

Residents' Service

Customer Care for Residents and
Audit report response

12 March 2019

Resource

- A resident experience manager has been employed to promote cross department learning and collaboration as well as raising the standard of the customer care of residents
- Use of 2 volunteers to help with scanning and documentation and to give 13 weeks work experience to the volunteers, whilst shadowing the team
- Additional resource built into the new repairs model to understand demand and service improvement

Service Improvement

hammersmith & fulham

- A new quality tool in development, in line with the better letters standards, and will be launched in the new financial year
- All stage 2 responses are signed off by the strategic director, or their departmental complaints officer (DCO) ensuring they have sight of escalated issues and resolution
- Joint working is taking place with Information Management (IM) colleagues, ensuring a joined up approach to the ICO and better compliance around timelines.
- A new process was developed to ensure ombudsman responses are tracked and target deadlines made; this was particularly an issue where the ombudsman had issued a remedy and we weren't compliant in a timely manner.
- All InTouch staff have attended training to ensure consistent logging of cases. Periodic quality checks are now in place to ensure consistency and accuracy.

Service Improvement

- A number of policies have been reviewed, including the SAR Policy, which is in circulation for training
- Better letter training is under eLearning development to ensure it is better embedded and sets the tone for standards at induction
- Complaints training is planned for the new repairs model and will also be offered to all staff under the *Moving on 2* project
- A resident commitment is in development setting the standard of customer care for residents across the organisation

Reputation

- The LGSCO ombudsman has been in on 2 occasions and noted no concerns on his second visit in November 2018. Another visit is scheduled for April 2019 and an annual ombudsman report is planned for May 2019.
- A engagement meeting with the ICO is planned for March 2019 on SAR performance
- The resident experience manager has engaged with the housing ombudsman and LGSCO to build a firmer relationship, stabilising reporting and promoting proactive engagement.
- Weekly, fortnightly and monthly service meetings with named officers to promote learning and ensure customer care remains a focus for our residents
- Flexible ways of engaging with residents has been introduced, especially in complex cases, visiting their homes or promoting face to face meetings to enable resolution
- Attending resident repairs group to hear feedback directly from residents
- A full analysis from Public sector reform team to underpin our actions and critically analyse the service offer
- Better accountability and governance with several reports taken to SLT assurance to show improvement and progress

Future Planning

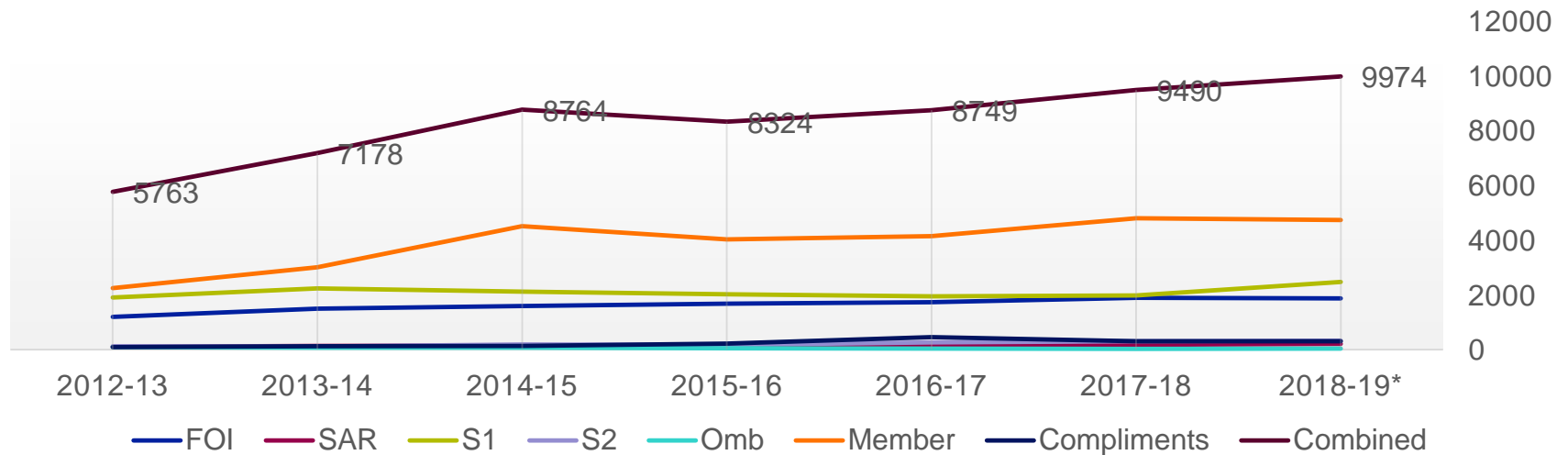
- Upskilling plan underway to teach the team another area of skill, thereby increasing their capacity. Flexibility in terms of moving resource
- Additional redaction tool licences requested to improve our response to SAR requests especially around complex cases e.g. children's
- Reviewing iCasework ability and engaging with users, including members, to map needs. A new solution will be sought in the medium term
- Some comparison work has taken place to baseline us against local authorities and this will continue in the medium term to enable us to establish best practice

Reporting

- A new members report has been developed to indicate volumes outstanding and the type of queries being received. This enables members to be aware of issues at ward and borough level.
- Quarterly report was developed at the end of quarter 3, to detail progress in relation to previous quarters and to highlight root cause of complaints and service improvements. This will be followed by an annual report and quarterly reporting thereafter
- Weekly reports are escalated to heads of services and AD's to highlight any bottlenecks in work, leading to a reduction in overall outstanding issues
- Escalations to directors and strategic directors take place, where there is a continued underperformance
- An action plan exists with Rag ratings and risks and is reviewed fortnightly by the AD of residents' service

Increasing contact

Column1	2018-19*	2017-18	2016-17	2015-16	2014-15	2013-14	2012-13
FOI	1875	1899	1736	1678	1590	1493	1199
SAR	215	176	153	135	147	132	106
S1	2473	1976	1949	2027	2122	2241	1902
S2	329	303	268	177	188	113	128
Omb	41	34	40	56	67	69	91
Member	4738	4796	4147	4032	4510	3007	2247
Compliments	304	306	456	219	140	123	90
Combined	9974	9490	8749	8324	8764	7178	5763



Overdue Trends Reducing

Overdue Trends

