Insight Framework

1

Insight

Insight is **collated** through multiple channels by the Service Improvement Team via:

- Call Statistics
- Call Quality
- Complaints
- Compliments
- Colleague Feedback
- Customer Journey Mapping
- Debriefs
- Disrepair Claims
- Mystery Shopping
- Scrutiny Reviews
- Service Recovery Requests
- Tenant Satisfaction Measures
- Transactional Surveys

2

Analyse

Information is **analysed** and trends and themes are **identified**, such as:

- Customer Service
- Data Accuracy
- External Communication
- Internal Communication
- Processes
- Systems
- Timeliness
- Training

3

Engage

The team **engage** with our Tenant Committee, Gateway Central and colleagues to agree any changes or further reviews required through:

- Internal Focus Groups
- Satisfaction Surveys
- Scrutiny Reviews

4

Implement

Changes and feedback are **implemented** through:

- Additional Training
- Process Updates
- Internal Communication
- Policy Reviews

5

Embed

Learning is **embedded** by:

- Communicating changes internally and monitoring the impact
- Sharing the findings and changes with tenants

Re-evaluate

SpeakOut

community gateway