

Committee Manager: Erica Keegan (Ext. 37547)

**17 December 2015**

## **HOUSING & CUSTOMER SERVICES WORKING GROUP**

A meeting of the Housing & Customer Services Working Group will be held in Committee Room 1 at the Arun Civic Centre, Maltravers Road, Littlehampton on **Thursday, 07 January 2016 at 6.00 pm** and you are requested to attend.

Members: Councillors; Mrs Ayres, Bence, Mrs Bence, Bicknell, Blampied, Mrs Bower, Clayden, Mrs Daniells, Edwards, Mrs Harrison-Horn, Oppler, Mrs Pendleton and Mrs Porter.

## **A G E N D A**

### 1. APOLOGIES FOR ABSENCE

Please send your apologies to Erica Keegan – tel: 01903 737547 or e-mail: [erica.keegan@arun.gov.uk](mailto:erica.keegan@arun.gov.uk)

### 2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of personal and/or prejudicial/pecuniary interests that they may have in relation to items on this agenda.

You should declare your interest by stating:

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial/pecuniary interest

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 03 November 2015 (attached)

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. \*ROUGH SLEEPER AND COLD WEATHER PROVISION

This report and presentation by Stonepillow provides an update on the Nightshelter at Glenlogie which has been in operation since 1 November 2013.

6. \*HOUSING COMPLAINTS PROCESS

The housing department has developed a housing specific complaints process following a review of the existing complaints process by the Tenant Scrutiny Panel in 2014. The report explains the reasons for the changes and seeks approval to adopt the new complaint process.

7. \*CUSTOMER SERVICES UPDATE

The Customer Services Team will present the working group with an update on Customer Services structure, the approach to Digital Service Delivery and some of the key issues and ideas for future Customer Service at Arun. Members will have the opportunity to ask questions and highlight areas they would like to have regularly reported to the Housing and Customer Services Working Group or further topics presented which they feel would be of value.

8. WORK PROGRAMME 2015/16

To note the work programme for 2015/16 and make any necessary amendments (attached)

(Note: \*Indicates report is attached for Members of the Committee only and the Press (excluding exempt items). Copies of reports can be viewed on the Council's web site at [www.arun.gov.uk](http://www.arun.gov.uk) or can be obtained on request from the Committee Manager.)

‘Subject to Approval at the Next Working Group Meeting’

HOUSING & CUSTOMER SERVICES WORKING GROUP

03 November 2015 at 6.00 p.m.

Present: - Councillors Mrs Ayres, Bence, Mrs Bence, Bicknell, Blampied, Mrs Bower, Clayden, Mrs Harrison-Horn, Mrs Pendleton & Mrs Porter.

Councillor Elkins & Councillor Gammon were also present for all or part of the meeting.

1. ELECTION OF CHAIRMAN

The Working Group was asked to elect its Chairman for the remainder of the municipal year 2015/16. Councillor Clayden was proposed and seconded for the post of Chairman.

On putting this proposal to the vote, the Working Group

RESOLVED

That Councillor Clayden be elected Chairman for the remainder of the 2015/16 municipal year.

2. ELECTION OF VICE-CHAIRMAN

The Chairman then asked for nominations for Vice-Chairman. Cllr Mrs Pendleton was nominated and seconded for the post of Vice-Chairman.

On putting this proposal to the vote, the Working Group

RESOLVED

That Councillor Mrs Pendleton be elected Vice-Chairman for the remainder of the 2015/16 municipal year.

3. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors; Edwards & Mrs Daniells.

4. DECLARATIONS OF INTEREST

There were no declarations of interest.

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Date.....

‘Subject to Approval at the Next Working Group Meeting’

5. MINUTES

The Minutes of the meeting held on 5 March 2015 were approved by the Working Group and were signed by the Chairman.

6. MEETING TIMES

The Working Group

RESOLVED

That its start times for meetings during 2015/16 be 6.00 pm.

7. HOUSING SERVICES UPDATE

The working group received a presentation from Managers of the Housing Service on their roles and responsibilities.

The Head of Housing introduced his Managers and highlighted key points from the briefing paper that had been circulated to working group Members as follows:

- It was noted that the Council dealt with 3,500 homes across the District with an approximate rental income of £17m (2015/16) and an approximate expenditure of £16.5m (2015/16).
- Following amendments to the Allocations Policy the Housing Register had been reduced to 700 plus applicants.
- The Housing Revenue Account (HRA) Business Plan’s priorities were to deliver 150 new homes, replace boilers to communal heating systems in sheltered housing over a 5 year programme and a 5 year programme to improve sheltered housing schemes.
- It was noted that the Council had not met the deadline of October 2015 to build 22 new houses at Wick but this project was expected to commence at the beginning of 2016.
- The Head of Housing emphasised the impact of changes, recently announced by Government that had produced doubt over the Council’s ability to complete and achieve HRA Business Plan objectives. As a result the Council would have to revise the HRA Business Plan to take account of the new revenue position.

The Head of Housing concluded his presentation by explaining to Members that Housing Services would approach the challenges of future funding by taking steps to mitigate loss of income. This included the review of contracts, smarter ways of working, review of Lettable standards, disposal of non-essential land, viability of existing assets and potentially extending planned maintenance cycles.

Signed..... Date.....

‘Subject to Approval at the Next Working Group Meeting’

In discussing this part of the briefing Members expressed their concern at the impact to the Council’s HRA Business Plan and asked financial questions which were responded to at the meeting. It was agreed that a copy of the Council’s Allocations Policy would be circulated to all Members.

The Principal Environmental Health Officer outlined the Private Sector Housing Service and highlighted the following key points:

- It was noted that there was an upward trend of people moving into the private rental sector.
- The Private Sector Housing Team was responsible for ensuring Private Sector Housing Standards were maintained.
- Members attention was drawn to Disabled Facilities Grants as the Council was receiving a high number of referrals for Council and privately owned properties. The service worked with West Sussex Occupational Therapist Team to provide necessary adaptations to properties to maintain independence.
- A key part of this service was to ensure empty homes were brought back into use. It was noted that an Empty Homes officer had been appointed and worked 2 days a week, offering advice where appropriate, financial assistance through grants and loans and where necessary starting enforcement action.
- It was noted that the Transit Site had helped deal with the illegal encampment of travellers by giving Police powers to move them on quickly.

Members discussed the issues around empty homes and noted the importance of this work.

The Housing Policy & Performance Officer explained the service points around Housing Policy Development and Business Improvement. Policies recently reviewed were the Housing Complaints Policy and the CCTV policy. It was noted that a new Housing IT system was being implemented to help improve methods of working and service delivery.

In the absence of the Housing Services Manager the Head of Housing presented information with respect to this Council department. Processes behind Housing Allocations, Housing Options, Homelessness, Neighbourhood Services, Money Advice and Housing Fraud were explained.

The impact of Universal Credit was discussed. Members were informed that the Council had appointed a Money Adviser to help clients maximise income and assist those starting Universal Credit to help them afford and pay rents. It was explained that the Money Adviser was a new post and its benefit to the Council would be assessed and reported on within 9 months.

The Housing Customer Services Manager informed Members of the work of the Reactive Repairs Team which included repairs to Council Houses, Council House voids and Tenant Participation. It was noted that:

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Date.....

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- Reactive repairs was valued by tenants as a service with between 300 to 400 weekly calls to the Council with 1000 repair orders raised per month. Repairs ranged from quick fixes to those that needed technical repair or ongoing advice such as condensation/damp issues.
- There was a staff of 3.4fte that handled repair requests and 90% of these repairs were carried out by Mears. It was noted that Mears and Council staff were situated in the same office so that any problems with job issues could be resolved, mostly on the same day. Compliance officers post inspect Mears jobs that cost over £500 and spot check repairs of lower value.
- The Tenant Participation work was ongoing and the Tenant Scrutiny Panel, that the Housing & Customer Services Working Group endorsed, had completed complaint handling and void process reviews and would embark on customer journey mapping for repairs.

In discussing this service, Members were pleased that the Tenant Scrutiny Panel was successfully undertaking reviews. A question was raised with respect to void turnaround time. The Housing Customer Services Manager confirmed that the Council was on target at 12 days and better than the 28 day benchmarked standard.

The Planned Maintenance & Mechanical & Electrical (M&E) Manager provided information with respect to the Planned Maintenance Service. The Planned Maintenance Programme, Gas Maintenance Contract and the M&E Maintenance Contracts were outlined.

The Chairman commented that the Gas Safety Certificates were of great importance and would like an update reported to every meeting of this working group.

The Rent Arrears Team Leader presented information on the processes within the Rent Arrears Team and highlighted points were:

- This service was a team of 5 with the objective of income maximisation and minimising rent arrears. It was noted that the team worked closely with Financial Services to ascertain and monitor arrears.
- It was reported that the new housing IT system would be able to provide improved management information to aid the team. This would help enable realistic and achievable performance targets to be set.
- The expected impact of Universal Credit was outlined. Members were informed that unlike Housing Benefit, Universal Credit would be paid to tenants in arrears which would instantly increase the amount of the Council’s rent arrears. Work was being undertaken to encourage tenants to plan and save for this change now.

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The Rent Arrears Team Leader concluded her briefing by inviting Members to visit the team. Members asked questions on rent arrears procedures and were pleased to note that action was being taken now to minimise the possible effects of Universal Credit to the Council’s rent arrears.

The Housing Project Development Officer presented Members with information on Housing Project Development. This work centred on the development and acquisition of new land and houses as well as Asset Management and Leasehold Management. Key points made were:

- Members were informed that the Council could not act as a private developer would and the process was therefore more laborious and longer for a local authority, having to adhere to European Union procedures. As a result the Council was also looking at developing new Council Homes on section 106 sites with land and build agreements with developers. One example was a development at Barnham where the Council had brought homes at 45% of the market value and would commence in Spring 2016.
- The Council was also acquiring existing homes for use as Council Homes.
- It was confirmed that all properties acquired for Council House use would be let at social rent rates.

The Chairman thanked the Head of Housing and his Managers for their informative presentations.

## 8. CUSTOMER SERVICES UPDATE

The Head of HR and Customer Services provided the Working Group with an update on developments within Customer Services since the Working Group last met in March 2015.

Key points noted were:

- Members were informed of the role of the Arun Direct Contact centre and the Council’s Reception Team. Customer Services had to continually adapt to meet customer demand. Reception staff could now take switchboard calls from their workstations when they were not busy with face to face Customers. This had resulted in reception staff taking 20 – 30% of switchboard calls. In the interests of multi-skilling contact centre staff would also work with face to face customers in reception.
- The expected impact of Universal Credit on Customer Services was outlined. As applicants of Universal Credit would only be able to apply online the Council was considering the best way to support customers through this process.
- Members were reminded that the new Arun website had been running since the Spring. Members were referred to a pie chart which detailed customer website hits by service. It was pointed out that the Corporate Management Team were discussing the

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Date.....

‘Subject to Approval at the Next Working Group Meeting’

future of the website and what further requirements were to ensure that it would be able to deliver all the functionality required for future needs.

- Members were advised that 30% of customers were accessing the website on mobile devices and so half of the e-forms used by the Council were now mobile friendly. Further work on this would continue.
- The Head of HR and Customer Services stated that Customer Services was aware that sending out poor written communications causes problems to the customer and becomes a huge source of inefficiency. Figures from Arun Direct indicated that as much as 40% of the Benefits calls into the Contact Centre were from customers who did not fully understand the letter they had received. Work had been done to improve the language and layout of letters which go out in large numbers to customers. Members were informed that if this decreases the amount of unnecessary calls letters would also be revised in other service areas.
- Business continuity arrangements had been made with Chichester District Council which would be trialled shortly. This would mean a team of 6 people would be available to answer phone calls, in an emergency situation, if no telephony was available at the respective Council.

Members asked a number of questions surrounding the contact centre and customer service issues which were responded to at the meeting.

The Chairman thanked the Head of HR and Customer Services for her comprehensive update and encouraged Members who had not yet visited the Contact Centre to do so.

## 9. TERMS OF REFERENCE

The Terms of Reference for the Environmental Services & Community Development Working Group for the Municipal Year 2015/16 were agreed.

## 10. WORK PROGRAMME 2015/16

The working group considered the work programme for the new Municipal Year 2015/16 and noted the items for inclusion. Items were then scheduled to the appropriate meeting date as follows:

- Rough Sleepers Report with update from Stonepillow – 07 January 2016
- Customer Services Update – 07 January 2016
- Housing Complaints Policy – 07 January 2016
- Empty Homes Report – 10 March 2016

(The meeting concluded at 8.10pm)

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Date.....



AGENDA ITEM NO.5ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 7 JANUARY 2016

## Information Paper

Subject : ROUGH SLEEPER AND COLD WEATHER PROVISION

Report by : Brian Pople Report date: December 2015

EXECUTIVE SUMMARY

This report and presentation by Stonepillow provides an update on the Nightshelter at Glenlogie, which has been in operation since 1 November 2013.

RECOMMENDATIONS

- 1) That the Housing & Customer Services Working Group note the success and ongoing need for the Nightshelter at Glenlogie.

1.0 INTRODUCTION

- 1.1 The basement at Glenlogie has operated as a nightshelter since 1 November 2013 and is managed by Stonepillow, a charitable organisation. The floors above are divided into six flats used by the Housing Department for temporary accommodation. Prior to this arrangement starting, the basement was used during the winter months for Severe Weather Emergency Protocol (SWEP) purposes, where it would be opened to provide a shelter for the homeless when the evening temperature is forecast to drop below 0° Celsius for three consecutive nights. This service continues to be provided by Stonepillow as part of their operation.
- 1.2 In addition to providing accommodation for up to 11 clients, Stonepillow also facilitates daytime surgeries 3 times per week, which include support from various agencies who all work towards helping clients move from being homeless to being housed.
- 1.3 Homelessness continues to be an issue within this district. However, following an annual Rough Sleeper count involving various agencies over the night of 3-4 November 2015, the number of rough sleepers has increased to 15 (from 13 in 2014 and 26 in 2013).
- 1.4 During the past year, the Nightshelter has seen:-
  - 136 clients provided with hostel accommodation
  - 3515 total bed spaces filled
  - 63 clients moved on in a positive way
 More detail is provided in the summary at Appendix A.

- 1.5 The Director of Stonepillow will provide a further update on the operation of the Nightshelter, along with other developments to provide support to the homeless within the district.
- 1.6 In terms of funding for the nightshelter, Stonepillow costs are – in part – met by Housing Benefit payment which apply to each client accepted at the nightshelter, along with an annual grant from this Council of £10,000. The maintenance of the basement, along with the utility bills, is also covered by the Council.

**Background Papers:** None

**Contact:** Brian Pople  
Head of Housing  
Ext 37718



**Bognor Regis Hostel End of Year Update – 1<sup>st</sup> November 2014 – 1<sup>st</sup> December 2015**

**Client Footfall**

<b>Total Clients</b>	<b>136</b>
<b>Male</b>	<b>118</b>
<b>Female</b>	<b>18</b>

**Homeless Reasons**

<b>Family Break Down</b>	<b>28</b>	<b>20.58%</b>
<b>Substance Misuse/Alcohol Problems</b>	<b>41</b>	<b>30.14%</b>
<b>Loss of Job</b>	<b>17</b>	<b>12.5%</b>
<b>Crime Related/ Prison Discharge</b>	<b>14</b>	<b>10.29%</b>
<b>Victim of Domestic Abuse</b>	<b>2</b>	<b>1.47%</b>
<b>Mental Health/ Learning Disability Related</b>	<b>22</b>	<b>16.17%</b>
<b>Transient/ Entrenched</b>	<b>8</b>	<b>5.88%</b>
<b>A10= Eastern European Clients</b>	<b>4</b>	<b>2.94%</b>

**Referral Sources**

<b>ADC</b>	<b>32</b>	<b>23.52%</b>
<b>CAB</b>	<b>12</b>	<b>8.82%</b>
<b>Housing Association</b>	<b>4</b>	<b>2.94%</b>
<b>CRI/Other Charity</b>	<b>8</b>	<b>5.88%</b>
<b>Police/Probation</b>	<b>11</b>	<b>8.08%</b>
<b>Other(Internal, Church)</b>	<b>25</b>	<b>18.38%</b>
<b>Self-Referral</b>	<b>44</b>	<b>32.35%</b>

**Age Range**

<b>18-24</b>	<b>8</b>	<b>5.88%</b>
<b>25-44</b>	<b>84</b>	<b>61.76%</b>
<b>45-64</b>	<b>39</b>	<b>28.67%</b>
<b>65+</b>	<b>5</b>	<b>3.67%</b>

**Night Shelter**

LTS Applications Accepted – **136**

Total Bed Spaces Filled – **3515**

Average Stay – **25.8 Nights**

Number of Clients Moved on in a Positive Way – **63** (46.32% of clients who joined the LTS)

## APPENDIX 1

Number of Clients referred for additional Support with other agencies, through our referral and specialist teams:

Mental Health – 28  
 Substance misuse – 43  
 DV Support – 6  
 Armed Forces – 5

### **Case Studies**

**Mr Q** came to Stonepillow in many senses a broken man, he had been sleeping in shop doorways for a number of weeks after being evicted from his mother's home due to his spiraling drug addiction and Mental Health issues. Mr Q was very depressed when he first accessed the night shelter, he said he felt suicidal, he couldn't communicate with other residents or staff and his drug use was taking over his life.

By coming into the night shelter he was able to get the support and advice that he so desperately needed, he started to engage with a substance misuse organisation, he was referred for a Mental Health assessment at the Bedale Centre and began a methadone prescription. He started to eat properly and began to put on weight, he attended health care appointments that he had neglected for a long time and he started to rebuild relationships with his family that he thought that he had lost.

Mr Q's confidence began to soar, he started volunteering in the trade that he had been employed in for most of his adult life and he started to make friends with others in the hostel.

Mr Q stayed in the hostel for just over 2 months and in this time he started to work on his recovery, he has now recently moved into his own accommodation within the privately rented sector and is delighted to have regained his independence. He is now working towards detoxing off of the methadone prescription, becoming abstinent and returning to paid employment.

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**Mr G** came to Stonepillow after suffering a relationship break up which led to him being street homeless for the first time. He was referred to Stonepillow by Arun District Council after telling them that he had been sleeping in his car for a number of days. Mr G was in bad health with a number of serious health complaints that were being exacerbated by sleeping in his car in the cold.

Mr G was very grateful for the offer of a bed at the Hostel, he was then able to address some of his health concerns now that he had a stable base.

His Mental Health issues improved after being referred to Stonepillow's Mental Health Team Leader and subsequently being referred to local Mental Health Outreach services.

He was able to start rebuilding relationships with his family and in particular his children and ex-partner, as his outlook improved so did his engagement with our services, so much so that he was offered a place within Stonepillow's move on accommodation in Littlehampton. He has settled in well into this property and with the support of the Housing Team will be further empowered to move out of homelessness permanently.

AGENDA ITEM NO.6ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 7 JANUARY 2016

## Information Paper

Subject : Housing Complaints Procedure

Report by : Karen McGreal

Report date: 3 December 2015

EXECUTIVE SUMMARY

The housing department has developed a housing specific complaints process following a review of the existing complaints process by the Tenant Scrutiny Panel in 2014. The report explains the reasons for the changes and seeks approval to adopt the new complaint process.

RECOMMENDATIONS

It is recommended that Full Council;

1. Endorse the adoption of the housing specific complaint policy
2. Approve the changes to the Constitution to accommodate the new policy

1.0 BACKGROUND

The Tenant's Scrutiny Panel undertook a review of the housing complaints process in May 2014. This was the panel's first service review; the objective was to investigate the low number of housing related complaints received. They also wanted to consider tenant awareness of the complaint procedure, application of the procedure by ADC staff and how complaints were logged and recorded.

The recommendations from the review were considered at Housing & Customer Services Working Group on 4 September 2014. There has been some delay in developing the proposals due to the Policy Officer post being vacant until July 2015.

The revised complaints procedure is a simple three stage process (see appendix 1). The implementation of the housing IT system has allowed the improved recording of customer contacts including complaints.

The revised complaints process empowers front line team members to deal with complaints directly without referring directly to a manager in the first instance. Receiving a

complaint is stage one of the process and the team member receiving the complaint is empowered to deal with the complaint.

Stage two of the process is escalation to a manager, if the matter cannot be resolved at stage one.

Stage three is referral to external adjudication via the Designated Person, the Housing or Local Government ombudsman. This part of the process remains unchanged.

We will publish a summary of complaints received on our website. We will detail the complaint and our response. This will improve our accountability to our customers.

All housing team members will be trained in dealing with complaints. In line with the Tenant Scrutiny Panel's recommendations no officer will decide if a complaint is formal or informal. All expressions of dissatisfaction will be logged as a complaint. We expect to record more complaints initially but we will be able to identify themes and learn the lessons for service improvement more easily.

## 2.0 PROPOSAL

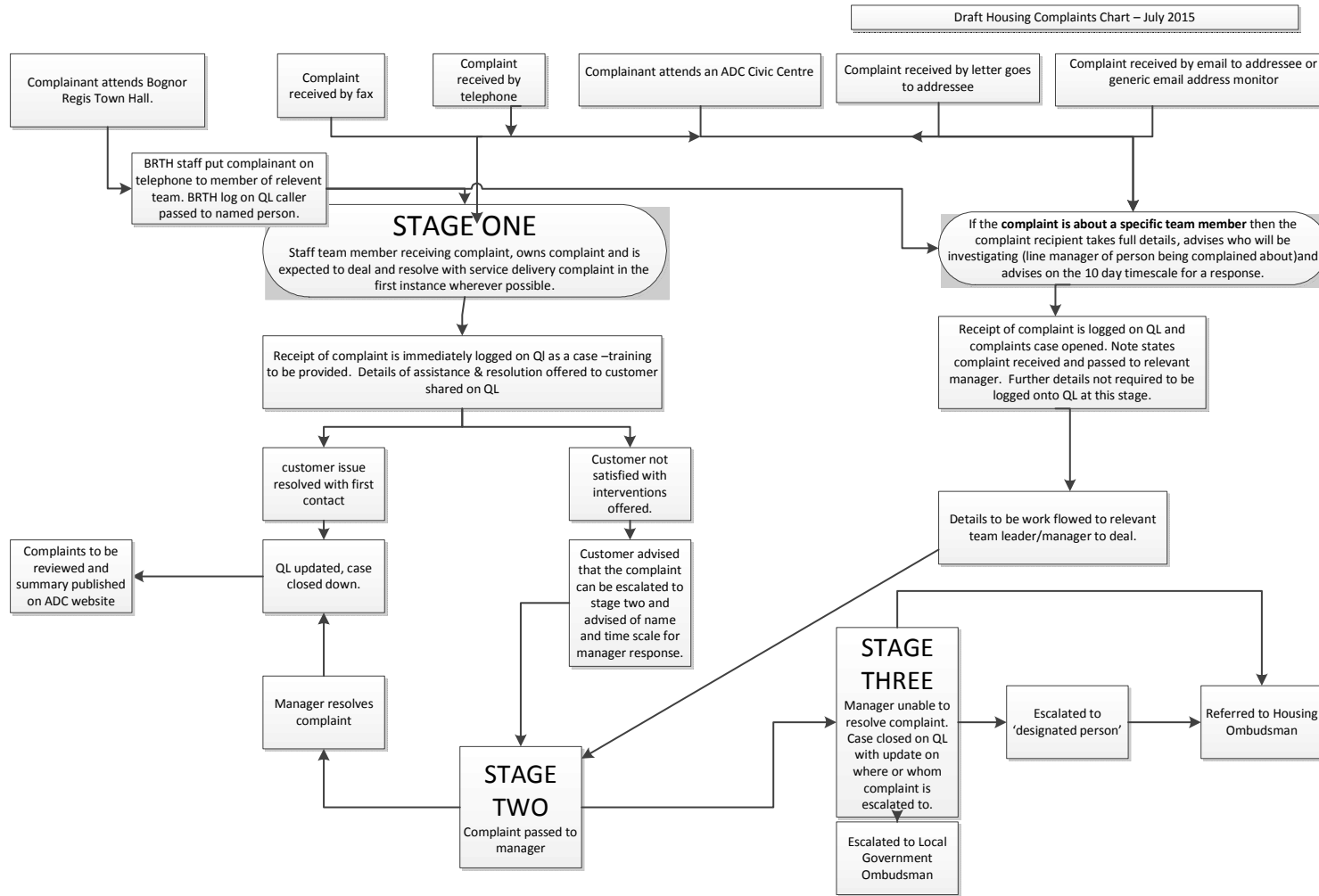
To discontinue use of the corporate complaints policy in the housing department.  
To adopt the revised housing specific complaints procedure.

## 3.0 OPTIONS

To remain with current corporate complaints policy, which does not offer the housing team the service delivery and accountability improvements identified.

**Contact:**

Brian Pople  
Head of Housing  
Ext 37587  
brian.pople@arun.gov.uk



**This leaflet explains how you can make a complaint, comment or compliment about our service. Your view is important to us. We want to learn from our customers' experiences of our services.**

## Complaints

We aim to provide the best possible service to all our residents and tenants. However, we realise we do not always get things right first time. To improve our customer experience we monitor complaints so we can learn and make changes when things go wrong.

Please tell us straight away about any complaint you have, so we can try to sort out the problem as soon as possible. We will only investigate complaints received within 12 months of when the original reason for the complaint occurred.

## What is a complaint?

A complaint is when you tell us you are unhappy with the service you have received from us. A complaint could be about:

- A failure to keep you informed
- Any kind of discrimination
- The level of service
- Lack of customer care provided by staff or contractors
- Being provided with misleading information
- Any other concerns you have relating to your experience as our customer.

## Who can make a complaint?

Anyone we provide a service to or who is directly affected by our decisions. This includes:

- Tenants
- Leaseholders
- Non secure tenants
- Those applying for re-housing
- An advocate you have authorised to act on your behalf.

## How do I make a complaint?

You can complain by telephone, email, letter, fax or by visiting one of our offices. We have a complaints form you can complete but you do not have to fill in a form. When you make your complaint it is useful for us to take your name and contact details, so we can get back to you. It is also useful to understand what you feel has gone wrong and how you would like the Council to put things right.

## What happens when you make a complaint?

We expect the first person in Housing Services you share your complaint with to try to assist you to resolve your issue. They may need to get further information or make enquiries for you. It is likely they will need to come back to you, they will tell you when they will re-contact you. This complaint will be logged as a 'stage one' complaint to ensure we capture all issues to develop and improve our services.

If you are still unhappy with our service following completion of stage one, you can escalate your concerns to a 'stage two' complaint. This means your complaint and details of our interventions so far will be passed to a service manager. We will formally acknowledge in writing receipt of this complaint. The investigating manager will respond to your complaint detailing their findings within 10 working days. If the matter is exceptional and cannot be concluded within 10 working days, we will write to you advising and explaining why there is a delay and give a revised timescale for our final response.

If you are still dissatisfied with our response you may be able to refer the matter to the Housing Ombudsman, the Designated Person, or the Local Government Ombudsman. The stage two response letter will advise you further on how to escalate your complaint, who you are permitted to escalate it to, and the timescales for doing so.

We guarantee to investigate all complaints fairly and confidentially. Your rights will not be affected by making a complaint.

## Comments

We encourage all our customers to give us feedback. We will act when you tell us something went right or wrong. We understand some customers wish to share their experience without making a complaint, we will act on comments you give to us too.



Your suggestions can help improve, guide and develop our services. Sharing your experience with us can benefit future customers and we welcome your comments.

## Compliments

Sometimes our customers feel a team member performed exceptionally well or your expectation of our service delivery was exceeded. We also encourage you to share these experiences with us. We are always keen to know when our team members delivered a service particularly well.

We will publish on our website annually an anonymous summary of the complaints, comments and compliments we have received and how we used the information to develop our services.



**www.arun.gov.uk**  
Email: ???@arun.gov.uk

Housing Services  
Arun District Council  
Civic Centre  
Maltravers Road  
Littlehampton  
West Sussex BN17 5LF

Tel: 01903 737???  
**www.arun.gov.uk**

## A Guide to Arun District Council's Making a complaint, comment or compliment about Housing Services



## **Housing & Customer Services Working Group, 3<sup>rd</sup> November 2015**

### **Customer Services structure and Approach to Digital Service Delivery**

#### 1. Customer Services Structure

Customer Services in its broadest sense can be defined as covering most of what we do for our local community. For the purpose of the Housing and Customer Services Working Group however the Customer Services portfolio covers our corporate Customer Services Team, which includes Arun Direct (the Contact Centre) and face to face service delivery staff, the Service Development Manager and the Senior Project and Programme Delivery Manager. See attached structure chart.

Arun Direct and the face to face delivery team have now merged to become one larger team and we are currently focusing on training staff across the Team to be able to respond to all service queries, whether this has come in by telephone or is face to face. The Contact Centre Managers, Lisa Emmens and Julia Pearman will talk more about this at the meeting.

The Service Development Manager is Rupert Webb and many Members will have seen him previously at other meetings/presentations. His role tends to be flexible depending on the needs of the organisation. Most recently he and his (temporary) team have implemented a new website and intranet for the Council and he is now taking a lead in the development of digital services across the Council.

Paul Symes is the Senior Project and Programme Manager for the Council. He and his team manage our most complex projects, generally large scale IT projects such as the current implementation of the new Financial Management System. His team also develop and support the e-forms, document management system and workflow and systems integration which enable the Council to operate efficiently.

Karen Pearce is the Human Resources Manager, who will not be part of the presentation, but aside from her role in Human Resources, is a key member of the wider Human Resources and Customer Services Management Team.

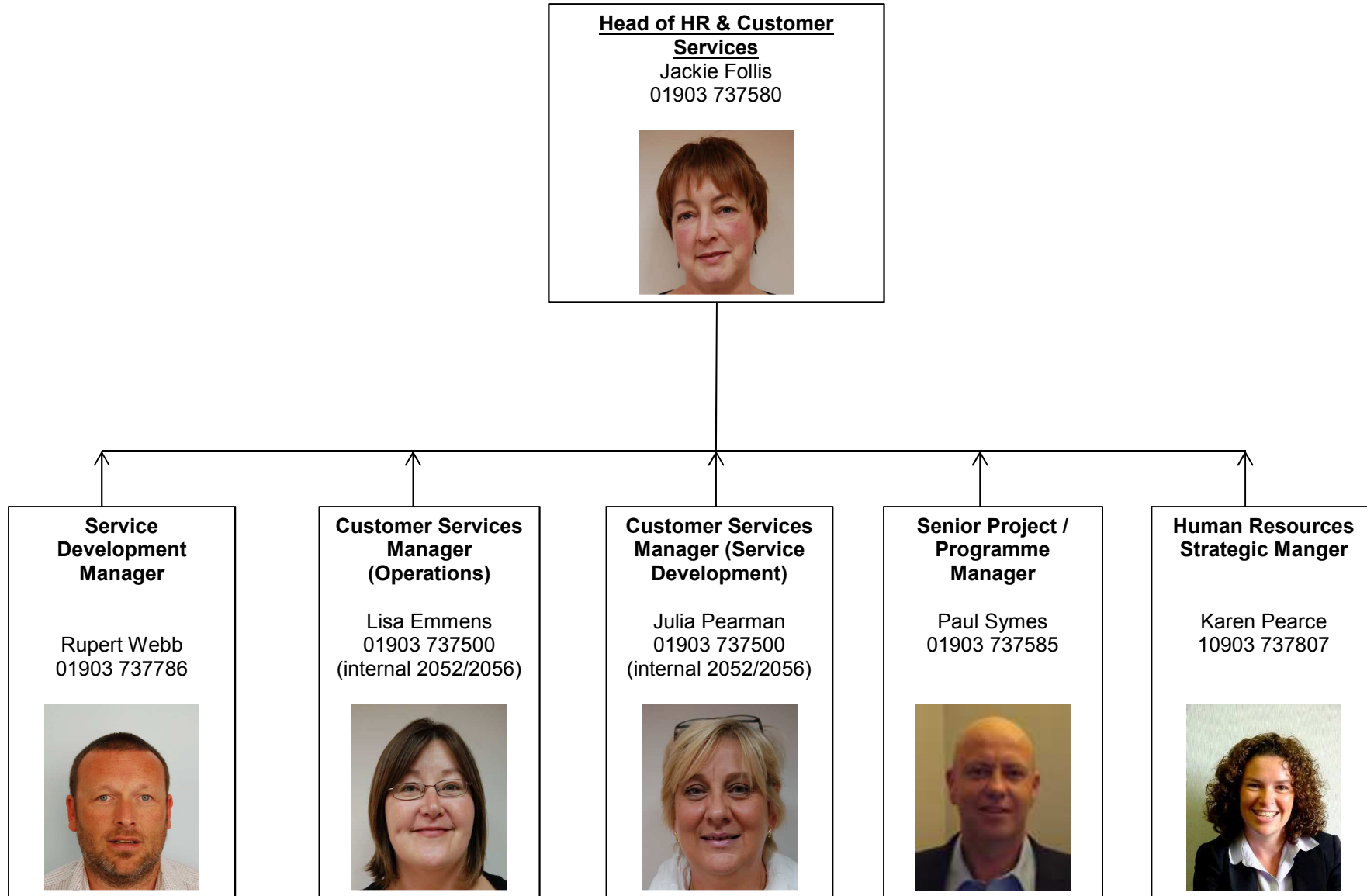
Any of the Team will be delighted to tell you more about what they do and how it works, if you would like to contact them. Contact details are shown on the structure chart.

#### 2. Presentation

The Team will be presenting some of the key issues and ideas for Customer Services at Arun. Members will have the opportunity to ask questions and highlight areas they would like to have regularly reported to the Housing and Customer Services Working Group or further topics presented which they feel would be of value.

Jackie Follis  
Head of HR & Customer Services, 37580

## CUSTOMER SERVICES STRUCTURE CHART



| <b>Housing &amp; Customer Services Working Group - 2015/16</b> |             |               |                  |                  |                  |
|----------------------------------------------------------------|-------------|---------------|------------------|------------------|------------------|
| <b>Meeting Date</b>                                            |             |               | <b>03-Nov-15</b> | <b>07-Jan-16</b> | <b>10-Mar-16</b> |
| <b>Item</b>                                                    | <b>Lead</b> | <b>Origin</b> |                  |                  |                  |
| Election of Chairman & Vice-Chairman                           |             | ToR           | *                |                  |                  |
| Terms of Reference                                             |             | ToR           | *                |                  |                  |
| Work programme - set and review 2015/16                        |             | ToR           | *                | *                | *                |
| Customer Services - Update                                     | JF          |               | *                |                  |                  |
| Housing Services - Update                                      | BP          |               | *                |                  |                  |
| Housing Complaints Policy                                      | BP          |               |                  | *                |                  |
| Rough Sleepers Update Report                                   | BP          |               |                  | *                |                  |
| Customer Services - Update                                     | JF          |               |                  | *                |                  |
| Housing Appeals and Reviews                                    | JK          |               |                  |                  | *                |
| Empty Homes Report                                             | BP          |               |                  |                  | *                |
| The Vision - Update                                            | PA          |               |                  |                  | *                |
| <b>Agenda Prep Timetable</b>                                   |             |               |                  |                  |                  |
| Send to Gemma for CMT by 2pm Thurs                             |             |               | 01-Oct-15        | 26-Nov-15        | 04-Feb-16        |
| CMT Tues                                                       |             |               | 06-Oct-15        | 01-Dec-15        | 09-Feb-16        |
| Draft Reports to Erica by 11am Thurs                           |             |               | 12-Oct-15        | 03-Dec-15        | 11-Feb-16        |
| <b>Agenda Prep Date 3pm</b>                                    |             |               | <b>n/a</b>       | <b>09-Dec-15</b> | <b>17-Feb-16</b> |
| <b>Room</b>                                                    |             |               | <b>n/a</b>       | <b>CR2</b>       | <b>CR2</b>       |
| Final Reports to Erica by 11am Mon                             |             |               | 19-Oct-15        | 14-Dec-15        | 22-Feb-16        |
| Despatch Agendas by 2pm Thurs                                  |             |               | 22-Oct-15        | 17-Dec-15        | 25-Feb-16        |
| <b>Date of Meeting 6pm</b>                                     |             |               | <b>03-Nov-15</b> | <b>07-Jan-16</b> | <b>10-Mar-16</b> |
| <b>Room</b>                                                    |             |               | <b>CR1</b>       | <b>CR1</b>       | <b>CR1</b>       |
| OSC Meeting Dates                                              |             |               | 24-Nov-15        | 26-Jan-15        | 15-Mar-16        |
| Cabinet Meeting Dates                                          |             |               | 16-Nov-15        | 18-Jan-15        | 21-Mar-16        |
| Full Council Meeting Dates                                     |             |               | 11-Nov-15        | 13-Jan-15        | 16-Mar-16        |