**Repairs Centre Telephony Stats (1st – 31st August 2020)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Skills** | **Calls Presented** | **Calls Handled** | **Calls Abandoned** | **% of Presented Calls** | **% Calls Handled** | **% Calls Abandoned** | **Avg Handle Time** | **Avg Queue Time** |
| REPAIR-EMERGENCY | 1277 | 1047 | 231 | 35% | 82% | 18% | 00:04:16 | 00:04:05 |
| REPAIR-NEW | 1037 | 850 | 186 | 29% | 82% | 18% | 00:03:58 | 00:04:23 |
| REPAIR-UPDATE | 1285 | 1066 | 219 | 36% | 83% | 17% | 00:05:17 | 00:04:19 |
|  | 3599 | 2963 | 636 |  | 82% | 18% |  |  |

The Housing Repairs Contact Centre telephony performance for August 2020 is reported above. The figures reported show an increase of 29% in calls received in August 2020 when compared with July 2020. The increase in the number of calls presented reflects a similar 29% increase to that reported in July 2020 and indicates a growing demand in requests both for repairs and information.

A new working group has been established with representatives from the IHMS Project Team, Citizen Services, CAS and Building Services. The aim of the group is to look at the process for receiving, recording and appointing repairs. This is welcomed by Citizen Services and will help identify system issues, training requirements and improve working relationships.

As noted above the highest number of calls received is from tenants requesting an update on an outstanding or existing repair (36% of calls) or to report an emergency (35% of calls). It is hoped the working group will help in understanding any issuesand working to address this.

Training is being completed for staff from our face-to-face team and they are already providing support to the Repairs Contact Centre. The support provided has been invaluable especially with the continuing increase in call volumes noted above. Our concern remains capacity to manage call volumes as services offered are increased. As noted above the number of calls not answered increased in August 2020 when compared with July 2020 and this is despite having increased resourcing available.

We continue to work on customer satisfaction and are seeking guidance on both numbers to be completed and details of tenants to follow up. As highlighted previously the move to the new QL system means tenants now have the opportunity to complete a survey on the operatives device or opt for telephone follow up. This has reduced the numbers which are coming to Citizen Services. We are working with Building Services to ensure information is available to enable completion of the required number of surveys.

Stephen Daly

September 2020