

Important Client Briefing

Coronavirus (COVID-19)



THE HOME EMERGENCY EXPERTS

29th May 2020

As the coronavirus (COVID-19) situation continues to change, we wanted to provide an update on the service that npa24:7 is delivering for your customers.

Homeworking update

We have been operating on a homeworking model for almost two months now. The performance of our team has been fantastic, and we are very proud of what they have achieved. Some key stats from this period...

Calls Handled	Over 100,000
Calls Answered	97.4%
Calls Answered in 20s	81.7%

Now we are looking to the future and planning how we are going to bring our people back into the Contact Centre on a phased approach. We have introduced steps to ensure that employees that can observe social distancing rules and work safely. This includes operating a rota to allow employees time in the office alongside continuing with homeworking. This new way of working will help our people stay connected with our business and facilitate valuable coaching and training sessions.

Our risk assessment and certificate are available for you to review on the other attached documents.

Contractor network

We have been equally delighted with the service that our contractor network have delivered. We continue to attend to over 85% of emergency calls within 4 hours and over 80% of customers who were asked rated the service from the repair engineer as good or better.

Of course, we also have to ensure that when delivering repairs our contractors and your customers remain safe. We continue to monitor contractor risk assessments and to ensure that they operate in line with government guidance and best practice we are observing in the industry.

Back office

Our back-office teams are continuing to work from home. When appropriate, they will start to attend the office on an occasional basis to maintain contact. This will also be on a rota basis to ensure we don't have more people than we need to ensure social distancing.

Further support

If we can provide any extra support for your business, please let us know. It may be that you need to reduce office hours or close an office completely, we can provide additional support outside of the service we already manage for you. Please let us know as soon as possible if you think this will be necessary so we can allocate resources for you.