

## Customer Experience Club

Thursday 24 June 2021

Online

### Programme

09:30	Arrival / online access
09:40	<b>Welcome and opening comments</b> <i>Richard Beevers, Club Manager</i>
09:45	<b>The key links between employee engagement, customer service and organisational performance</b> <p>As chief executive of a thriving medium sized housing association based in the North East, Angela will share her thoughts and best practice on improving employee engagement to drive a culture which consistently delivers on great customer experience and overall performance. The session will cover:</p> <ul style="list-style-type: none"> <li>• North Star's liP Platinum 2020 results</li> <li>• Institute of Customer Service tenant survey</li> <li>• Performance through COVID-19</li> <li>• Links between the culture of an organisation and the outcomes</li> <li>• The inextricable links across employee engagement, customer service and organisational performance</li> </ul> <p><i>Angela Lockwood, Chief Executive, North Star Housing</i></p>
10:15	<b>Appropriate remedies in effective complaint handling</b> <p>A new Complaint Handling Code published in 2020 by the Housing Ombudsman in England sets out good practice for landlords to respond to complaints effectively and fairly. This is part of new powers under the revised Housing Ombudsman Scheme which hold landlords to account. In this session Dave will provide an overview of the Code, including the universal definition of a complaint, focusing on how landlords can put things right with appropriate and effective remedies.</p> <p><i>Dave Simmons, Sector Development Lead, Housing Ombudsman Service</i></p>
10:55	Comfort break
11:10	<b>Best practice group discussions session – breakout rooms</b> <p>Includes time for feedback from breakout groups</p>

12:00	Using customer engagement to get the best out of complaints
	<p>Continuing the theme of complaint management, in our final session Claire will discuss how Home Group has improved its complaints handling process over the last year by sharing details of:</p> <ul style="list-style-type: none"> <li>• How Home Group's customers have influenced policy and process</li> <li>• Customer involvement in training and culture change</li> <li>• Customer scrutiny to improve quality, including lessons learnt</li> <li>• Home Group's customer led Independent Complaints Panel</li> </ul> <p><i>Claire Blacka, Head of Customer Engagement, Home Group</i></p>
12:30	Wrap up and closing comments
	<i>Richard Beevers, Club Manager</i>