



Defence
Infrastructure
Organisation

RENTED LIVING ACCOMMODATION PROJECT

BOOKLET 3 – SERVICE INFORMATION

Module B – Help Line

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Document Control

This is one of six Booklets as listed below that together comprise the RLAP contract.

<u>DOCUMENT No.</u>	<u>TITLE</u>
Booklet 1 of 6	Form of Agreement
Booklet 2 of 6	Conditions of Contract (including Contract Data)
Booklet 3 of 6	Service Information
Booklet 4 of 6	Authority Supplied Information
Booklet 5 of 6	Price Information
Booklet 6 of 6	Accepted Plan

Document History Record (After Issue)

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1 Helpline

- 1.1 The Contractor shall provide and maintain a Helpline which Applicants, Occupants and other appropriate parties may call free of charge in order to deal with matters in respect of applications, properties, and other related matters. The Helpline shall be accessible 24/7 for maintenance related events and within normal office hours (0900 to 1700 hrs) for all other related queries.
- 1.2 The Helpline shall have a single free-phone telephone number receiving calls from a landline and shall not be charged at a higher than the national rate for calls from mobile phones.
- 1.3 All calls shall be recorded and transcribed on to the Contractor's Information System.
- 1.4 The Contractor shall be responsible for verifying the identity and eligibility of all callers to ensure they are entitled to receive the services offered by the Contractor.
- 1.5 The Contractor shall provide where appropriate and complimentary to the helpline, other forms of automated customer service media such as, but not limited to:
 - 1.5.1 Online E-Forms;
 - 1.5.2 Web Chat/Chat Bot capability;
 - 1.5.3 Facebook/Twitter Messenger functions;
 - 1.5.4 Text message;
 - 1.5.5 Email.

2 Helpline Performance Standards

- 2.1 The Contractor shall achieve the following Helpline Performance Standards:
 - 2.1.1 Calls shall be answered by a machine within 40 seconds offering relevant options to triage callers to the correct service areas.
 - 2.1.2 95% of calls shall be answered by a person within 2 minutes.
 - 2.1.3 If for any reason the call takes longer than 2 minutes before being answered by a person, then the caller shall be made aware of where they are in the queue, how long they will be required to wait and be given an option to leave a message and be called back within the hour.
- 2.2 Instances where calls are not answered within this timeframe are to be recorded and reported on the Contractor's IS with a clear and deliverable mitigation process to be recorded to provide the Authority with assurance of its future performance.

3 Contractor helpline performance reporting requirements

3.1 The Contractor shall provide Helpline performance reporting data, including performance data from any used 'automated customer service media', on a quarterly basis, with trends and supporting narrative on the performance. The following is a non-exclusive list of measures that shall be reported:

Description	Purpose	Method	Inputs	Target
Calls Abandoned	To ensure that the Contractor has sufficient resources to handle calls offered to the Helpline	At the completion of the period being measured, measure the number of calls abandoned in the period being measured as a percentage of the total number of calls offered in the period being measured.	Calls abandoned - a count of the number of calls which failed to be answered by the Helpline and resulted in the call being terminated by the caller, in the period being measured. Calls offered - a count of the total number of calls made to the Helpline in the period being measured. This is to include calls which were not answered.	0 - 6%
Call Answering	To ensure that the Contractor has sufficient resources to handle calls to the Helpline	At the completion of the period being measured, measure the average time taken to answer calls to the Helpline.	Total time taken for calls to be answered by operatives at the Helpline in the period being measured. Total number of calls answered by operatives at the Helpline in the period being measured.	95% 120 Seconds
Other forms of 'automated customer service media'	To determined jointly based on the Contractor's tender submission post Contract Award ("CA")	To be determined jointly post CA	To be determined jointly post CA	To be determined jointly post CA
Resolution of Stage 1 Complaints (see Section 5 below)	To ensure the performance of the Contractor in administering Stage 1 Complaints	At the completion of the period being measured, measure the number of Stage 1 Complaints which were received in the period being measured, that the Contractor provided the complainant with a formal written response within 10 Working Days of receipt as a percentage of the number of Stage 1 complaints received in the period being measured.	Responses provided within 10 Business Days of receipt of the Stage 1 Complaint during the period being measured. Total number of Stage 1 Complaints received in the period being measured.	100%
Complaints escalated to Stage 2 (see Section 5 below)	To ensure the performance of the Contractor in resolving Stage 1 Complaints	At the completion of the period being measured, measure the number of unresolved Stage 1 Complaints which have escalated to the Authority as Stage 2 Complaints, expressed as a percentage of the number of Stage 1 Complaints received during the period being measured.	Number of Complaints escalated to Stage 2 - a count of the number of complaints which have escalated to Stage 2 in the period being measured number of Complaints received - a count of the number of Complaints received in the period being measured.	0 - 2%

Table 1. Helpline performance metrics and reporting requirements

4 Access to Properties

- 4.1 The Contractor must gain permission from the Occupant for either the Contractor or the Owner to access the property. If the Contractor cannot gain such permission or cannot subsequently gain access, then the Contractor shall refer the matter to the Authority.
- 4.2 The Contractor shall have no right of access unless he has provided at least forty-eight hours' notice to the Occupant. The Contractor shall also attend with the Owner in the event that the Owner requires access.
- 4.3 In cases where property has been taken on as Substitute Accommodation but remains empty for more than 4 consecutive days after Move In, the Owner may make application to the Contractor for entry. The Contractor shall contact the Authority who will in turn attempt to contact the Occupant. If necessary, the Authority will raise the matter with the Occupant's Commanding Officer.
The Contractor shall in all instances where access is required and the Occupant cannot be contacted, accompany the Owner when the Owner accesses the property.
In the event that immediate access is required by the Owner due to an emergency, then the Owner may gain access. In such instances the Contractor shall notify both the Authority and the Occupant at the earliest opportunity.

5 Complaints Process

5.1 Definition of a Complaint:

- 5.1.1 A Complaint shall occur when an Applicant, Occupant, Owner, advocate or stakeholder acting on behalf of the Occupant or other party expresses dissatisfaction with the service or deliverables provided by the Contractor or the Authority. For the purposes of this Contract, Complaints shall include appeals against decisions made by the Contractor or the Authority and/or where the Applicant, Occupant, Owner, advocate, stakeholder or other party wishes to raise an issue of concern.
- 5.1.2 The Contractor shall have a Complaints Process. A Complaint may be lodged in writing or verbally subject to the requirements described below. The telephone number for Complaints shall be the same free-phone number as that of the Contractor's Helpline.

5.2 Complaints stages:

- 5.2.1 The Complaints Process as described by JSP 464 exists in 3 stages, summarised as:
 - 5.2.1.1 Stage 1 – Formal Complaint to the Contractor, either directly to the Contractor or via the Authority.
 - 5.2.1.2 Stage 2 – Formal Complaint to DIO Customer Service Team.
 - 5.2.1.3 Stage 3 – Formal Complaint to the Accommodation Complaints Review Panel.

5.3 Action required of the Contractor:

5.3.1 In respect of Stage 1 Complaints, the Contractor shall record the Complaint within its IS and then seek to resolve that Complaint and respond to the Complainant, all within 3 Business Days of receiving the Complaint. If in doubt the Contractor shall refer to the Authority within 3 Business Days of receipt of the Complaint. Complaints involving both the Contractor and the Authority shall be administered by the Contractor. The Contractor shall aim to resolve Stage 1 Complaints in writing within 10 Business Days of receipt.

5.4 Performance metrics:

5.4.1 The Contractor shall resolve 100% of Stage 1 Complaints within 10 Business Days of receipt. Table 1 - Helpline performance metrics and reporting requirements, refers.

5.4.2 The Contractor shall initiate a continuous improvement programme in order to identify processes and other improvements that can be implemented to reduce Complaints. The Contractor shall provide statistical evidence of the success of the programme to the Authority as part of his regular progress reporting as required by Booklet 2, Conditions of Contract, Clause 17 – Continuous Improvement

5.5 Complaint recording:

5.5.1 When recording Complaints, the Contractor shall gather the following details as a minimum:

5.5.1.1 Complaint reference number (to be allocated by the Contractor);

5.5.1.2 Unique Transaction Number (“UTN”) shall be used by the Contractor as a reference in all correspondence, communications and billing to the Authority. The format of the UTN is identified in Module E Leaflet 01 (EL01) SSSA and Module E Leaflet 02 (EL02) SSFA;

5.5.1.3 Name, address, and contact details of the Complainant;

5.5.1.4 Description of the Complaint;

5.5.1.5 Complaint category (to be developed by the Contractor and provided to the Authority for review, all prior to ISD);

5.5.1.6 Date of Complaint;

5.5.1.7 Actions taken by the Contractor at each stage of the Complaint;

5.5.1.8 Preferred outcome of the Complaint;

5.5.1.9 Actual outcome of the Complaint;

5.5.1.10 Location;

5.5.1.11 Supply chain name/agent name/employee name (as appropriate);

5.5.1.12 Estimated date of completion for the Complaint to be resolved;

5.5.1.13 Number and details of Helpline calls relating to the Complaint made prior to the Complaint;

5.6 Complaint resolution - A Stage 1 Complaint shall be deemed to be resolved when:

5.6.1 The Complaint is withdrawn;

5.6.2 The Complaint is resolved to the satisfaction of the Complainant and/or the Authority;

5.6.3 A plan to resolve the Complaint is agreed to the satisfaction of the Complainant and/or the Authority;

5.6.4 The Authority agrees to escalate the Complaint; or

5.6.5 The Complaint has been passed to another agency if the Complaint is not within the scope of the Contract.

5.7 If the Authority does not agree to the escalation of a Complaint to Stage 2 then the Contractor shall continue to deal with that Complaint as a Stage 1 Complaint.

5.8 Complaints that cannot be resolved at Stage 1 shall become Stage 2 Complaints and passed to the DIO Accommodation Customer Services Team. In the event that a Stage 1 Complaint received verbally is to be escalated to Stage 2 then the Contractor shall advise the complainant to confirm the Complaint in writing. Where a Stage 2 or Stage 3 Complaint requires the Contractor to provide information then the Contractor shall supply this information within 10 Business Days of being requested by the Authority.

5.9 In the event that a Complaint becomes a Stage 2 Complaint then the Contractor shall provide assistance to the Authority in order to resolve the Complaint. There is no time limit to the period for which the Contractor's support shall be required.

5.10 The Authority shall have access to the Complaints data via the Contractor's IS.