

## Service Improvement Action Plan

Task Name.	Theme	Action	Action Detail	By	Start Date	End Date
GR1	Governance & Reporting	Website Review	Ensure there is a system in place for regularly reviewing the information on our websites.	Strategic Lead Complaints Housing Strategy Corporate Communications	Apr-24	Jul-24
PPP1	Policies, Processes and Procedures	Complaints and Compensation Policy Updates	Finalise updates to the Complaints Policy and the Compensation, Reimbursements and Remedies policy.	Strategic Lead Complaints	Apr-24	Jul-24
GR2	Governance & Reporting	Review Reporting	Review reporting arrangements to ensure that there is a mechanism in place to capture service requests, acknowledgments, and refusals in line with the new Code. This includes reviewing cases that have been rejected/ refused to ensure this is happening in practice.	Strategic Lead Complaints Housing Strategy	Apr-24	Aug-24
PPP2	Policies, Processes and Procedures	Circulate Policies	Ensure that the correct version of the policy has been circulated and updated on our intranet, website and with our partners.	Strategic Lead Complaints Housing Strategy Corporate Communications Corporate Complaints	Jul-24	Aug-24
PPP3	Policies, Processes and Procedures	Equality Analysis Assessment	Complete an Equality Analysis Assessment (EAA) for updated Complaints process.	Strategic Lead Complaints Housing Strategy	Jul-24	Aug-24

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S1	Systems	Implement iCasework updates	Complete the implementation of updates to iCasework (complaints management system) for record keeping and monitoring of complaints. This includes delivering training which will be developed and delivered through the Complaints Handling Improvement Project.	Housing Complaints & Feedback Corporate Complaints	Apr-24	Aug-24
GR3	Governance & Reporting	Present statutory reports	Present statutory reports to the MRC and Cabinet for scrutiny.	Complaints Officer	May-24	Sep-24
PTC1	People, Training and Culture	Staffing review P1	Complete review into staffing/ resourcing for complaints handling in the Housing Services directorate.	Strategic Complaints Lead Corporate Complaints Team Housing Services	Jul-24	Sep-24
PPP4	Policies, Processes and Procedures	Procedure documents	A procedure document and templates are to be produced to accompany the updated Complaints policy and Compensation, Reimbursements and Remedies policy. Training on the new processes to be rolled out to staff.	Strategic Lead Complaints Corporate Communications	Apr-24	Sep-24

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PPP5	Policies, Processes and Procedures	Knowledge and Information Management	Develop an approach to Knowledge and Information Management. This will be carried out in collaboration with the corporate data team who are developing a strategy for the Council. The Knowledge and Information Management strategy will be developed within the Housing Services directorate in line with recommendations from the Housing Ombudsman Service.	Housing Strategy Housing Services Corporate Data Team	Jun-24	Sep-24
PPP6	Policies, Processes and Procedures	Learning from complaints	Develop a formalised process for learning from complaints in collaboration with the corporate complaints service. This includes improved reporting and management, training and processes for capturing the learning.	Strategic Complaints Lead Corporate Complaints Team Housing Services	Apr-24	Sep-24
GR4	Governance & Reporting	Publish statutory reports	Publish response from Cabinet and any updates to statutory reports as appropriate on the Council Website. Update self-assessment submission to show compliance.	Complaints Officer Corporate Policy Team	Sep-24	Oct-24
PTC2	People, Training and Culture	Equalities e-learning	Ensure all officers take annual mandatory Equalities e-learning module (Lewisham).	Housing Services	Jul-24	Dec-24
PTC3	People, Training and Culture	Training Plan	Review training for staff to feed into complaints transformation plan - people workstream. Develop training and deliver to relevant staff teams.	Strategic Complaints Lead Corporate Complaints Team Housing Services	Jul-24	Mar-25

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PTC4	People, Training and Culture	Staffing review P2	Implement updated staffing arrangements following a review of workloads, roles and responsibilities.	Strategic Complaints Lead Corporate Complaints Team Housing Services	Oct-24	Mar-25
PPP7	Policies, Processes and Procedures	Vulnerability Policy	Review existing Vulnerability policy and approach to 'reasonable adjustments'. This work is to be carried out alongside the Knowledge and Information strategy and damp and mould work.	Housing Strategy	Aug-24	Mar-25

## Service Improvement Action Plan Timelines

