

Report of: **Jo Murphy – Service Director – Homes and Communities**

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	3 February 2022	All

Delete as appropriate		Non-exempt
-----------------------	--	------------

**Subject: Housing Triage and Enquiries Service – End of call surveys****1. Synopsis**

1.1 This report provides an update to the Housing Scrutiny Committee about this review.

**2. Recommendations**

2.1 That the report be received.

**3. Background**

3.1 In January 2021, the Housing Scrutiny Committee started their review of the Housing Triage and Enquiries Service. The SID was agreed by the committee on 12/01/21 and evidence was submitted to the committee on 02/03/21. This initial evidence focused on explanations of the duties of the Triage Service and Enquires Service.

3.2 This report provides an update to the committee on end of call surveys that the Triage Team have been carrying out since October 2021, to help assess satisfaction with the service.

**4.0 End of call surveys**

4.1 When a resident end a telephone call with the Triage Service, they are automatically given the option to complete a short survey asking six questions about the service they have received, using the keypad on their phone.

4.2 The six questions are:

	Question	Answer Option
1.	How satisfied are you with the service you received following your telephone call with Islington Council?	Satisfied/Neutral/Unsatisfied
2.	How would you rate the officer who helped you?	Very helpful/Neutral/Unhelpful
3.	How satisfied are you with the information provided during the call?	Satisfied/Neutral/Unsatisfied
4.	Did you feel your enquiry was resolved?	No/Yes
5.	Did you try to find the information on the council's website before calling the service?	No/Yes
6.	How likely are you to recommend the council's services?	Very likely/Neutral/Very unlikely

4.3 End of call survey results – results are an amalgamation of satisfactions scores across all six questions

Month	Positive response	Neutral response	Negative response
October	67%	11%	22%
November	68%	12%	20%
December	71%	12%	17%
January (partial)	70%	11%	20%

4.4 As can be seen from the table above, positive responses to the questions have generally risen since the end of call surveys started in last October.

### 5.0 Update on call handling performance for Housing Triage Team

- The team currently has two performance indicators for call handling
  - 80% of calls answered
  - No more than 20% of calls abandoned (by caller)

5.1 The table below and on the next page sets out performance against these indicators and shows a general trend of improvement over the past year, in both call answering and call waiting time.

Month	% of calls answered	Target met? (80%)	% of abandoned	Target met? (20%)	Call waiting time
<b>Jan-21</b>	74%	N	26%	N	56 sec
<b>Feb-21</b>	78%	N	22%	N	1 Min
<b>Mar-21</b>	77%	N	23%	N	1 Min 33 Sec
<b>Apr-21</b>	76%	N	24%	N	54 Sec
<b>May-21</b>	82%	Y	18%	Y	35 Sec
<b>June-21</b>	86%	Y	14%	Y	45 Sec
<b>July-21</b>	90%	Y	10%	Y	24 Sec

Month	% of calls answered	Target met? (80%)	% of abandoned	Target met? (20%)	Call waiting time
<b>Aug-21</b>	95%	Y	5%	Y	8 sec
<b>Sept-21</b>	94%	Y	6%	Y	6 sec
<b>Oct- 21</b>	93%	Y	7%	Y	7 sec
<b>Nov -21</b>	94%	Y	6%	Y	7 sec
<b>Dec-21</b>	93%	Y	7%	Y	6 sec

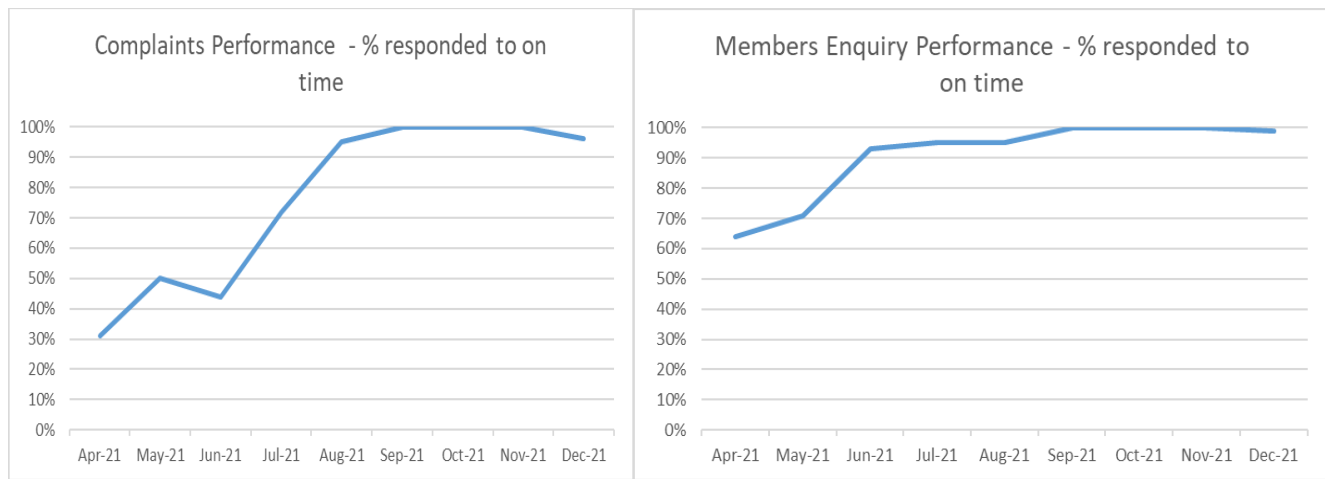
5.2 As can be seen from the table above, the percentage of calls answered in target and call waiting times have shown significant improvement

## 6.0 Update on performance for Enquiries Team (complaints and members' enquiries)

### 6.1 Improvements to the service

- The Housing Feedback team introduced KPIs in quarter 2 for performance in relation to response times. These have been set as 90% for formal complaints and 95% for members' enquiries.
- Regular learning from complaints meetings are now being held to discuss service improvements as a result of complaints and to share learning and best practice across the department.
- Performance has significantly improved, with the service consistently meeting its KPIs for formal complaints since August 2021 and for Members' Enquiries since July 2021.
- The resident Complaints Satisfaction Survey was launched on 1 August, 2021. Response rates to date have been low, and we are exploring other mechanisms for obtaining feedback on our service.

The tables below show a general trend of improvement over the past year



## 7.0 Dip sampling exercise

7.1 The Triage Team will start "dip-sampling" of calls in March 2022. This will be checking a sample of calls for quality monitoring purposes. A further report can be brought to committee after that date, if required, with analysis of the dip-sampling exercise.

Report author: Paul Byer, Service Improvement and Involvement Manager

Tel: 020 7527 4005

E-mail: paul.byer@islington.gov.uk

