

### Feedback Report – Housing Services

Recommendations	What we will do	When
<b>Communicate clearly and effectively</b>		
Ensure Officers make an effort to reply to emails as well as phone messages within standards	We will regularly discuss this issue with officers at their team meetings	Jul - Sept 2018
Explore possibility of setting up voicemails for individual Officers or Hunt Groups for each team	We are currently exploring the possibilities of setting up a hunt group with our telephony provider	Jul - Sept 2018
Put in place arrangements on who is responsible for a Neighbourhood Officer's patch when they are on leave / is replaced by another Officer and to inform residents of such changes	We have put in place arrangements for the Team Leaders to be responsible for managing patches and keeping residents updated in the absent of Officers	Jul - Sept 2018
Ensure staff are able to log and follow call backs more effectively	An 'open call -back' group has been set up to review outstanding call backs across the business.	Jul - Sept 2018
Provide residents with regular update on names of Income / Neighbourhood Officers by patch area to keep them updated on relevant changes	We will put in place arrangements for residents to be provided with regular updates on their patches	Jul - Sept 2018
Officers to be trained around customer services to ensure they are more aware of the importance in showing empathy and being more personable when dealing with residents	We are in the process of arranging training sessions on customer services for officers in the Housing Services Teams	Jul - Sept 2018
<b>Get things right first time and resolve problems quickly and efficiently</b>		
Create automated email responses to reassure residents that their email has been received and to advice on when it will be dealt with	Staff will be advised to send out general email responses to residents, reassuring them that their enquiry has been received and stating the date by which their enquiry will be dealt with.	Jul - Sept 2018
Improve email response times and ensure the teams get better at handling emails amongst themselves	We will hold regular discussions on this issue at team meetings	Jul - Sept 2018
<b>Additional Actions</b>		
Review and develop a Residents Service Standard and communication piece, to include information around the process for contacting Wandle and what to expect at each stage of the interaction. E.g.; response time, GDPR and the need for residents to go through security checks.	We are currently working with the Communications Team to review our current service standard for residents	Jul - Sept 2018
Wandle to provide a digital training programme for residents, to ensure they are familiar with how to use Wandle's webpage	All officers will undergo an awareness training session on our financial inclusion programme for residents – My Money, in July	Jul - Sept 2018