

## Access and customer care

Recommendation	Expected Outcome/s	Key Actions	Deadline	Update
<b>Improve customer care by:</b>				
Developing comprehensive service standards for all the areas inspected	Service levels which meet requirements from TSA and customers, agreed with staff, customers and members	1. Agree scope of service standards project with staff, board and customers (including Regional Consultative Committees)	1st April 2010	Scope of service review of service standards approved by Housing Services Committee
		2a. Review impact of proposed TSA standards by holding briefing sessions with staff, board and customers (including Regional Consultative Committees)	8th September 2009	Several customer focus groups held during discussion phase of TSA regulatory framework review and 2 day board away day held
		2b. Further review impact of proposed TSA standards with staff, board and customers (including Regional Consultative Committees) by holding briefing sessions	5th February 2010	Several customer focus groups to be held during formal consultation phase of TSA regulatory framework review and board presentation to be given
		3. Set up project team to undertake service review into service standards in line with Business Excellence Framework	1st October 2009	Service review team established
		4. Involve and engage customers (including Regional Consultative Committees) at all stages in developing service standards	Between 1st February and 1st April 2010	All resident involvement activity has been included within the work plans of that team

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		5. Draft Service standards reviewed and agreed with customers (including Regional Consultative Committees), staff and members	Between 1st March and 1st April 2010	Upon final production of service standards from TSA formal approval will be sought from Housing Services Committee
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Ensuring information for customers is up to date and widely available	Information regarding service levels which is clear for all customers to understand, accessible in resident handbooks and on the website, and is consistent with service standards being developed and in place	1. Review all service standard leaflets to ensure each has business owner, timescale from last review and is assigned to a service excellence team	1st January 2010	This task assigned to officers within the Business Excellence team for future workload
		2. All information leaflets to be reviewed with any inaccuracies identified	Between 1st January 2010 and 1st March 2010	This task assigned to officers within the Business Excellence team for future workload
		3. Review of inaccurate information leaflets with customers (including Regional Consultative Committees)	Between 1st March and 1st April 2010	This task assigned to officers within the Business Excellence team for future workload

		4. Publish updated information leaflets in new resident handbooks and onto website	1st April 2010	This task assigned to officers within the Business Excellence team for future workload
		5. Develop communications strategy for Group which sets out how, who & when future information reviews will take place	1st April 2010	This task assigned to officers within the Business Excellence team for future workload
	Information regarding performance be made widely available to all customers	1. Regular performance reports be presented to Regional Consultative Committees for all operational areas of the Group	1st April 2010	Tasks 1 to 5 assigned to officers within the Business Excellence team for future workload
		2. Performance information be made available on website and in residents newsletter	1st April 2010	Annual performance report included in resident newsletter (titled "Belong") and then placed on website
		3. Develop plan to introduce local newsletters with Regional Consultative Committees	1st April 2010	To be captured within communications strategy
Measuring and using customer feedback to improve services	All customer feedback is used to drive forward service improvement and poor satisfaction is scrutinised, reported and monitored	1. Review current survey manual with staff and customers (including Regional Consultative Committees)	Between 1st January and 1st February 2010	Survey manual currently in place and under review
		2. Agree with customers (including Regional Consultative Committees) and staff an expanded performance management framework for satisfaction data	Between 1st February and 1st March 2010	
		3. Publish on website, and report to customers at Regional Consultative Committees performance regarding satisfaction	1st April 2010	

		4. Develop CRM software to capture and audit improvement opportunities identified through customer contact	Between 1st April and 1st October 2010	
Gathering reliable and comparable information on customer satisfaction with services overall	Regular independent and consistent approach to standard customer feedback once a year to track performance regarding satisfaction over a range of housing services and products	1. Advertise tender for STATUS following agreement of content with staff	Between 1st December 2009 and mid January 2010	Budget approval received to undertake STATUS survey in Q4 2009-10
		2. Survey posted to all residents in general needs, supported housing, sheltered housing and leasehold properties, collated and then analysed	Between 1st February and 1st April 2010	
		3. Results of survey reported to customers (including Regional Consultative Committees), staff and members	1st April 2010	
		4. Information used by officers to set priorities and plan activity for 2010-11 and beyond	1st April 2010 and 1st October 2010	
		5. Include resident scrutineers in appropriate sample of STATUS surveys undertaken by telephone	1st April 2010	
		6. Survey manual to include the strategic direction for when and how to undertake STATUS in the future	1st April 2010	
Ensuring out of hours services meet the same standard as daytime services	A consistent approach to service delivery and satisfaction of services delivered out of hours in the same way they are provided during office hours	1. Set the scope for project to undertake review of out of hours services to customers, and set up project team	1st November 2009	Project team set up, led by Osi and sponsored by Steve

		2. Collect and analyse customer feedback on out of hours service	1st December 2009	Ongoing satisfaction is captured for 25% of all current out of hours repairs until contracts for existing providers expires
		3. Put existing out of hours providers on notice whilst undertaking review	Until the end of March 2010	In house delivery currently one option being designed in line with more efficient external solutions
		4. Develop ongoing satisfaction survey once the new out of hours service is in place with customers (including the Regional Consultative Committees) and report performance to the monthly repairs core groups (attended by staff, contractors and customers)	1st April 2010	Customer communication champions to also be part of options appraisal once all are developed
Ensuring the location, opening times and service provided in local offices meets customer needs	To have office premises and staff access points which are available at suitable times, locations and offer suitable services	1. Survey customers visiting local offices for views regarding the location, opening time and service on 3 separate occasions	1st October 2010	3 surveys planned for January, May and September 2010
		2. Carry out research with local focus groups (including Regional Consultative Committees and other advocates) to measure satisfaction with office services	1st October 2010	Planned for 1st April 2010
		3. Analyse customer feedback along with information regarding other access means and cost	1st October 2010	Other facilities which can be hired/leased to also be considered in the review
		4. Include physical access within the scope of the Local Services Review project	1st October 2010	Full timetable of scheduled scheme surgeries, estate inspections and consultation events to be ready for 1st April 2010