

## Customer Experience Club 2023

Wednesday 4 October 2023

Online via Teams

### Programme

09:30 Arrival / online access

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

09:40 Key drivers in delivering customer satisfaction

In our opening session based on the results of the latest UK Customer Satisfaction Index (UKCSI) we will discuss the key drivers in delivering customer satisfaction, and how is the customer experience changing in social housing and in our wider society.

The UKCSI is the national barometer of customer satisfaction published twice a year by The Institute of Customer Service since 2008 on a consistent set of measures on 281 organisations and organisation types in 13 sectors.

*Jo Causon, CEO, The Institute of Customer Service*

10:20 Continuous improvement in customer experience

In this presentation we will hear about Solihull Community Housing's contact centre journey including the structure, performance, and metrics. We will look at their customer experience strategy to improve customer service standards and engagement, and some of the key elements to tackle in the future.

*Becci Youlden, Head of Customer Experience, Solihull Community Housing*

11:00 Comfort break

11:15 Best practice group discussions session: CEX strategies

12:15 The Social Housing (Regulation) Act 2023 – The Housing Ombudsman Complaint Handling Code update

Verity will give us an update on Housing Ombudsman's response to the Social Housing Regulation Act, particularly:

- The Code (which will be under consultation)
- Housing Ombudsman's duty to monitor compliance with the Code
- Wider orders and aims
- Best practice

*Verity Richards, Head of Dispute Support, Housing Ombudsman*

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