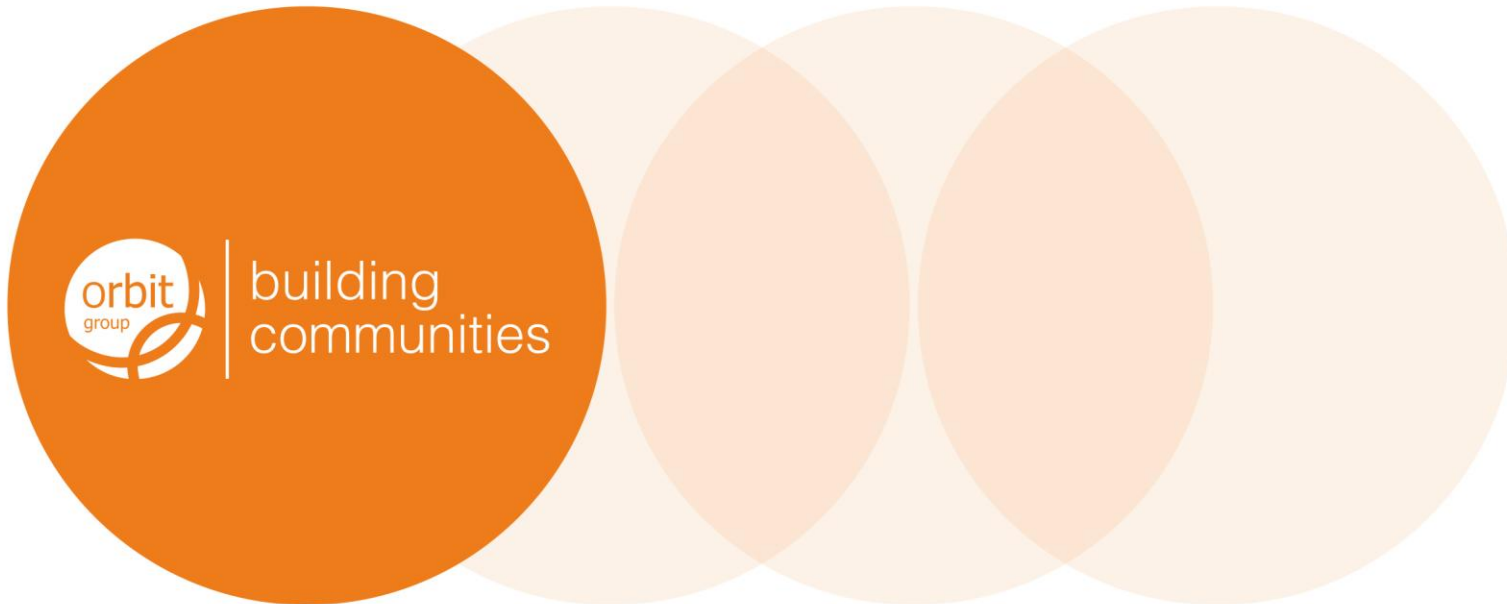




## They Said We Did

Rupert Weeden Customer Involvement Adviser Orbit Heart of England





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# Welcome

## Background

- 2012 Service Review of how we deliver customer Involvement
- What we wanted to achieve
- How we involved customers
- Different approach
- Our co-regulation approach

## What is PCT

- Performance Challenge Team
- Hold us to account
- Challenge
- Request reviews

## Our journey so far

- Started in 2012
- It has carried out 14 reviews/challenges
- 10 customers take part
- In 2016 we started a pilot of customers at home taking part in the review

## What does the PCT do

- Each quarter the team reviews Orbit Heart of England's service standards
- They look at trend, target and bench mark against Orbit's other regions
- They agree on a top 5 'areas for concern' and select 1 area to challenge

Orbit Heart of England

## How did we perform against our Service Standards

between January 2016 to March 2016

	Customer Service	Performance	Orbit Heart of England	Orbit East	Orbit South	Target
1	Calls resolved first time when contacting the customer service centre	Score	54%	59%	59%	55%
		Trend				
2	Customer Satisfaction with the Customer Service Centre	Score	85%	87%	87%	82%
		Trend				
3	% of abandoned calls at the Customer Service Centre	Score	4%	4%	4%	5%
		Trend				

## What does the PCT do

- The team then meet with the manager or head of the service they have selected
- This is the challenge session
- The manager/head of service will present to the team
- The team will then have an opportunity to ask questions and put over their challenges
- Finally the team decide what to do next



## What has it achieved

- Carried out 16 challenges
- Areas such as
  - Repairs
  - ASB
  - New Homes
  - Complaints
  - Voids
  - Gas
- Recommended a Task and Finish project

Questions ?