

Asset Management Improvement Programme

	Action	Deadline	Comment
Section One: Contact Centre			
1.	Asset Management agrees and set up service standards with Contact Centre.	Outstanding	This work was started but not completed. This will be picked up following the Review.
2.	Improve call handling by having all calls dealt with by a single Contact Centre with single contact number. Integrate Birchmere team.	Completed	There is a one-stop-shop number where first time repairs are booked. Staff that joined the Contact Centre from Asset Management were integrated into the team.
3.	Measure repeat repair calls and set target for reduction.	Completed	
4.	Contact Centre staff must have training / better script to understand repairs and book appointments and have access to more specialist expertise.	Completed	There are liaison meetings between the two departments to discuss operational issues. Refresher training will be agreed and provided following the upcoming Review.
5.	Contact Centre staff must have easy access to historical job/property records to avoid duplication of orders - training issues.	Completed	Staff can access repairs history using V6. Refresher training will be developed.
6.	Undertake targeted pre inspections of high risk, complex and high cost repairs. Raise ordering cost limit threshold to level above average job cost.	Completed	
7.	Establish on-line repair ordering.	Completed	Residents are currently able to complete an online form to book a repair. More sophisticated options will be explored.
Section Two: Staff			
8.	Introduce regular staff briefings on key issues, including IT updates and performance stats	On-going	The AD has recently completed the first round of staff briefings .
9.	Produce/provide formal training and procedure updates on systems and processes for all staff and place on Intranet	On-going	Training completed. 56 of the 75 policy / procedures identified for revision have either been drafted or completed. Refresher training will be picked up as part of the Review.
10.	Produce process maps for key procedures for staff and place on the Intranet	Outstanding	This process was started but not completed and will be picked up as part of the Review.
11.	Asset Management/depot staff vacancies – undertake review of all job descriptions and person specifications, look at skill levels, and compare market prices. Introduce market supplements to recruit to key posts, in particular the Damp team and Property Services Officers.	In progress	The Realignment is scheduled to be completed in September 2018
12.	Develop multi trade operatives so that jobs are completed in one visit	In progress	Providers are being explored who are able to offer multi-trade apprenticeships.
13.	Use caretaking staff to carry out minor repairs	Outstanding	More work is needed to scope out what repairs would be suitable for the caretaking staff to do. This will be looked into further as part of the Review.

	Action	Deadline	Comment
Section Three: Damp Team			
14.	Inspect, specify and remedy damp in all backlog cases	On-going	The original backlog from the review has been dealt with. There are ongoing issues around resourcing to deal adequately with demand.
15.	Prioritise large damp remedial work in Capital programme and extend Capitalisation of all large damp remedial work	In progress	Works are being prioritised and funded where appropriate through the Capital Programme.
16.	Investigate full use of long term solutions to damp such as external cladding and installation of district heating schemes	In progress	Pilot project for external wall insulation has been scheduled for the 2019/20 Capital Programme
Section Four: Communications			
17.	Produce a Communications Strategy for tenants and Housing Panels including seasonal information and advice, scheme updates and performance	Completed	
18.	Produce Gas Servicing publicity and advertise access requirements and consequences. Website, housing panels, notice boards	Completed	
19.	Establish and roll out Customer Care Charter to include telephone standards (answering; response times; call backs; call forwarding, correspondence timescales, repair timescales)	Completed	There is a corporate set of Customer Service Standards which is available on the RBG website for general correspondence and a Housing Repairs Guide with comprehensive information on the repair timescales. This will be reviewed.
20.	Provide caretakers with printed cards to hand to tenants with information about how to book repairs, train to undertake post completion inspections of communal repairs	Outstanding	This action will be revisited as part of the Review.
21.	Text tenants to confirm order raised/ confirm appointment made/ operative on the way/operative running late	Partially Completed	Residents receive a text to advise them of the appointment made. They are not advised whether an operative is late or on their way.
Section Five: Performance Monitoring			
22.	Introduce an appropriate performance management structure and process, including KPIs and targets to allow benchmarking, and agreed basket of indicators for quarterly monitoring to Scrutiny	Completed	KPIs have been set up and are currently being reviewed and developed further.
23.	Present quarterly performance report to Scrutiny of agreed KPIs	On-going	
24.	Participate in benchmarking club/s	On-going	RBG has recently joined HouseMark
25.	Set target and reduce number of service complaints received	On-going	All complaints are now logged centrally using Pentana which has allowed RBG to capture more accurate information. This information will inform learning and service improvement.
Section Six: Tenant Satisfaction			
26.	Re- introduce satisfaction survey to go out with repairs receipt; set up on-line satisfaction survey; establish on-site satisfaction survey using operatives handheld devices.	Outstanding	This will be picked up in the upcoming Review
27.	Where tenants have requested a repair via e mail send back link to on-line satisfaction survey	Outstanding	This will be picked up in the upcoming Review