

## Customer Experience Club 2023

Wednesday, 7 June 2023

Online via Teams

### Programme

09:30 Arrival / online access

09:35 Welcome and opening comments  
*Paul O'Callaghan, Club Manager*

09:40 Customer satisfaction past, present and the future  
Service Insights Ltd is a market research & business consulting company, providing expertise in customer feedback and service performance improvement.  
Based on findings from recent case studies and research Simon will discuss good and poor quality of service in the housing sector. We'll also cover the global to local perspective of customer satisfaction, including STAR and the TSMs.  
  
*Dr Simon Williams, Managing Director, Service Insights Ltd*

10:20 Using customer insight to shape services  
Kate will highlight how Magna Housing are collecting customer insight, and how they are using this to shape their service delivery, putting the customer at the heart of what they do.  
  
*Kate Boston, Insight Business Partner, Magna Housing*

11:00 Comfort break

11:15 Best practice group discussions session – breakout rooms

12:15 The Ombudsman's interactive Portal – Landlords and Residents  
On 30 May the Ombudsman interactive Portal for submitting evidence will launch. The aim is to make the complaints process information easier to access, and also more secure.  
The team will first demonstrate the Portal and will then go on to explain the next steps, with landlords and residents having full access.  
The Ombudsman are keen to provide an opportunity for landlords to feed in suggestions to maximise customer experience for all parties.  
  
*Suzanne Foreman, Head of Dispute Support, Dani Rawling, Dispute Resolution Manager and Davide Matteo, Dispute Examiner, Housing Ombudsman*

12:55 Wrap up and closing comments  
*Paul O'Callaghan, Club Manager*