

## **Customer Service Performance Monitoring and Benchmarking**

Key issues highlighted by Overview & Scrutiny Committee on 6 February 2012 and to be confirmed at April meeting:

- urgent update on contract discussions with Vangent UK and new owners GDIT - possibility of pre-scrutiny of eventual cabinet report
- ongoing updates on performance (to OSC or Housing Scrutiny Sub-Committee? frequency?) (possible comparison with other boroughs facing similar challenges but performing better e.g. Haringey)
- how to identify key lessons for council in terms of contract agreement and monitoring - possible advantages/disadvantages to awarding contracts in-house or externally (are there any external reports e.g. Audit Commission offering comparative views on in-house and external contracts?)
- importance of senior officers ensuring contact centre briefed in advance of any service changes (managers have ongoing responsibility in making contract work)
- quality of service offered by contact centre agents in general and specifically at first point of contact
- non-conformance (can be responsibility of council or contractor)

Other general concerns during discussion:

- frequent cancellation of Housing Arbitration meetings
- closure (and possible relocation) of Bermondsey One Stop Shop
- high cost of Vangent face-to-face contact (£11.76)
- use of bonus and penalty payments within current contract
- Vangent's response to Red Quadrant report
- need to rationalise current three stages of complaints process and minimise compensation payments
- importance of residents confirming whether or not satisfied with a repair (rather than relying on contractor) - and importance of senior officers and cabinet members visiting homes to check on resident satisfaction
- need to understand reasons for residents making numerous complaints
- possibility of offering evening and weekend appointments for repairs