Appendix E Housing Compensation Policy implementation plan

Key tasks

Details of deliverables	Resources required	Lead	Measure of success	Timelines/due by
Cabinet key decision report	Housing Project Manager	Head of Housing Improvement and Innovation	Decision to implement policy formally approved.	January 2024
Final Policy approved	Housing Project Manager	Head of Housing Improvement and Innovation	Approved by Housing Cabinet Member	February 2024
Review and improve the current compensation payment process	Revenues and Benefits Housing Project Manager Housing Complaints and Service Manager Corporate Complaints Manager	Head Complaints and Service Improvement Manager	Improve process by identifying and reducing any inefficiencies/ bottlenecks which may cause delays to enable more efficient and faster payments to residents.	January – February 2024
Review and agree improvements to how compensation spends are be logged on I casework	Housing Complaints and Service Manager Complaints Manager Housing Project Manager	Housing Complaints and Service Improvement Manager	Staff are logging compensation spends on ICaseworks in a consistent way to enable better reporting on compensation spends	February 2024
Post consultation feedback communications *You said, we did*	Housing Project Manager Housing Complaints and Service Manager Corporate Complaints Manager Housing Communications lead	Head Complaints and Service Improvement Manager	Feedback has demonstrated where residents have been able to influence further development of policy by responding to consultation feedback.	February 2024
Develop training contents and materials	Housing Complaints and Service Improvement Manager Housing Complaints Manager Housing Project Manager	Housing Complaints and Service Improvement Manager	Key learning objectives agreed and learning materials developed	January – February 2024

Deliver training	Housing Complaints and Service Improvement Manager Housing Complaints Manager Housing Project Manager	Housing Complaints and Service Improvement Manager	All staff responsible for complaint handling invited to attend training session Staff completing training reporting that they understand and are confident in new processes, procedures and the policy eg understand how compensation calculations are made	February 2024- Priority training for • Housing Complaints team • Housing Repairs Complaints Team • Housing Head of Services March - April 2024 Generic training for all staff responsible for complaint handling
Updated procedures	Housing Project Manager Housing Complaints Manager	Housing Complaints and Service Improvement Manager	Approved procedures which include update to banding levels of impact	March 2024
Review and update web pages (housing complaints and compensation) Launch new webpages Review and update tenant and leaseholder handbooks	Housing Project Manager Housing Complaints Manager Corporate Communications team	Housing Complaints and Service Improvement Manager	• New webpage launched • Easy to read plain English guide that is clear and simple to understand • FAQ's inclu - how *residents are able to claim compensation, different options to claim ie building insurance/ public liability, where compensation is paid from.* • Tenant/ leaseholder handbooks updated	April 2024 / May 2024 *dates subject to pre-election restrictions

Final policy	Housing Communications lead	Housing Project Manager	Final policy published	May 2024 *dates subject to pre-election restrictions
New software development requirements designed and launched to track compensation spend against service failure categories outlined in compensation policy Compensation reporting	Digital Housing Project Manager Housing Complaints and Service Manager Complaints Manager Housing Project Manager Housing Complaints and Service Manager Complaints Manager Housing Performance & Intelligence Hub Manager	Housing Complaints and Service Improvement Manager Housing Complaints and Service Improvement Manager	Staff are logging compensation spend in a consistent way on the CRM system Improved analyse on compensation spends and the reporting of themes identified and learning as a result.	May 2024 June 2024