

Level

Tier

Scope

Service

District, Unitary

Housing



# Housing service

Characteristic(s) / CSF(s):  
Managing Expenditure

## Problem and Approach

- The Housing Service was keen to review its customer responsiveness in the wake of heavy criticism emanating from families staying in its homeless hostel.
- The review targeted the two main areas of concern:
  - How the housing register should work
  - How best to deal with customers who are homeless or threatened with homelessness
- The customer journey was mapped through a series of in depth qualitative interviews to capture the highs and lows in customers' own words. The findings were combined with an analysis of the department's internal business processes during two weeks of intensive workshops. In these, housing staff looked both at the service as it currently stood and how problems could be resolved.

## Outcomes

- A measured improvement in customer satisfaction
- Housing register application processing times reduced ( target 5 days). In fact, most are now electronically processed on the same day.
- Housing service costs down by £25,000 per annum, or eight percent
- A vacant post has been removed and its role absorbed by working smarter.

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