

Tempo

Keeping you up to speed on our activity

Our weekly update to the DIO and Service personnel



24 February 2017

Weekly update on the National Housing Prime and Regional Primes

National Housing Prime

Encouraging the right behaviours

In his latest blog post, Stuart Jones, our Communications and Customer Service Director, talks about encouraging good customer service behaviours on our journey towards ServiceMark accreditation:

A customer I met a few months ago tweeted me with a compliment last week, which made me think about encouraging the right behaviours. The tweet said:

I spoke to Chris shortly after receiving the tweet to understand what he had done. Chris was humble, but I understood that the basis of the compliment was more about his ability to listen and take action than it was about doing something beyond normal expectations.

Consolidating my thinking, I made a short video at the start of this week with Chris' manager, Kev. In it, I asked Kev what we could do to encourage more helpful behaviours within the Customer Service Centre team. Kev's response was simply that pretty much everyone was capable of getting these sorts of compliments, we just need to celebrate success more to help build the right culture. He's spot on as far as I'm concerned, but this is something we have not done enough of, perhaps due to fear of provoking a negative response from dissatisfied customers; perhaps from apathy brought about by past failures. This led to a classic downwards spiral effect; too anxious to celebrate the small successes, we subsequently fail to build bigger future successes.

I don't think our customers want anything extraordinary, but I do think we can communicate more clearly about what exactly we are empowered to do. I trust that people will accept that we are a force for good if we are helpful to maximum effect within the confines we have to work within (confines such as Government budgets and the prescribed limits of our contract). I want our Customer Service Centre to be that force for good. I want people to say that the team in Liverpool, or in our Local Centres, are genuinely helpful and genuinely care.

So this is what I've learned; these are the things we need to do at every opportunity going forward:

1. Be great listeners (we have two ears, and only one mouth)
2. Seek to genuinely understand (know the customer and the context)
3. Set clear expectations (know the contract and policy)
4. Take maximum action (commit to personal ownership and keep promises)
5. Celebrate learning (from success, but also from failure)

I'd like to encourage my teammates and our customers to hold me to account. I recognise we have to do this together, and the end result I hope is a win-win. Every day I'm learning from our customers and my teammates, on social media and in real-life too. This input is invaluable, and I believe the engagement we are facilitating is good for all parties. As ever I want you to let me know what you think, tell me your own story and help me push things forward.

Stuart Jones
Communications and Customer Service Director

Read the full post by visiting <https://stuartjonesca.wordpress.com>

Who are our new South West contractors?

You may have seen in our last issue that we are in the process of replacing our current contractor in the South West area with four SMEs, to deliver a more efficient and localised service to our customers. Our new suppliers will have a better knowledge of each area geographically, will have a more customer-centric approach and will understand and care about the communities they work within.

This change will benefit our customers by improving how we manage scheduling and appointments; there'll be more follow on works control and greater ownership and accountability in each area. We will be giving the area managers more authority, meaning issues will be resolved locally; leading to quicker resolutions and easier communication.

Service provision in the Portsmouth area will be taken over by HS Group. They already work closely with Amey at the moment and have delivered plenty of high-quality project work for CarillionAmey. Working in the centre of Portsmouth, they will be able to build a close partnership with our customers. Managing Director, Ben Fooks, said: 'Being based in a Portsmouth, a large naval city, we are very proud of our Armed Forces. The majority of our management and staff have relatives that have either been in the Forces or still are, and being given the opportunity to partner with CarillionAmey in improving and maintaining Service Family Accommodation is a responsibility we are looking forward to. We will ensure the whole team contribute to giving our Forces the accommodation they need and deserve.'

Taking over the Plymouth area will be Mi Space, a company who already have a large footprint in the area. They have a number of offices in Plymouth, Redruth and Taunton and pride themselves in good quality customer service.

Steel Davies will be providing services in the Larkhill area. Sitting in the heart of Larkhill, they already have a large customer base in Wiltshire and have worked with the local council and their customer base in the past.

Covering the Lyneham North area at the moment is GBE, and we are pleased to announce that they will be taking over the whole Lyneham area. They're well known for their customer service and regularly deliver above KPI and service level, so we are confident they will continue the same level of service.

The main focus for the change is to deliver a more personal service for our customers. Managing the services within each local area will mean a more streamlined performance and we're excited to see the results.

Regional Primes

Improvements in the pipeline at Woolwich Station

Our Regional Prime team in the South East have been praised recently for their speedy work to repair and replace some problematic gas pipework at Woolwich Station.

A gas leak, caused by aging metal pipes beneath the Royal Artillery Barracks, had been affecting the hot water and heating supply on site in November 2016. CarillionAmey's South East team were called in to investigate.

Our first move was to restore heating to as much of the site as we could; so we installed a temporary boiler. The good news was that this restored heating to 60% of the site, including all the accommodation blocks. In the remaining areas of site, we installed temporary heaters.

After some testing, the team discovered that a large part of the gas main would need to be repaired. But as the team dug down into the ground, they discovered that the problem was much bigger and more complex than originally thought; the more parts of the 1000m network of pipe they checked, the more gas leaks they discovered. The team found that, to fix the problem, approximately 400 metres of the old metallic pipework would need to be replaced across the site.

Our colleagues at DIO gave approval for the more extensive works to go ahead in January, so our team worked quickly to begin the large job of identifying the failed metal pipework and replacing it with a modern, plastic alternative.

Dealing with what turned out to be a challenging project, Julie Chapman, our Site Manager, and James Forrester, our Area Manager, were praised by our client for their pragmatism and close liaison with both our supply chain and the Chain of Command on site, to keep things moving. Both have since been nominated for CarillionAmey Recognition Awards from our Managing Director, Daniel Easthope, to recognise their excellent work.

The job is now complete.

To provide feedback on this edition of Tempo, please contact:
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For more information on our improvement plan please visit:

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