# Housing Repairs Call Centre – Market Engagement

Lambeth like so many other Councils faces challenges resulting from resources being reduced whilst at the same time demand for services increasing.

In June 2021 Lambeth launched its Customer Experience strategy with the vision “We make access to all council services simple for all, ensure that we offer a quality customer-focused service end to end, and enable maximum self-service for those that can.”

Specifically, the Customer Experience strategy aims to deliver on 4 strategic measurable objectives:

* To deliver an improved and consistent customer experience
* Design our services in such a way that makes them easy to access, whilst delivering the right outcomes in the most efficient way possible
* To invest in technology to enable us to deliver services in a way that meets your expectations.
* Create the environment, facilities, and advocacy to support those that most need it

Lambeth are driving forward a project to change the way we deliver our Housing Repairs Call Centre Services. The Council is carrying out market engagement to assist in understanding the market’s approach to the provision of Housing Repairs Call Centre Services to help the Council define its requirements.

The authorities proposed model will be outsourced resources and insource technology. Therefore the supplier will provide call centre staff and Lambeth will provide all technology to enable management of contact

We are keen to gain market insight around our draft high-level requirements detailed below:

1. Delivery of a solution where Call Centre software is to be provided by the authority (Telephony, Chat Bots, Portal, CRM, AI, Web Chat, diagnostics) with Hardware to be provided by the Supplier.
2. Contact Centre to effectively handle inbound and outbound omnichannel communications to provide a quality experience for Lambeth Housing customers. To include the effective sharing and/ or capture of relevant information and the correct routing of calls to service areas when appropriate
3. Provision of Repairs and Emergency Call Handling Service covering the Standard Working Hours for contact centre of 8am to 8pm and 8am to 1pm Saturday
4. Delivery of a solution that has ability to support co-location functions (virtually or physically) between different services/teams at a minimum to include schedulers and the call centre)
5. Delivery a solution meets the specific needs of Lambeth's diverse customer base
6. Ability for the Supplier to manage peaks and troughs in demand
7. Provision of agents that are trained in diagnostics of repairs
8. Process and operational procedures to be defined by Lambeth and implemented by the supplier. Including achievement of defined Key Performance Indicators and Service Level Agreements.
9. Supplier will be required to liaise with Out of Hours repairs provider.
10. Liaison and alignment with works contractors
11. Supporting Lambeth attain its required standard of service delivery (including supporting digital enablement)

The Council is keen to gain market feedback from Housing Repairs Call Centre operators on the Council’s high-level requirements and invite suppliers to provide the following information to assist in the development of a Business Case and Procurement Strategy for the services:

* Case study examples of where you have delivered this model detailing the benefits and challenges encountered
* Any risks you see with this hybrid model where the council proposes to provide the software and the supplier will provide contact centre staff
* The advantages and disadvantages of the proposed model
* Any experience of similar service delivery (e.g. in housing repairs)
* Examples of how you achieve scalability and manage peaks and troughs.
* What best practice would suppliers like to share to help Lambeth achieve our ambitions
* Will costs be influenced negatively or positively in specifying the use of Lambeth technology
* Any information regarding cost implications of delivering this model as opposed to another model of delivery

Responses to the above should not exceed 8 A4 Pages Arial Font Size 11 (single line spacing).

We plan to hold Market Engagement Sessions with suppliers who have provided responses to the above between the **17-22 May 2023**.

Submission of responses to the questions above and confirmation of attendance to the engagement sessions (with a preferred day and time for the engagement session) should be emailed to Nicola Philp [nphilp@lambeth.gov.uk](mailto:nphilp@lambeth.gov.uk) for the submission deadline of 12 noon the 16 May 2023.

Responses will not be used to evaluate organisations, create a shortlist or guarantee inclusion or exclusion from any resulting tender exercise. The London Borough of Lambeth also reserves the right not to continue with this market engagement exercise or any subsequent tender.

Your responses will be treated in confidence and organisations will not be advantaged or disadvantaged by responding to the questionnaire. However, the response maybe used to correctly reflect the Council’s requirements in line with the markets offerings and inform the Council's Business Case and Procurement Strategy for the delivery of these services.