

# **Audit and Governance Committee**

## Gas Safety Compliance

# Mobilisation of New Contractor

## Challenges

- Reduced mobilisation period, due to 1<sup>st</sup> placed contractor withdrawing
- 38% of annual gas safety checks due in first quarter of Year 1 of contract.
- Coincided with bringing Repairs Contact Centre in House

## Positives

- Collaborative working from the start
- ICT interface from commencement
- Reviewed and updated Letters 1 to 4 in the gas escalation process
- QR Code added to letters 1 & 2 to provide an additional appointment management .

# Post Commencement

## Priorities

- Gas Safety
- Heating Repairs
- Customer contact and appointment management
- Safeguarding
- Continuous Improvement opportunities

# Current Position

## Gas Safety

- Letter 3 – Improving resident response.
  - 50 additional appointment per week including 10 on Saturdays
- Letter 4 - Forced Entries – Commencing 22 Nov.
  - Forced Entries 24 per week & capacity to increase if required.
- Target
  - 99%+ compliance by Christmas
  - 99.5%+ by end Jan.
  - 100% by end of March

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- Customer Contact
- High level of contact and activity
  - Satisfaction dipped in August but recovered in September
- Safeguarding
  - Maintaining a high level of focus on safeguarding throughout
- Continuous Improvement opportunities
  - Increased focus on service improvement opportunities in New Year.

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# Resident Satisfaction

## Transition from Previous to Current Provider

**Yellow** = previous provider

**Blue** = new provider

1. Slight drop in performance in first month of new contract.
2. Arguably performance in September was in line or better than last month of previous provider
3. Residents did experience a high level of texts and visits while we attempted to recover compliancy.

**Strong satisfaction despite the many challenges at contract commencement.**

**Opportunity to allocate more time to service improvement in New Year.**

No.	Key Performance Indicator	July	Aug	Sept	Oct
1	Overall satisfaction	95%	81%	96%	
2	Appointments Kept	97%	85%	92%	
3	Polite & helpful	99%	98%	99%	
4	Clean & tidy	99%	98%	98%	
5	Satisfied with the service	97%	96%	100%	
6	Showed ID	99%	95%	99%	
7	Received a copy of safety check	82%*	84%#	89%	

*Due to previous performance on this KPI LB Croydon had sent out copies of all safety checks in addition to Provider, so performance would have been lower, as would the overall performance .*

*# Performance achieved without LB Croydon sending out copies of safety checks.*