

Progress Housing Group

Review Group Scrutiny Report Electrical Testing

1. Background

Following an audit of the Electrical Testing service, to complement this work it was felt that a tenant scrutiny would be of benefit to the service.

We wished to review the tenant experience of accessing the electrical testing 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 have an electrical check completed
- How easy it is for tenant to obtain information on the service
- How tenant expectations of the service are managed.

3. What we reviewed

We conducted the scrutiny by:

- Receiving a briefing from Staff on how electrical checks are completed
- Reviewing information available to customers from PHG
- Reviewing publicly available information on electrical safety from a range of organisations
- Reviewing a case study of an electrical test
- Reviewing how customer satisfaction is obtained.

4. What is working well?

We found that tenants can easily book an appointment at a time that suits their needs.

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
There is no standard script that schedulers use when booking in appointments.	1. Develop a script that schedulers use to ensure consistency in the information given when an appointment is booked.	Information and communication
The service does not collect tenant satisfaction information.	2. Conduct a short survey after each completed check.	Quality

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<p>The current appointment letters contain typos and grammatical errors.</p>	<p>3. Review and correct the errors in the letters.</p>	<p>Information and communication</p>
<p>There is no information on the website for tenants regarding electrical testing and what to expect.</p>	<p>4. Provide information on the website about electrical testing and what to expect. Provide links to electrical safety information for example https://www.lancsfirerescue.org.uk/safety/safety-advice/electrical-safety/</p>	<p>Information and communication</p>
<p>There is no leaflet or video for tenants on what to expect from an electrical test and what they need to do to prepare for the check.</p>	<p>5. Produce a leaflet and / or video for tenants on what to expect from an electrical test</p>	<p>Information and communication</p>
<p>Support for vulnerable tenants is provided on a case by case basis to enable checks to be undertaken. There is no policy or procedure for staff to follow on when and how they should provide support.</p>	<p>6. Include support for vulnerable people in the electrical testing policy and procedure.</p>	<p>Quality</p>
<p>On the repair section of the 'Online tenant Account' if an electrical check is due within the year this shows on the account. The tenant does not know when the check will take place. This could cause confusion in that a tenant may think a check</p>	<p>7. Ensure that electrical tests only show on the tenant online account when an appointment is booked or requires the tenant to book an appointment.</p>	<p>Information and communication</p>

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will happen imminently and they have no details of when it will take place.		
Appointments are not made on site for follow up work and no written information is left with the tenant on what will happen next. This can leave tenants unsure on what is required to complete the electrical test.	8. Explore booking in follow on work with the tenant on site and include what happens next in a leaflet or video (see recommendation 4).	Information and communication
Tenants are not automatically given a copy of their electrical test certificate (as it is not a legal requirement) and it is not made clear that tenants can request a copy.	9. It should be made clear to tenants and supported housing providers that a copy of the electrical test certificate can be provided on request.	Information and communication

6. Next Steps

We will discuss our findings and recommendations with 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.