

# Progress Housing Group

## Tenant Voice Improving Services Review Group Scrutiny Report Out of Hours Service

### 1. Background

All tenants have access to the out of hours service, which provides an essential service for tenants who have a repairs emergency in their home. Progress staff nominated the service for review as it has not previously been reviewed.

We decided to review the tenant experience of accessing the out of hours service and identified the following scope for our review.

### 2. What we chose to look at

We considered:

- How easy it is for a tenant to contact the out of hours service
- How tenant expectations of the service are managed
- How satisfied tenants are with the service.

### 3. What we reviewed

We conducted the scrutiny by:

- Receiving a briefing from staff on how the out of hours service is delivered
- Reviewing information available to tenants on the PHG website
- Reviewing information relating to the service including call data, training resources and policies
- Reviewing how tenant satisfaction information is obtained.

### 4. What is working well?

It is easy to contact the out of hours service. One telephone number is required to access all Progress Services including the out of hours service. Calls are answered promptly, the average wait time is under two minutes. It is clearly explained to the tenant that the service is for emergencies only and what the recharge policy is. When a repair is ordered tenants are told it can be up to 24 hours before it is undertaken.

We found that asking tenants to identify the impact on themselves and their household to be a good way to assess if an emergency repair was required and if there were any vulnerabilities that needed to be taken in to account. If any vulnerabilities are identified during the call, they are passed on to the trade person.

### 5. Our findings and recommendations

Having reviewed the information available to us we have detailed below our findings and recommendations on the areas that we feel require improvement.

Our findings	Our recommendations	STAR theme
On the 'Reporting a repair' page the link to 'Find out what an	1. Provide a link to the Emergency Repairs	Information and communication

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emergency repair is' does not work.	page on the site.	
The abandonment rate for calls is high at 35.7%, however the average wait time before abandoning is 2 mins 49 seconds, which seems a short time to wait. We are unclear as to why calls are being abandoned.	2. Investigate as to why the abandonment rate is high.	Quality
Whilst we note that the control centre assesses the impact of the repair issue for the tenant and household, there is no written guidance on how they should respond to those with vulnerabilities in the home.	3. Strengthen guidance for the control centre on responding to tenants with vulnerabilities.	Quality
The Out of Hours Policy should have been reviewed in November 2021.	4. Review the Out of Hours Policy.	Quality
It is not policy for a tradesperson to call when they are on the way to an emergency repair.	5. Consider if the tenant can be notified when a tradesperson is on their way to the property.	Information and communication
There are a low number of satisfaction survey responses relating to the out of hours service.	6. Consider how to increase satisfaction data on the out of hours service.	Quality

#### 6. Next Steps

We will discuss our findings and recommendations with the service and consider how we can measure the impact of this review.

#### 7. Support provided for the Scrutiny Review

The group wishes to express its thanks to all those staff members who have supported and assisted with this scrutiny review.