

Wolverhampton Homes – Customer contact and access

Climate Change, Housing and Communities Scrutiny Panel
07 March 2024

Presenters:

Shaun Aldis
Chief Executive

Julie Haydon
Director Corporate Services

[wolverhampton.gov.uk](https://www.wolverhampton.gov.uk)

Recommendations for action

The Scrutiny Panel is recommended to note the:

- update in relation to Wolverhampton Homes Customer Contact and Access arrangements, supporting data and performance, following the September 2023 scrutiny briefing including:
 - Contact and access – face to face, telephony and digital
 - Contact centre – call waiting times / abandonment rates,
 - Methods of contact
 - Learning from complaints
 - Customer engagement including the Customer Involvement Panel
 - Housing advice based on new regulation
- improvements to customer communication, how we have promoted awareness and how we continue to use different methods of engagement.
- Wolverhampton Homes Communication Strategy
- existing arrangements for how Wolverhampton Homes Customer Contact and Access activity is report to and scrutinised by its shareholder.

Purpose and Background

- To update panel members in relation to the Customer Contact and Access arrangements for customers of Wolverhampton Homes which includes Tenants, Leaseholders and those residents of the city / non-residents who access our services.
- Wolverhampton Homes is one of four managing agents across the city responsible for managing the council housing stock on behalf of the city council. Details were presented to Climate Change Scrutiny panel in September 2023 with the request for a six-month update to be presented in March 2024.

Key Questions for Scrutiny to consider:

1. In relation to any areas of particular concern or challenge - is the improvement plan working and is it proportionate to the challenge?
2. What have been the improvements and results so far?
3. How do we ensure customers can contact us?

Key activity

1. Customer contact activity and performance (see Appendix 1)
2. Customer complaints activity, performance and implemented learnings (see Appendix 2)
3. Customer engagement – communications strategy (see Appendix 3)

Key information for Scrutiny

- **Regulation and Legislation** - from a housing perspective, both the council and Wolverhampton Homes are governed by the Housing Regulator with the continued requirement to comply with the Consumer Standards which sit alongside the Social Housing Regulation Act. A review of the standards is underway with the new requirements in place from April 2024.
- **The Consumer Standards** require landlords to:
 - be open with their tenants and residents
 - treat them with fairness and respect so that they can access services, raise complaints, when necessary
 - be able to influence decision-making and hold their landlords to account.

Julie Haydon

Director Corporate Services – Wolverhampton Homes

Julie.Haydon@wolverhamptonhomes.org.uk

07870 363036

wolverhampton.gov.uk