

# The vision for Moving Forward Together

To improve housing services, meet the needs of residents and make Housing and Landlord Services a great place to work, with equality and diversity at its heart



# A blueprint for success



# What we've been working on since June 2021

- A new blueprint for success – shared with colleagues, Cllrs and members
- Hearing from residents - running two types of surveys using a company called Acuity (transactional and resident satisfaction)
- Customer service training rolling-out – 300 colleagues to attend by the end of this year



# What we've been working on since June 2021

- New rota to make housing officers easier to contact now live
- Equalities through inclusion – we're working with each of our services to find ways to make us more representative of the communities we provide services for
- Colleague survey launched – asking the important questions to understand how it feels to work for Housing and Landlord Services



# What's next?

- Working on how we can learn more from the data we collect
- Resident satisfaction survey started in autumn
- Equalities through inclusion
  - Training to be rolled out to managers
  - Bespoke training for responsive repairs and planned maintenance colleagues
- New estate and neighbourhood standards to be set

