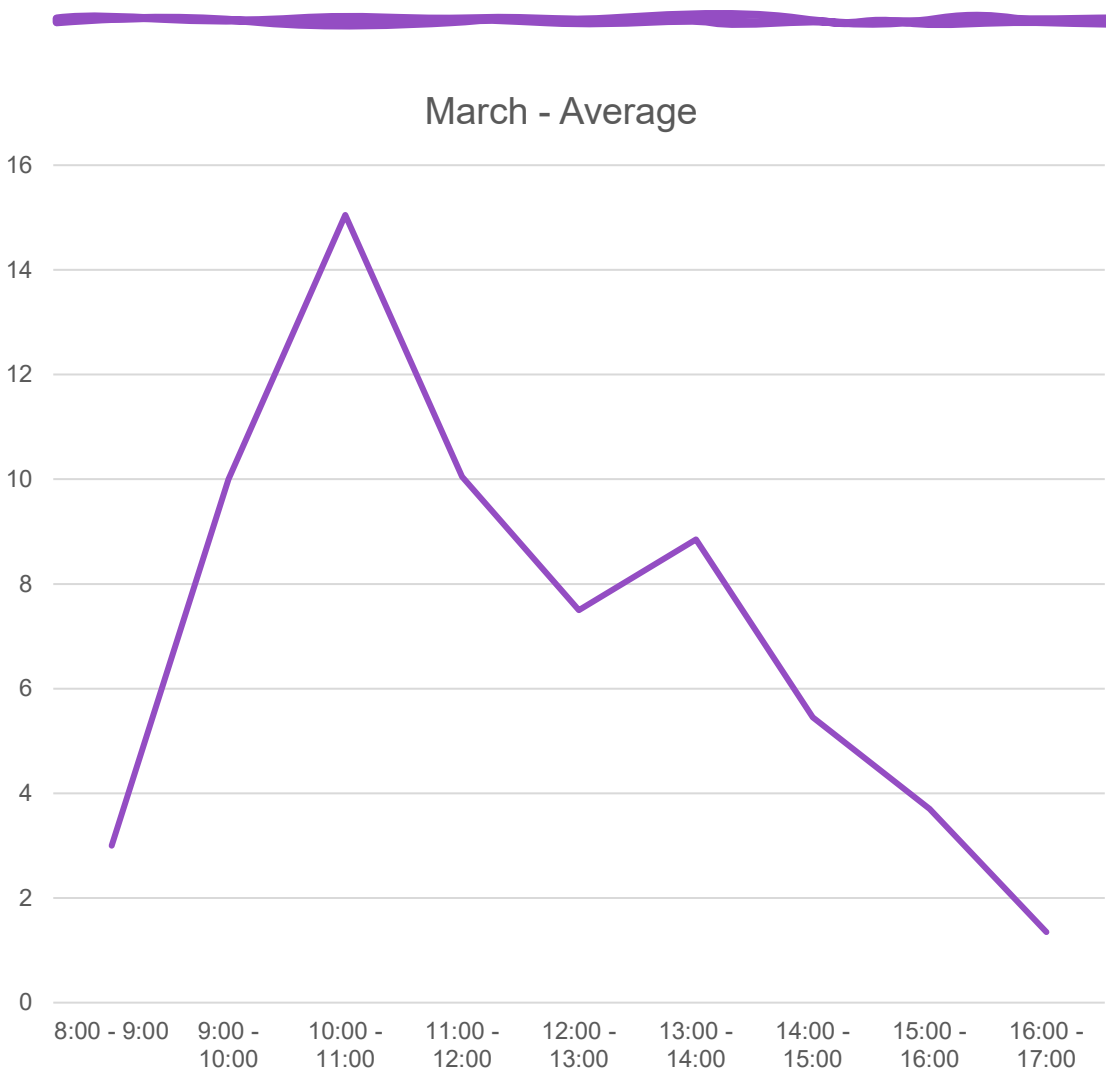


A few questions for us...

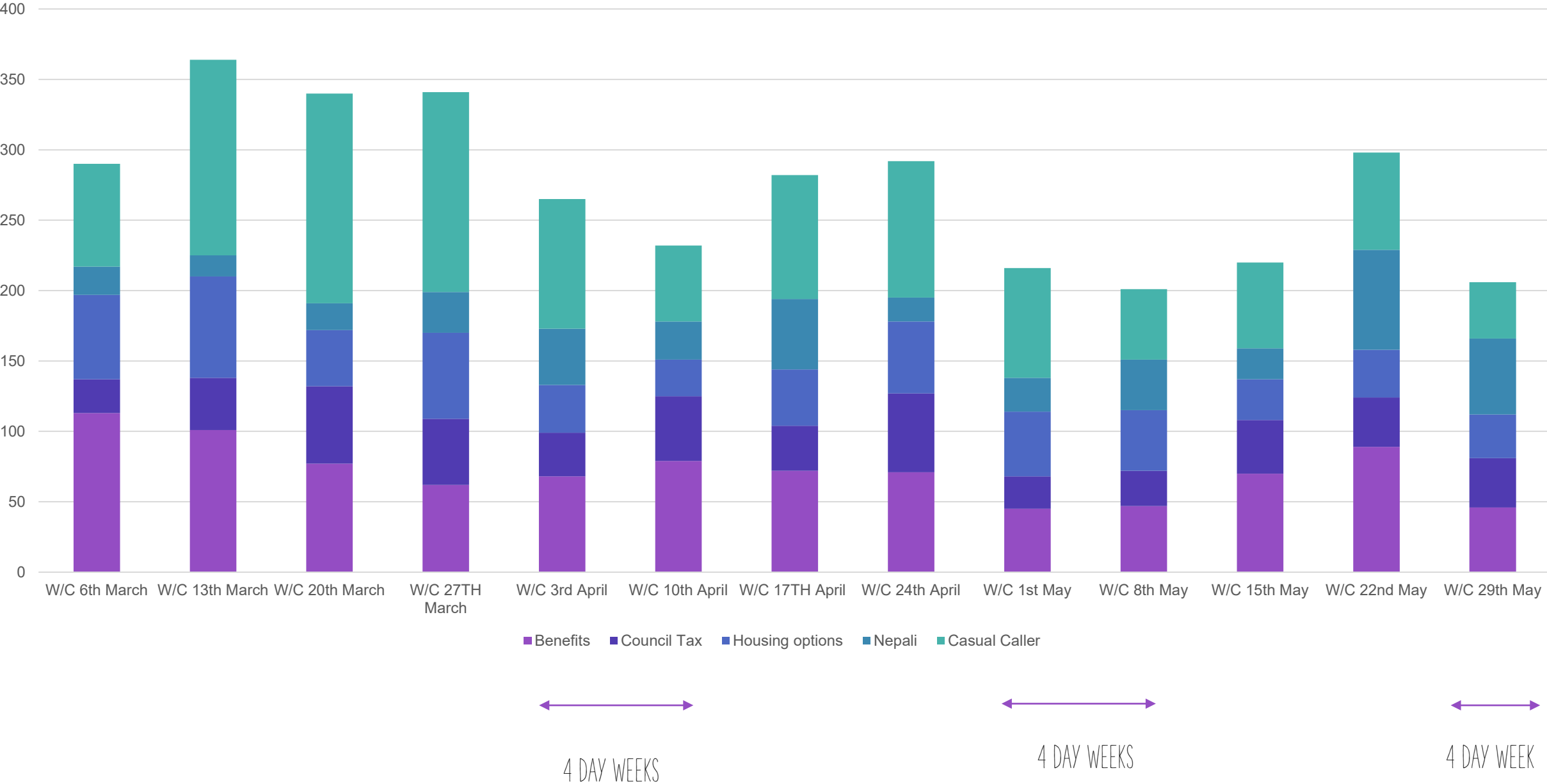
- What has been happening?
- What were the demands?
- Were residents able to get service?
- Have behaviors changed?



Reception Jam - 2pm

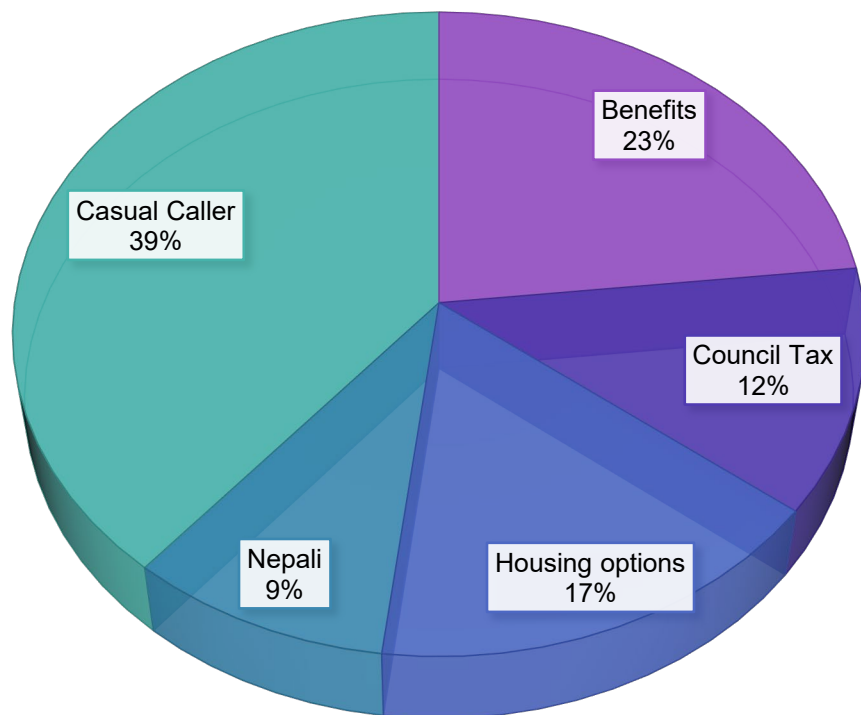


Walk in customers

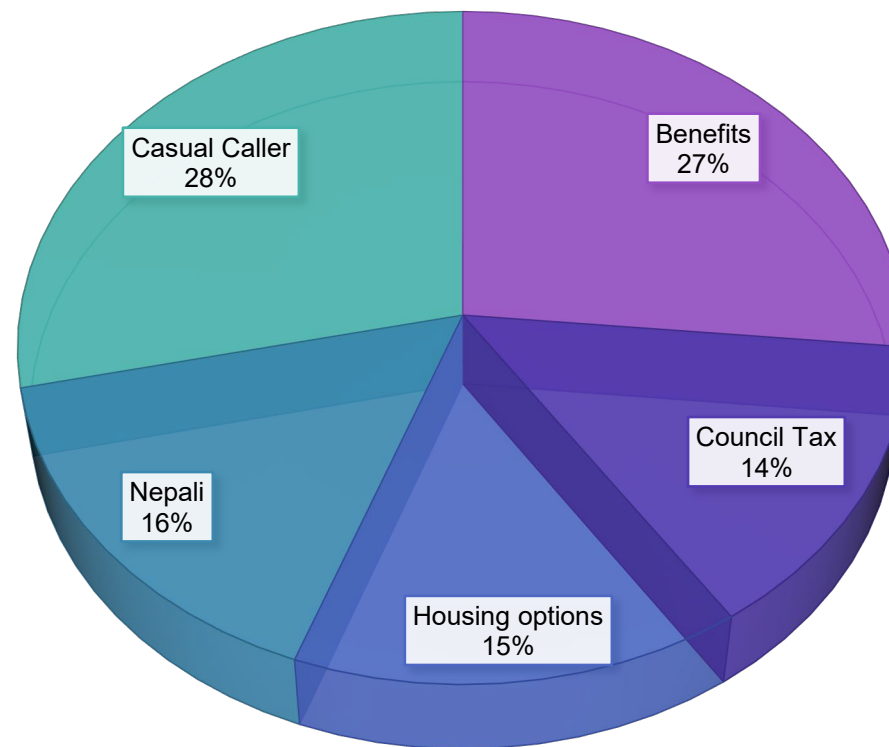


Overall demands

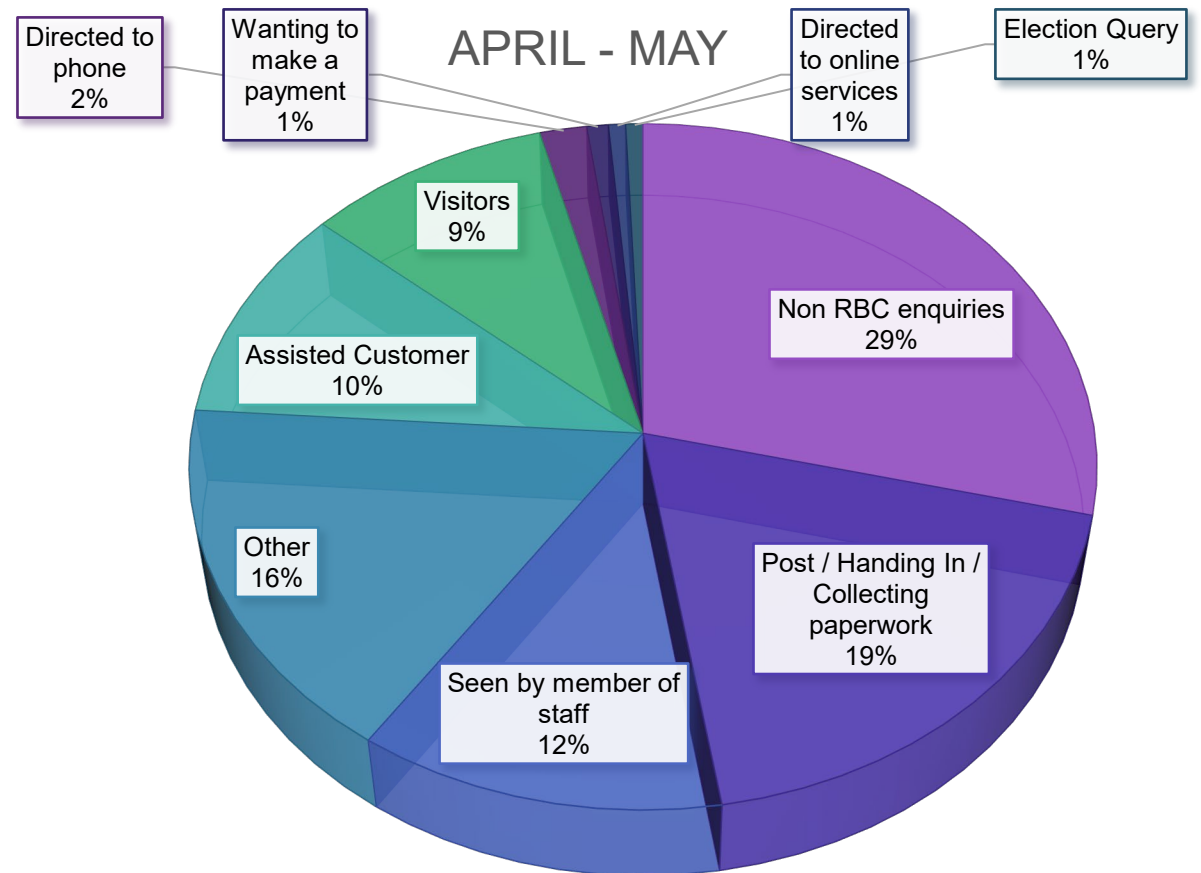
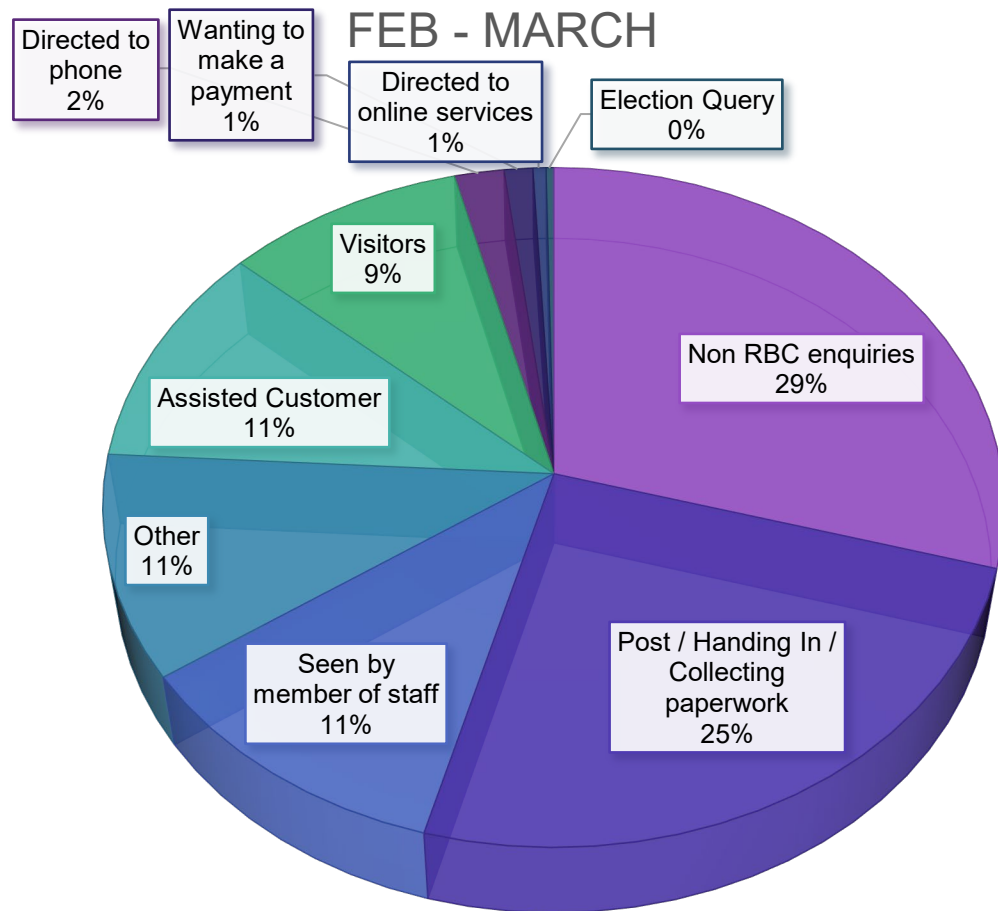
February & March



April & May



"Casual callers"



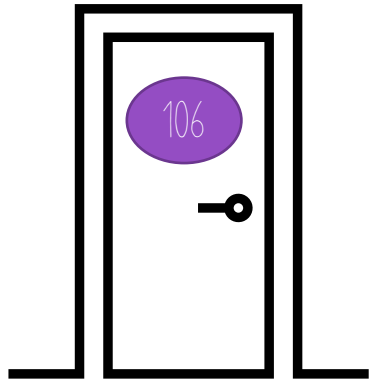
6 homeless
customers in
9 weeks

We currently have a 'doorbell' at the front of the office. So, if anyone is homeless, they can press it.

A customer service officer will go to the front door to see them, on hearing the bell.



You can see from the data below. If a customer wants to see someone, they will still press it regardless. 😊



| Week commencing | Usage |
|------------------------|-------|
| 3 rd April | 33 |
| 10 th April | 10 |
| 17 th April | 11 |
| 24 th April | 12 |
| 1 st May | 13 |
| 8 th May | 10 |
| 15 th May | 6 |
| 22 nd May | 10 |
| 29 th May | 5 |

22 Housing customers – non urgent – redirected to phone or advised to come when open

23 Benefit customers

23 customers for HCC, RVS CAR

8 customers for Council tax

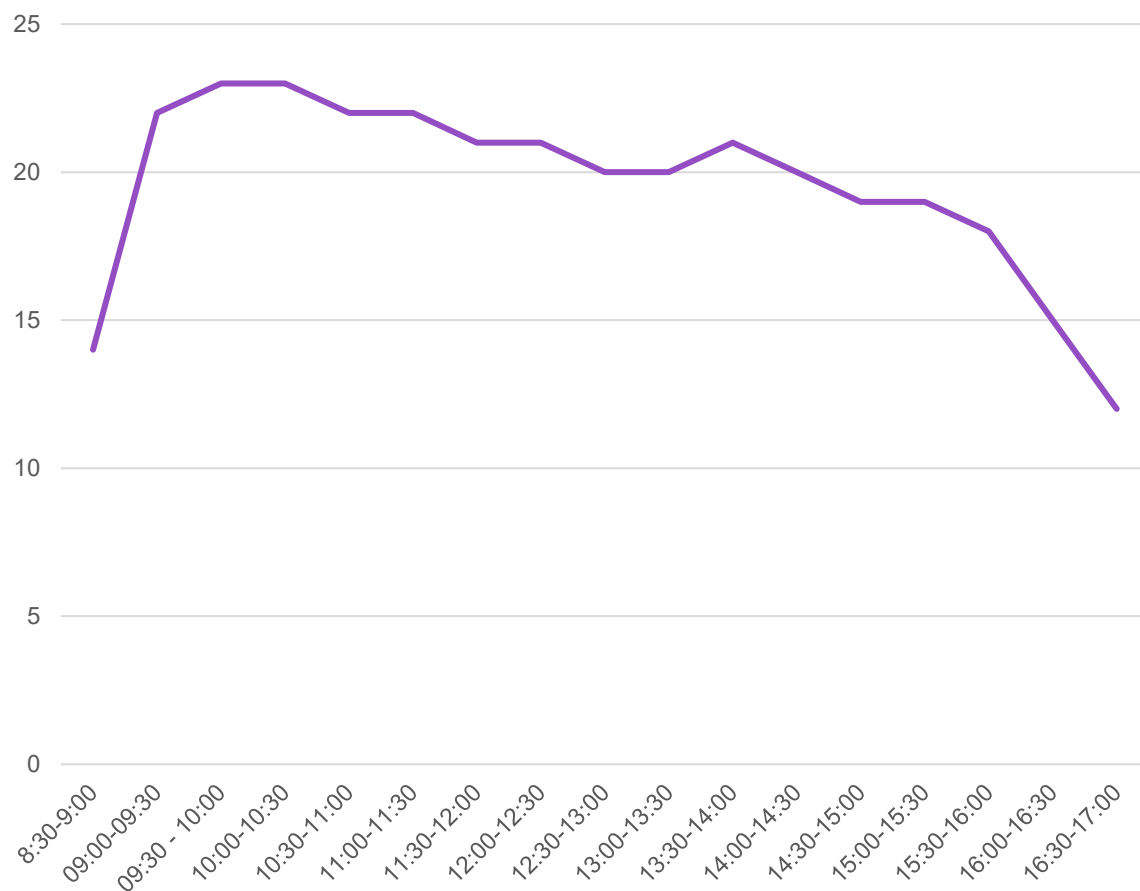
7 Corporate visitors

7 for licencing

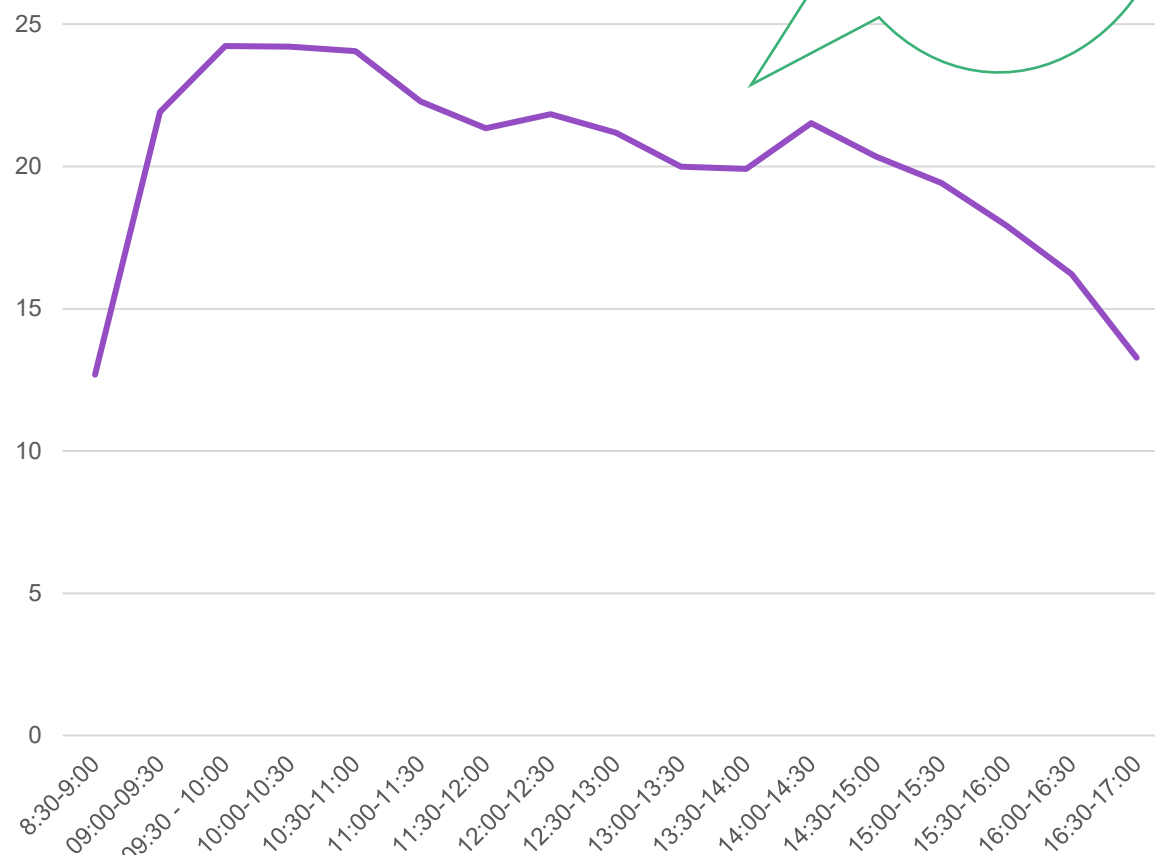
Has closing at 2pm increased phone demands?

No noticeable
increase in call
demands after
2pm
103 / 109
31% / 32%

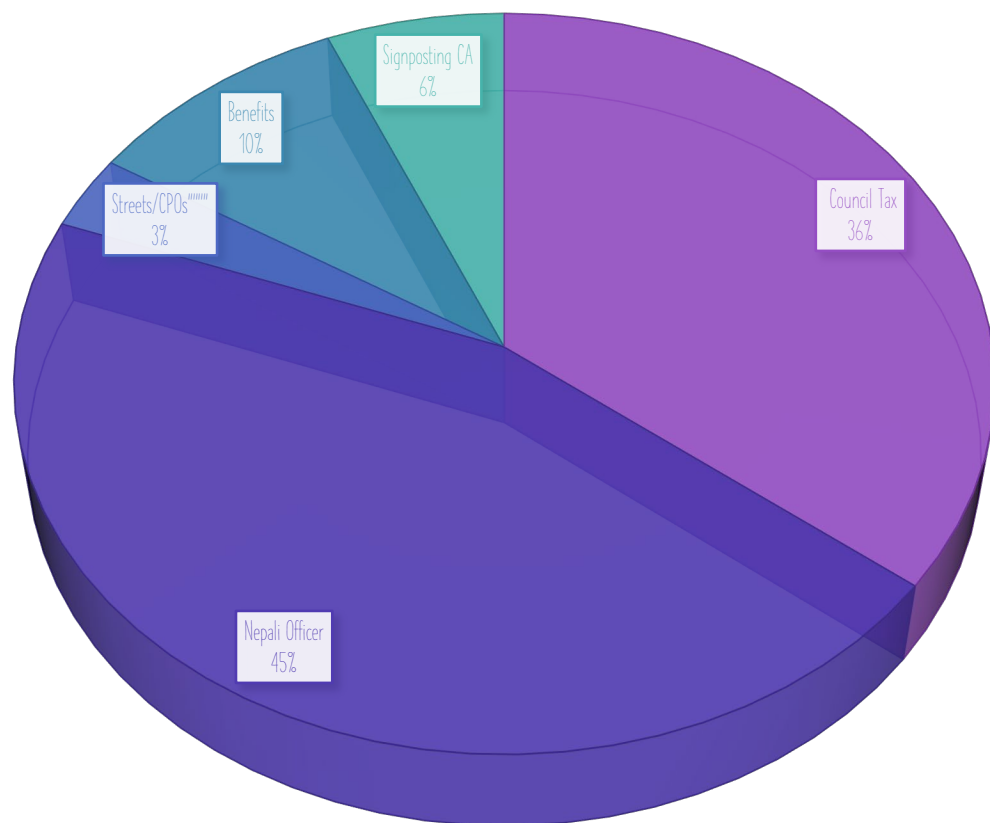
Average call demands prior to reception closing at 2



Average call demands since 1st



Nepali Line



- Dedicated Nepali line operating 8:30 – 5 / 4:30 5 days a week
- Usage increasing
- Wider range of enquires coming through
- Large number of Council Tax enquiries in April



Overview and Scrutiny Committee

15th June 2023

**Item –
Appointments 2023/24**





Overview and Scrutiny Committee

15th June 2023

Item 6 – Work Plan



The meeting
has now
finished



The meeting
has paused

