

**Title:** Service standards workshop invitation

**Designation (Information/Discussion/Decision Report):** Decision

**Recommendations:** DMCs are asked to nominate a representative

**Report Summary:** Invitation for DMC reps to contribute to the development of new service standards in Housing and Repairs Services

## **1. Background**

- 1.1 Service standards are a set of guidelines detailing what residents should expect from that service and provide a framework for team members enabling them to deliver consistent and reliable services. Mutually, this details what services need from residents to enable effective delivery that improves customer satisfaction.
- 1.2 In Housing and Repairs, we are working on co-designing a set of service standards with residents. These will outline our customer service approach (the way we work) and six additional standards across six key touchpoints, in which specifically tenants may engage with landlord services (resolving repairs, getting involved, safer and connected neighbourhoods, paying rent when things go wrong, and finding a place to call home), as laid out by the Social Housing Regulator.
- 1.3 We also want to ensure continuous learning and improvement on our standards. So, we are proposing to implement an annual learning cycle that involves residents in setting priority areas for improvement on our standards.
- 1.4 The standards will support services in:
  - Making clear service purpose to residents
  - Ensuring we are working with residents to continuously learn and improve
  - Providing clear guidance for teams delivering Housing and Repairs services
  - Compiling with the Transparency, Influence and Accountability Standard which requires social housing landlords to provide tenants with accessible standards and to be able to hold performance to account

- Bringing service delivery closer to our We Make Camden ambitions

## **2. Invitation to collaborate**

- 2.1 This workshop is an opportunity for DMC representatives to come together with other engaged residents to review the initial set of service standards, recommend any improvements, and also feed into the proposed annual learning cycle.
- 2.2 The workshop will take place on Thursday December 5th 1.30-3.30pm at Holmes Road.
- 2.2 DMCs are asked to nominate a representative who will participate in the workshop contributing their experience and a DMC voice.

**Report Ends**