

Overview & Scrutiny Report – Performance Management 23 December

CS14a - % OSS customers with an appointment seen on time – an update regarding what provisions are in place so that it is ensured the right people are reached.

One Stop Shop contingencies

Within the One Stop Shop we have robust process' in place to identify vulnerable customers that do not have access to a telephone or are unable to access NBC self-help options available on-line.

In order to offer equal access to NBC services the One Stop Shop has made available appointments specifically for customers who have a vulnerability and therefore cannot access our services over the phone to receive face-to-face assistance to access NBC services. Between 1st April 20 – Nov 20 the OSS completed 167 face-to-face appointments, 100% of these customers were seen at their scheduled appointment time.

Customers can also utilise the self-serve area within the OSS, where they have access to three computers that can be used to access NBC services. Phones are also located in this space that allows the customer to contact various departments within NBC, floorwalkers are available to assist customers to use this equipment and answer any questions or queries they may have.

In addition, we have set up an extension for our colleagues from our Partners and Service areas, enabling them to make contact to arrange appointments for customers that would benefit from seeing someone face to face.

Partnership Hub

Since the 19th March 2020 eleven partner agencies based within the hub suspended all services operating from the One Stop Shop due to the on-set of the Corona virus pandemic. Since this date all eleven agencies continue to assist customers via remote access to services through telephone and online enquiries and have significantly reduced face-in face interactions. These contingencies have been successful and therefore remain in place to continue to supply services remotely protecting customers by reducing the need for them to come into the One Stop Shop.

In the interim, the Customer Services team are continuing to support and signpost vulnerable customers needing to access support from key partner agencies by supplying telephone numbers, website addresses or completing referrals for identified vulnerable customers.

With regards to Citizens Advice, a bespoke referral arrangement process is in place to identify vulnerable customers requiring assistance. For those customers who approach NBC via the OSS or the contact centre and are unable to utilise the Citizens Advice website self-help options, the team will complete a CA referral form on the customers behalf. We then forward the customer details to a designated officer at CA who makes contact directly with the customer within 36 hours, and dependant on the customers circumstances they will be offered a telephone or face-to-face appointment.

Within the OSS we continue to have regular discussions with all partners regarding their recovery plans

Training to identify vulnerabilities:

In June the Training & Quality Team attended external bespoke training specifically to support vulnerable customers and have cascaded this training to all advisors throughout Customer Services

This extensive training has enabled the team to confidently and competently recognise and identify vulnerable customers through utilising and engaging techniques to encourage disclosure and adapt appropriate responses to actively support customers in achieving their required outcome.

NPH Community bus

NPH, “Daphne the bus” was launched on 24th July 2019 the bus provides mobile housing services to residents throughout the Borough to facilitate engagement with residents within their own locality about NPH services. During the summer the bus was operating within Covid compliant guidelines and stationed at twelve different locations within the community during the month of August, and fourteen during September. Presently Daphne is currently unavailable, but a new timetable has now been confirmed and the bus will be back within local communities as from January 2021. The schedule of locations will be on the NPH website in addition to the Voice free magazine.