

Housing Com Scrutiny Recommendations

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Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_Comm_01	First time resolution	31-Jul-2026	80%	Reviewed on a quarterly basis and was down by 1%. We and understanding why, Olivia has been doing some work to understand what has been escalated under general enquiries net. We will learn from this and update CS via training/ updates. Have learnt there was nowhere to allocate mutual exchanges. We have 50% new team in CS.
H_Comm_02	Ensure Housing team are using CRM to view and respond to escalation call back requests	30-Sep-2026	100%	Team using CRM for all daily contact and CS now opening as many cases as possible at the front end to ensure tenant communication is captured.
H_Comm_03	Single point of contact	30-Sep-2026	60%	Teams operating single point of contact in their own way maybe create a process map as evidence of Single point of contact.
H_Comm_04	Ensure council officers use the CRM tool to log call backs	31-Jul-2026	70%	Understand who does and doesnt use CRM Who is familiar- training need?- speak to managers. More info to CS about repairs and planning. chase up notification issue. CS- some sending emails due to general team not housing team.
H_Comm_05	Review call back mechanisms, recording and handover, internal communication and how we use vulnerability data.	30-Sep-2026	80%	Income- ensuring using vulnerabilities information for reasonable adjustments- can find in case reviews. Form for case notes.
H_Comm_06	Set timescales stated from the start of communication	30-Sep-2026	80%	Compliance- contract to contract varies. Responses should be within 24 hours; contractors have ability to text message tenant regarding change of appointment/ appointment book. Tenants can message back. Set KPI's on times to attend rather than contact. Using complaints to monitor satisfaction around response times.
H_Comm_07	Improve empathy and have a more personal approach when using Live chat function	05-Jun-2026	100%	Amended stock templates on live chat and officers are now using appropriate empathy in their responses. Reminder was sent to the team about empathy in all interactions and will be monitored going forward as part of the golden schemes.
H_Comm_08	Review email communication in the same way we review calls	30-Sep-2026	100%	Used the same template as golden calls for written communication in the Customer Service Team. Feedback is relayed to team members as part of performance 1-2-1s.

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H_Comm_09	Ensure there's enough guidance for tenants when reporting repairs online	02-Nov-2026	10%	GM to review repairs satisfaction data. Tenant engagement with Resident Readers/ focus group Speak to web team on clicks when on repairs page.
H_Comm_10	Cross reference CRM system with complaints data to identify issues	05-Jun-2026	100%	Where CRM data is available and relevant to the complaint, this is considered within the investigation. CRM data will be used as part of the complaint response for stage 2 and managers will use this data as part of their stage 1 as part of the complaints handling process. This will now be business as usual going forward.
H_Comm_11	Continue to monitor calls through 'Golden Call' scheme to ensure officers are polite and empathetic	05-Jun-2026	100%	We can confirm we will continue monitoring calls through the golden calls scheme and have expanded this to include written forms of communication.
H_Comm_12	Change recorded messages to reminders to advise the operator if anything has changed in circumstances (phone, email, vulnerability etc.)	01-Jun-2026	100%	New message has been recorded and in use as a reminder to tenants to let us know if any there are any changes to their circumstances. Our Customer Services staff will ask tenants about their data when on the phone to ensure everything is up to date.
H_Comm_13	Have detailed and published service standards.	31-Aug-2026	85%	Draft service standards and output document created, needs senior leader sign off and engagement with Tenant Board and resident readers again for tenant facing document.
H_Comm_14	Improve consistency of advice given using Tenant Handbook	30-Sep-2026	100%	To support continuous improvement, quarterly reminders are built into Team Leader and Head of Service calendars to review the Tenant Handbook and submit any proposed updates to the Tenant Insight and Improvement Manager for action. These reminders are also shared with Customer Services and the Cost of Living Team to ensure all relevant information, guidance and support offers remain accurate and current. This process helps ensure the Tenant Handbook is regularly reviewed, updated and maintained so that it remains relevant, accessible and up to date for tenants.
H_Comm_15	Ensure tenants have clear avenues to report stigma	31-Dec-2026	5%	With Louise Tully to coordinate with Phillipa Alston.
H_Comm_16	Investigate having a drop-down menu in live chat function to speed up service	02-Jun-2026	100%	New live chat system is straight to agent so there is no longer a drop function, when someone starts typing it will connect to a member of the customer services team.

