

## Summary of trial of Lifeline team taking Repair calls out of hours

In order to support this trial the following actions were carried out

- Training – the Lifeline team visited the Repairs ‘call centre’ to see repairs being logged and listen to calls.
- Luke Timms and Caroline Huckvale who both work in the Repairs team and are also bank workers in the Lifeline team, so they took it in turns to ‘floor walk’ in the control centre from 5.15pm-10pm for the first 2 weeks.
- Asbestos awareness – most of the Lifeline team attended a training session, with a future session being planned for those that didn’t attend
- Process notes - notes were supplied by Repairs team and adapted by Lifeline team to support taking the calls
- Rota changes – We take the calls from 17:17 until 08:45 everyday, all weekend and bank holidays, table below shows volume of calls. We have altered the rota to ensure there are always 2 controllers on duty as the busiest time for repair calls is 17:15-20:00 weekdays and this is already a busy time for other calls. The alterations have not cost any extra money and have made the service more resilient.

Any problems that have arisen and the solutions that have been pursued

- A few training issues have been identified and are dealt with as they arise, mainly logging repairs correctly

Any ongoing issues and what we intend to do

- We need to look closely at reasons why the repair duty officer may be called to ensure any training needs are met in preparation for June (when the calls may come over to us on a permanent basis)
- We need more training on building control due to the low volume

Any positives about us taking on the service

- The lifeline team are increasing their knowledge and working with another housing team and could take calls at other times to support the repairs team (i.e. if RSH was inaccessible)
- Increased awareness of how to log repairs has enabled the team to log repairs for tenants that call us on the lifeline line or press pendant rather than redirecting them
- The average time it takes to answer the repair calls is under 10 seconds
- The customer is not calling a phone line that is redirected to a mobile and may not have a signal so have to leave a message
- Customer will hear engaged tone if the repair line is already engaged, rather than queuing or leaving a message
- Repairs are logged on the system at the time of the phone call
- All calls are recorded and statistics are available; i.e. average wait time, which is under 10 seconds
- Trial has shown the team maybe able to take other out of hours calls with appropriate training

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Summary of calls taken so far:

| W/C        | Total weekly calls | Number of calls to duty officer | Issues   | Notes (i.e. further training needs highlighted)   |
|------------|--------------------|---------------------------------|--|---|
| 09/01/2017 | 58                 | 0                               | *If prop has overdue electrical test unable to log a job as system closes job screen | Is there away override/or to book appointment with tenant.  |
| 16/01/2017 | No data            | No data                         |  |   |
| 23/01/2017 |                    | 0                               | Issue's in contacting Dodds (2nd mobile has been provided                            |   |
| 30/01/2017 | 44                 | 2                               |  | Definitive list of what OOH repairs call we take - ensure we have correct authorisation via Active H  |
| 06/02/2017 | 50                 | 2                               |  |   |
| 13/02/2017 | 43                 | 1                               |  | Possibility of having more intensive training on Active H - this will enable person to show how control staff how to search for different assets also to look for asbestos inspections.(possibility of taking overflow calls if repairs busy) |
| 20/02/2017 | 44                 |                                 |  |   |
| 27/02/2017 | 32                 | 1                               |  |   |
| 06/03/2017 | 38                 |                                 | Active H - issues with system not working, IT not available                          |   |
| 13/03/2017 | 44                 | 4                               |  |   |
| 20/03/2017 | 46                 |                                 | Jobs logged on Active H & details recorded, why then have to input on log.           |   |
| 27/03/2017 | 28                 |                                 |  |   |
| 03/04/2017 | 25                 | 1                               |  |   |
| 10/04/2017 | 39                 | 1                               |  |   |
| 17/04/2017 | 43                 | 1                               | Unable to contact Dodds  | Got another contact number  |
| 24/04/2017 | 50                 |                                 |  |   |

Average calls per week are currently 41.