

# **Supplier Liaison Meeting**

## **26<sup>th</sup> April 2017**

**EXTRA HELP UNIT** ☎?



# **EHU Supplier Liaison Meeting 26<sup>th</sup> April 2017**

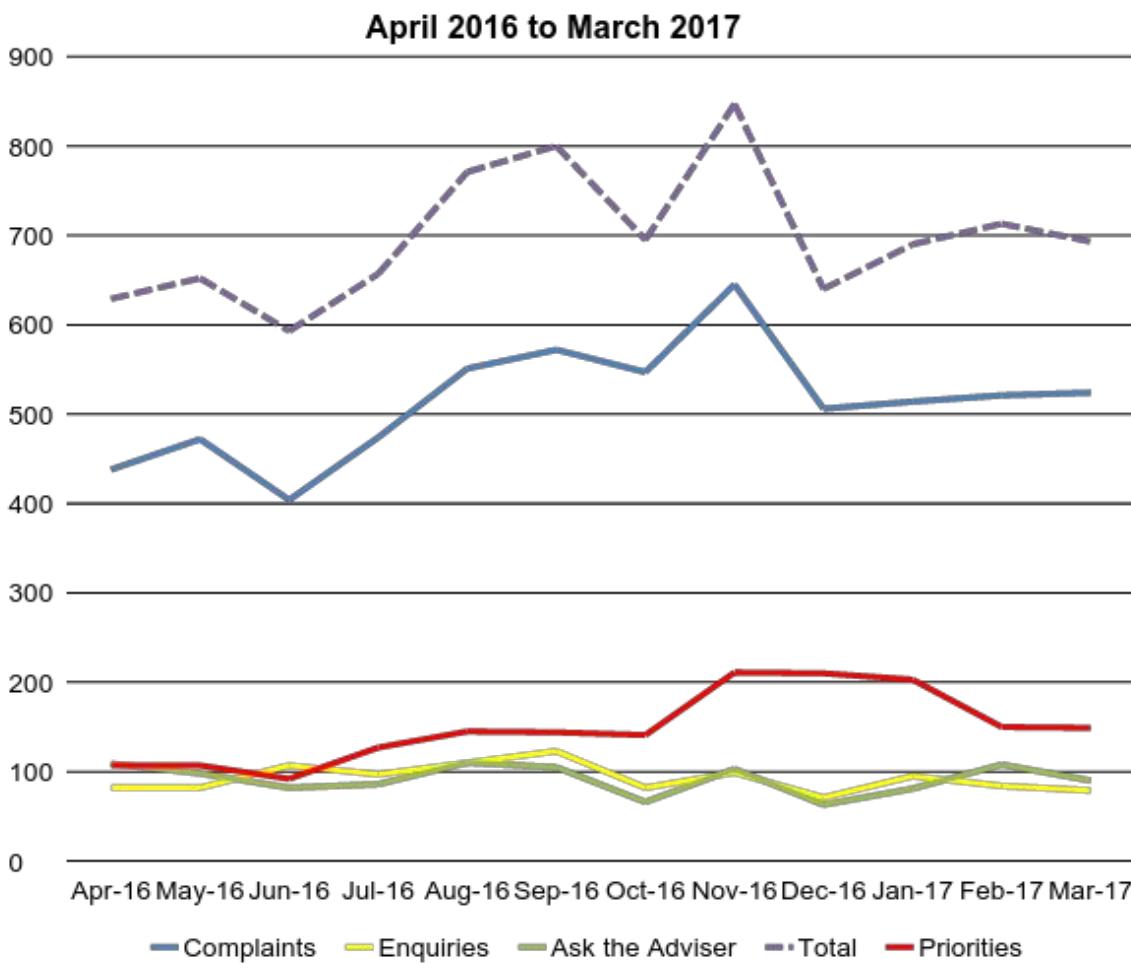
**Natasha Gilmour,  
Angus McMillan**

# EHU Agenda

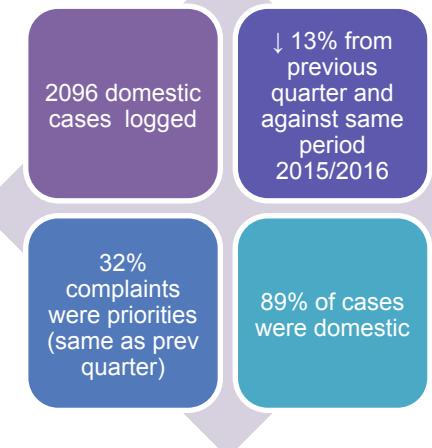
- Stats and Performance 2016-2017
- Revised KPIs for 2017/2018
- Resources update
- EHU – work plan
- Priority analysis
- Focus on mental health – case studies

# EHU domestic case volumes

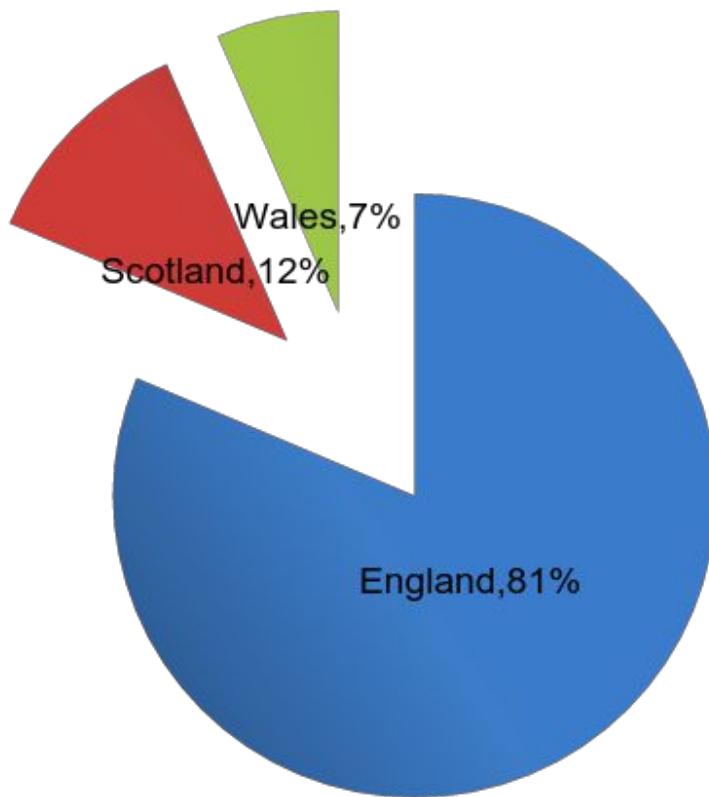
## Quarter 4: January to March 2017



### Quarter 4

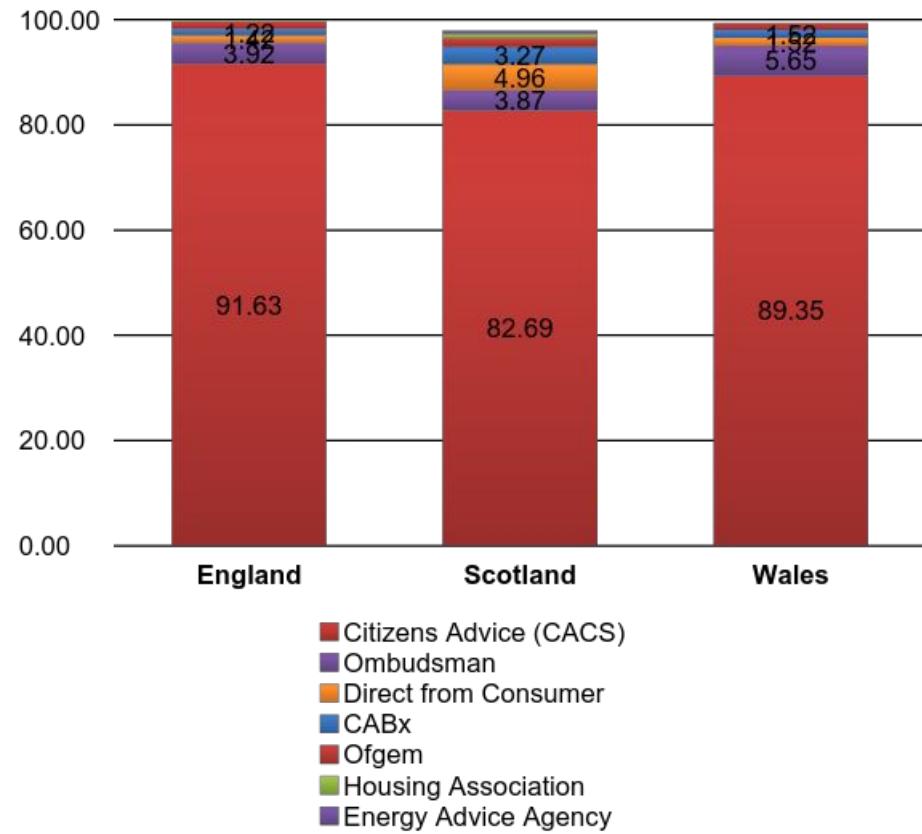
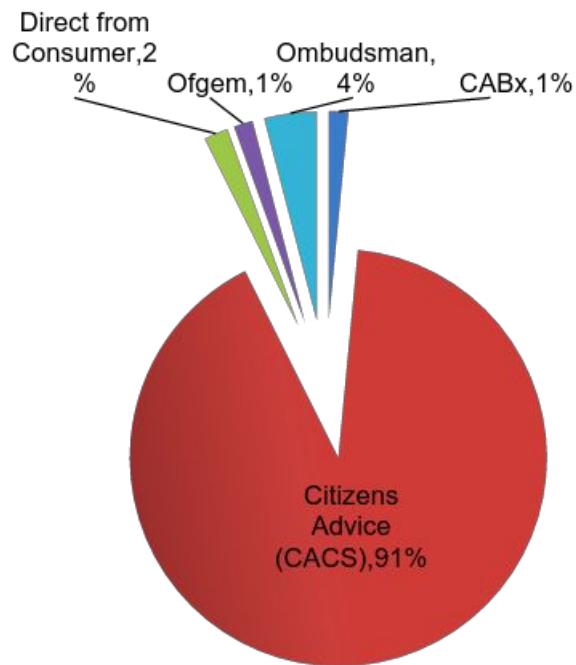


# EHU Geographical Split: Q4 2017

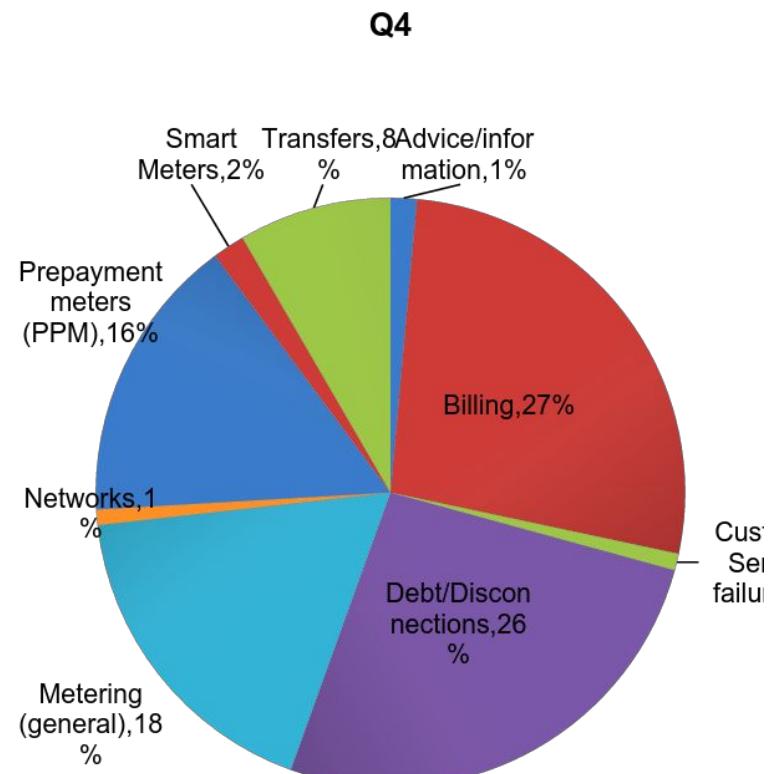
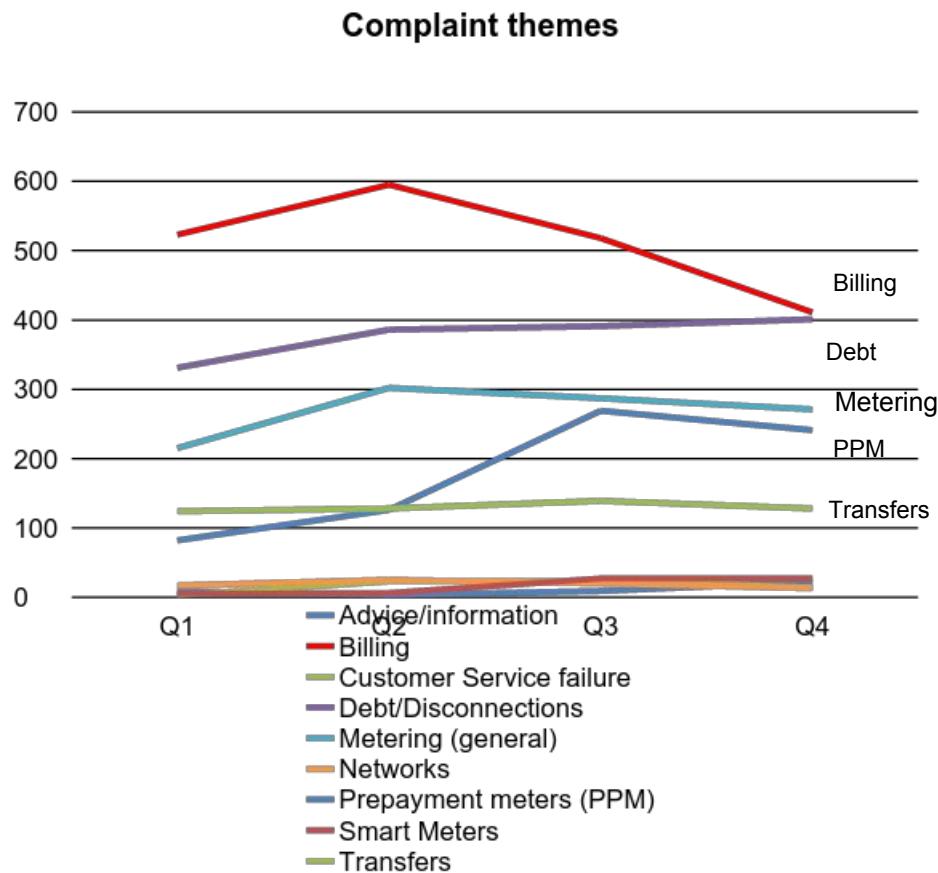


No change  
from previous  
quarter

# Referral From: Q4 2017 complaints



# High Level Domestic Codes: Q4 2017

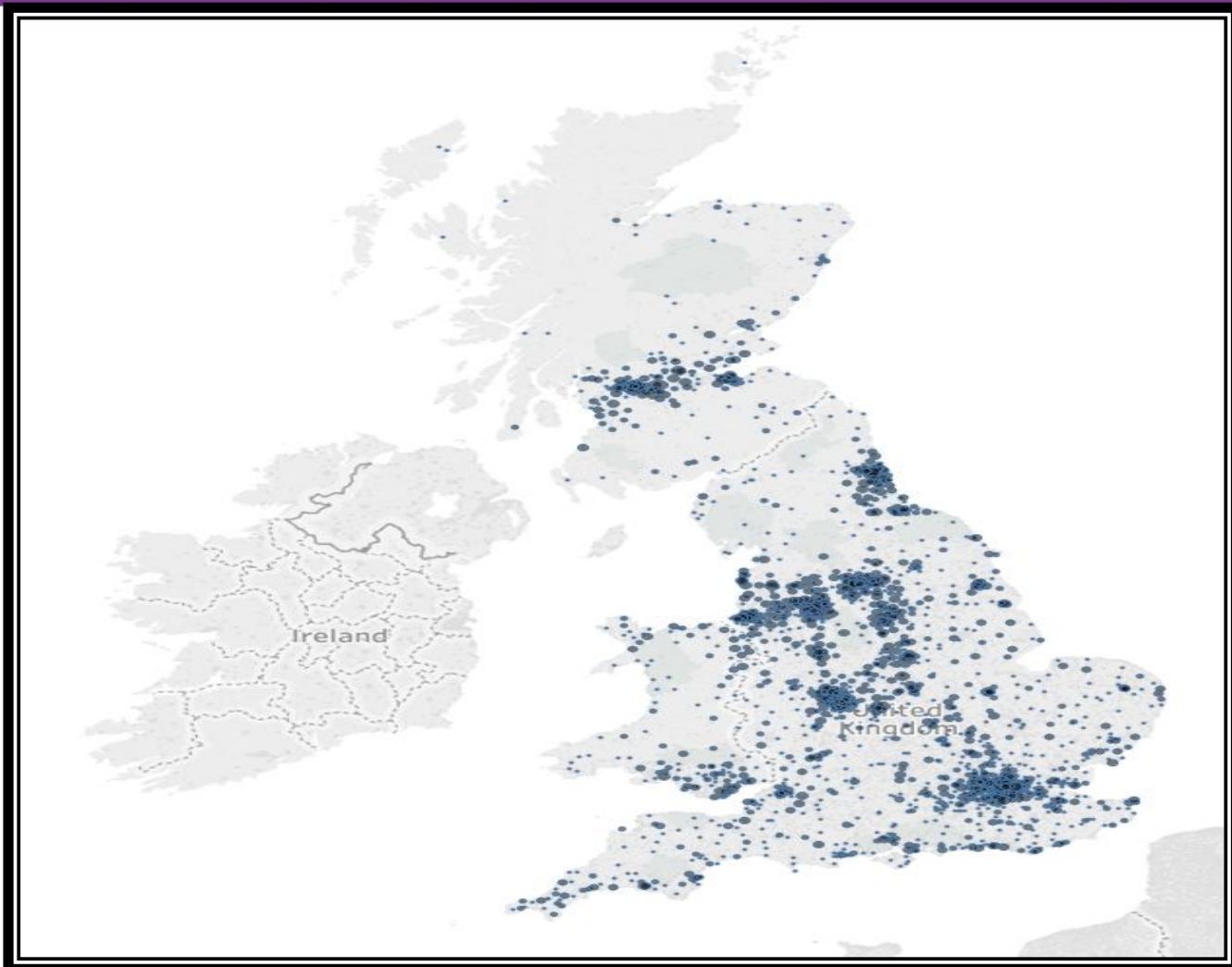


# Top 10 complaint codes across regions

## Q4 2017

	England	Scotland	Wales
1PPM self disconnection (unable to credit meter)	164Supply point administration query (MPRN / MPR)	28PPM self disconnection (unable to credit meter)	14
2Disputed bill, customer not responsible	98Catch up bill received	13Catch up bill received	14
3Catch up bill received	93Disputed bill, customer not responsible	13Supply point administration query (MPRN / MPR)	9
4Debt recovery practices	72PPM self disconnection (unable to credit meter)	12Debt recovery practices	7
5Unsuitable payment scheme/payment method	70Meter provision or exchange	10Meter provision or exchange	7
6Supply point administration query (MPRN / MPR)	69Unsuitable payment scheme/payment method	8Meter accuracy	6
7Meter provision or exchange	56Unable to credit PPM (faulty meter/payment device)	7Delay in issuing PPM card (currently off supply)	6
8Difficulty charging PPM card/card faulty/card lost	46PPM settings (incorrect tariff rate / incorrect debt repayment rate)	7Difficulty charging PPM card/card faulty/card lost	5
9Unable to credit PPM (faulty meter/payment device)	41Difficulty charging PPM card/card faulty/card lost	6Unable to credit PPM (faulty meter/payment device)	5
10PPM settings (incorrect tariff rate / incorrect debt repayment rate)	41Debt recovery practices	5Disputed bill, customer not responsible	4

# Introducing heat maps...

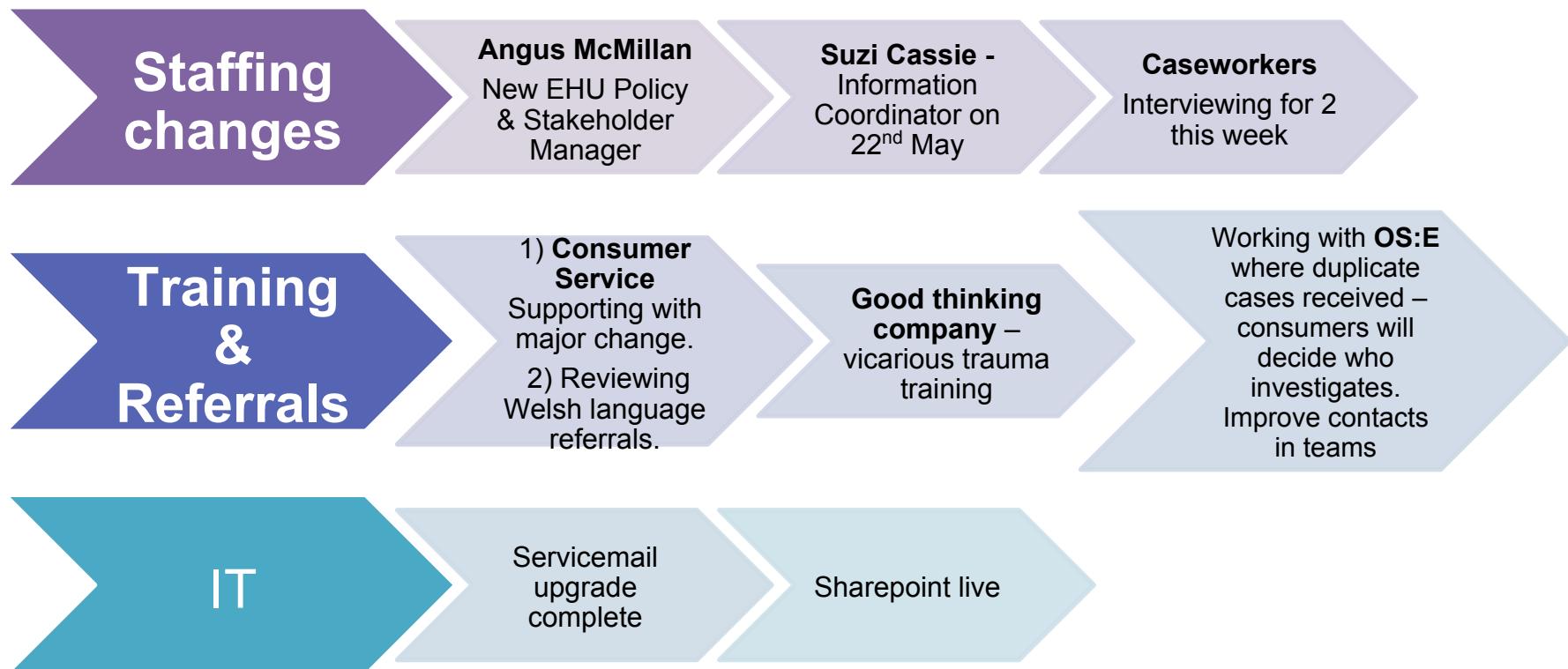


# EHU Performance: 2016 to 2017

Domestic cases	April 2016 to March 2017	April 2015 to March 2016	Change from 2015/2016 – 2016/2017
<b>Complaints</b>	6168	6870	↓10%
<b>Enquiries</b>	1111	990	↓12%
<b>% of complaints that were priorities</b>	29%	23%	↑6%
<b>Ask the Adviser</b>	1101	976	↓13%
<b>Cases closed within 35 WD (75%)</b>	76%	71%	↑5%
<b>Cases closed within 66 WD (90%)</b>	91%	88%	↑3%
<b>Tangible outcome (90%) domestic</b>	88%	88%	same
<b>Financial Redress</b>	£1,566,801	£1,598,658	
<b>Domestic consumers satisfied or very satisfied with the quality of service (83%)</b>	92.5%	91%	↑1.5%

*Felt like god had sent me an angel, I was helped by a lovely lad who listened to all my rantings. I felt he couldn't have been kinder. When you're ill and unable to do stuff for yourself it makes such a difference'.*

# Resources and operational update



# 2017/2018 - New KPIs Proposed

Existing KPI	DOMESTIC 2017-2018	NON-DOMESTIC 2017-2018
Same	<b>75% of cases closed within 35 WD</b>	<b>75% of cases closed within 35 WD</b>
Same	<b>90% of cases closed within 66 WD</b>	<b>90% of cases closed within 66 WD</b>
90%	<b>85% of cases achieving a tangible outcome</b>	<b>75% of cases achieving a tangible outcome</b>
83% domestic and 81% non domestic	<b>85% of consumers independently surveyed being satisfied or very satisfied with the quality of service</b>	<b>83% of consumers independently surveyed being satisfied or very satisfied with the quality of service</b>
New	<ul style="list-style-type: none"><li><b>70% of cases quality checked categorised as green</b></li><li><b>90% of cases quality checked categorised as green or amber</b></li></ul>	<ul style="list-style-type: none"><li><b>70% of cases quality checked categorised as green</b></li><li><b>90% of cases quality checked categorised as green or amber</b></li></ul>

# 2017-2018 work plan

- Review **complaint handling procedures** ensuring they are fit for purpose and compliant with recommendations in BSI benchmarking exercise for inclusive services.
- Explore potential for seeking accreditation to the **Helplines Partnership Standard**.
- Enhanced **training** on supporting vulnerable consumers and supporting staff in the role.
- Seek opportunities to attend industry events ran by Ofgem, Energy UK etc contributing experience of working with vulnerable consumers.
- The EHU will continue to work with the Ombudsman Services: Energy to ensure EHU receive appropriate referrals.
- The EHU will continue to seek opportunities to work co-operatively with Bureaux's across Scotland, England and Wales and continue work positively with the wider Citizens Advice service.

# Supplier & Stakeholder Engagement

2016/2017

- 38 face to face supplier meetings
- 88 conference calls
- 57 meetings with stakeholders – which also includes attending workshops and industry events as well as meetings/ catch ups with Ofgem, OS:E and other parts of the Citizens Advice service.

2017/2018

- Planning more coordinated approach on how frequently we meet/speak to all suppliers.

# Advice & Stakeholder Team



7 face to face  
meetings

35 conference  
calls

10 stakeholder  
meetings/  
events  
(*Ofgem,*  
*Energy UK,*  
*OS:E, Cita,*  
*CAS*)

# Planning ahead

Catch up calls/meetings and “health checks” on a more routine basis

Frequency will depend on a number of factors including customer numbers

Going to look at whether we can improve the data provided at these

# Other upcoming bits and bobs

- **Supplier Liaison distribution list update**
- **Supplier 2 Supplier contact list:**
  - still some non responses
  - concerns raised about contacts being misused, so we will provide some guidance

# Me

- Will be returning to working on a Tuesday from early June
- Email: [angus.mcmillan@ehu.org.uk](mailto:angus.mcmillan@ehu.org.uk)
- Same work mobile number as Monica – contacts gone though!

# Mental Health Awareness

In February the EHU arranged Mental Health Awareness training for all staff.

This was delivered by the Good Thinking Company.

The aim of the course was:

- to raise awareness and understanding of different mental health conditions
- to provide us with the knowledge and skills to understand and deliver better service.

# Case Study 1: flexible approach required

- This consumer is vulnerable as she suffers from mental health problems and chronic fatigue. She is in touch with a psychiatrist and social work and is in receipt of Employment and Support Allowance.
- The consumer has her electricity and gas supplies with two separate companies and makes payment using a weekly payment card. She is a lower user and this means she is often in credit.
- She wants to pay less per week and believes she is eligible for the Warm Home Discount, but has struggled to apply for this.

# Case Study 1: flexible approach required

- Initial engagement with the consumer had been challenging and we therefore had to alter our approach.
- A manager now deals with this consumer as it increases the likelihood that the consumer will get to speak to them when they are ready to communicate.
- If we want to communicate with the consumer we need to provide warning as the consumer will usually have their mobile phone turned off. We have also agreed to arrange calls between 2 – 3 pm.

# Case Study 1: flexible approach required

- **The consumer is only able to focus on one issue at a time. We leave a voicemail message for the consumer explaining what we want to talk to her about and she will contact us if she is able to discuss the situation.**
- **If she is not able to cope with the call we may need to leave the matter for a few days. The consumer will then get back to us when she is ready.**

# Case Study 1: flexible approach required

- During calls it is important to limit anything that might frustrate the consumer. At the end of each call we confirm what our understanding of the call has been, the steps to be taken next and when the next call will be. It is important to put aside plenty of time for these calls.
- Since putting these steps in place more progress has been made and the consumer has been less inclined to get upset and aggressive.
- A new payment plan has been agreed with the consumer for her electricity account that means she is building up less credit now, but paying enough that she is not ending up in debt which would cause her more stress. Discussions with her gas supplier are on-going, but more positive.

# Case Study 2: Appropriate response

- The consumer has emphysema, osteoporosis and depression. She informed us that she has made multiple suicide attempts and was currently under the care of a local mental health team, and was very anxious about the complaint.
- There was a debt on her prepayment meter that had been added in error and attempts to remove the debt from the meter had failed. The consumer was at risk of self disconnection.

# Case Study 2: Appropriate response

- The consumer initially tried to deal with the complaint, but was only offered a call back from a manager within 4 days.
- The consumer felt that the issue was impacting upon her mental health and therefore needed assistance from us.

# Case Study 2: Appropriate response

- An appointment to reset the meter failed. When the supplier called to book another appointment the consumer threatened to damage the meter and also mentioned suicide. The supplier therefore contacted the police.
- The consumer has since had to attend hospital due to her condition.
- The main problem was resolved, however the consumer still has concerns about the resolution. We were discussing with the supplier how to bring the case to a conclusion, when it was mentioned that they hadn't provided a call back which had been promised.

# QUESTIONS?