

	Report to: Waverley Housing Board 26 April 2016	Item No: 9
	Title: Tenant Scrutiny: Report by Customer Review Panel on Customer Service Review	
Date:	12 April 2016	
Responsible Person:	Operations Director	
Status:	PUBLIC	
This report is for:	APPROVAL	

PURPOSE OF REPORT	
To update Board members on action taken to implement recommendations put forward by the Customer Review Panel on Customer Service Review.	
RECOMMENDATION	
To note and approve the actions taken in respect of the above.	
IMPLICATIONS	
Resource implications	Financial: None
	Staffing: Appropriate advice has been given to staff to ensure that these recommendations are effectively actioned.
	Other: None
Risk Assessment	See paragraph 4.1
Consultation	Relevant staff have been consulted on the practical arrangements to be taken to implement these recommendations.
Impact on other Policies & Strategies	The work undertaken in this connection fits in with our Community Engagement Strategy.
External Impact	Implementation of the proposals should enhance the level of customer service delivered to not only Waverley tenants but also to external customers.
Equality & Diversity	None
Companies Act Requirements	None
APPENDICES	
None	

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1. Background

1.1 At the November 2015 Board meeting a report was submitted from the Customer Review Panel relating to their review of Waverley's Customer Service. Seven recommendations were made and the Board agreed to six of these recommendations. It was also agreed that a further report should be submitted to the Board in April 2016 to provide an update on the implementation of these recommendations.

2. Current Situation

2.1 An update on progress with the six recommendations is listed below:

Recommendation	Action Taken
Emails to be more formal in their address (titles and surnames rather than first names)	Our staff have been advised to use a formal salutation when first contacting customers and to only use first names when given authority to do so.
Staff to answer calls by a greeting and then give their name	Again, our staff have been advised of the correct protocol to use when answering the telephone.
Online House Call long form to be made clearer	This form is based on third party software and therefore we are unable to make changes to the form.
When a call-back is required, the initial call could be logged and a follow-up made to ensure the call back has been made.	Our staff have been advised to email details of any calls taken to their colleagues. It is the responsibility of the staff member receiving the email to ensure the call is dealt with.
Information on Right-To-Buy made more available, with easier access to the forms.	We have reviewed the information used by our staff to deal with Right-To-Buy enquiries and updated this.
Check all available information is correct and up-to-date.	We have regular reviews of our policies and procedures to ensure the information is kept up-to-date. We also update information to reflect legislative changes which affect our operations.

3. The future/Conclusion

3.1 The agreed recommendations have all been implemented or are currently being put in place. It is difficult to accurately gauge the impact this will have given the large number of variables that impact on the delivery of customer services however it is considered that these recommendations will have a positive impact.

4. Risk Analysis

4.1 There is a risk that failing to implement these agreed recommendations will restrict our ability to provide the highest levels of customer service which in turn may adversely impact upon the satisfaction levels reported by our customers.

5. Recommendation

5.1 The Board is requested to note and approve the actions being taken to implement the Customer Review Panel recommendations.

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Written By Gregor Booth

Date 12 April 2016

Risk	Potential Implications	Risk Score			Controls
		L	I	Total	
Failure to maintain and improve customer satisfaction levels.	Members of Customer Review Panel become demotivated if their recommendations are not acted upon. Reputational risk.	3	9	27	Board has agreed to the Panel's recommendations and to monitor implementation of these recommendations.