



## FEBRUARY 2022




We are delighted to provide you with the CXpulse Monthly. This report is designed to provide you with an insight into the customer experience teams activities for the month.

We spoke with customers about . . . .

**CUSTOMER CONTACT, SUPPORT, ADVICE & PARTICIPATION**

**AFFORDABILITY**



**90** is the number of tenants we called.

**29%** of tenants provided us with an insight of their lived experiences.

**600** is the number of customers we aim to speak to by December.





# FINDINGS

We have picked just a few statistics that have been identified in our latest surveys that you may find interesting - we certainly did!

**80%**

of customers, when speaking to their local housing team, find them helpful.

**75%**

informed they regularly use the council's website to find out information about the services we provide.

**72%**

find the council's website easy to use.







# Improvements

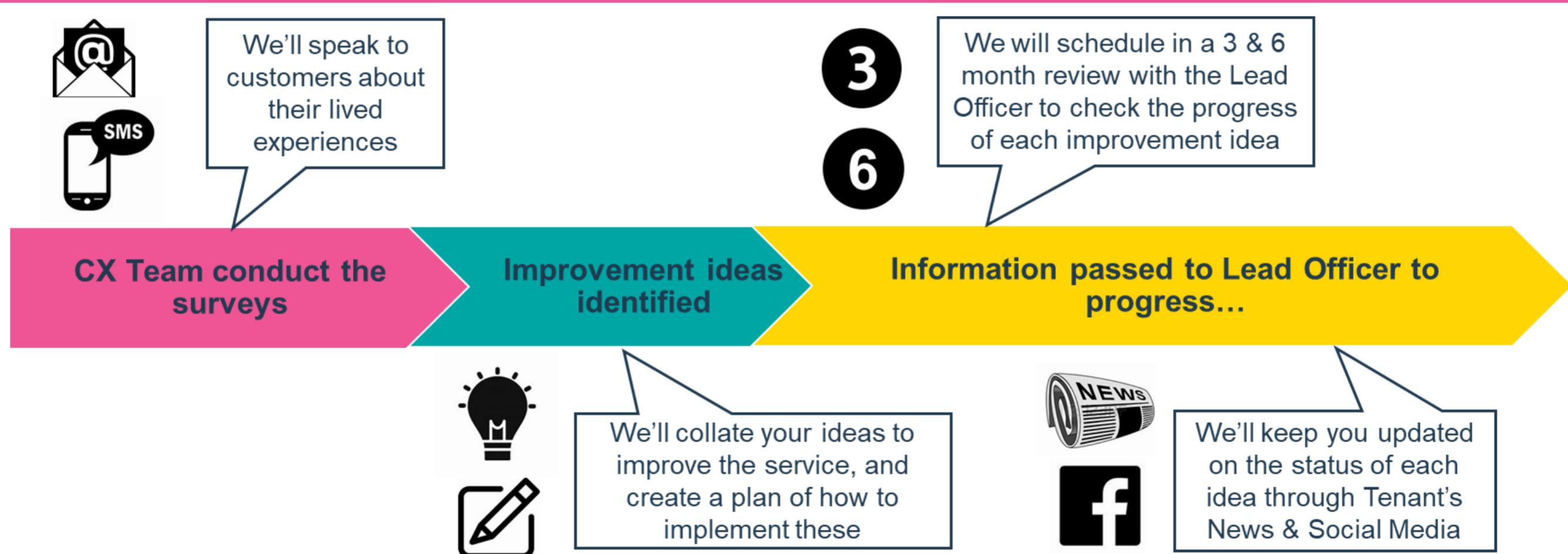
From our customer's lived experiences we have been able to recommend 10 quick-fix improvements and 12 long-term improvements. We will keep staff and customers up to date on the progress of these recommendations.

## Quick Fix

A quick fix improvement can be implemented with very little cost and use of resources.

## Long-term

A long-term improvement is a more complex improvement that may involve changes to systems and processes, there will be a cost associated with this and a higher usage of resources.



We would love to hear from you, please contact the CX team by calling **01506 280434** or by email **HCBSCX@westlothian.gov.uk**



## CX INSPECT

You will be well aware that our Customer Experience Team plan to use your views on our services to shape improvements in the next couple of years. This also presents us with a chance to extend this approach to work to complement our Tenant Participation activities.

Using customers lived experience of the services they are accessing, using and trying to engage with is a hugely positive and proven method to getting the changes customers wish to see. We know that tenant participation groups, and regular meetings don't work for everyone, and that some of our customers have busy lives with lots of responsibilities such as caring for others, shifts and childcare that prevents them from getting involved. Some people just don't want to commit the level of time and involvement that TP can bring, but that doesn't mean we are not interested in your views.

With this in mind, we plan to launch CX Inspect, which will see interested customers given the chance to use our services, and then tell us about your experience of accessing and receiving our services – and to tell us what worked well, and what didn't. Suggestions about what could work better or things you would like to see us do – or stop doing will be really important to how the service changes in future.

We will be offering plenty of chances for customers to get involved in CX inspect – the beauty of it is you do not commit to anything other than telling us how it went for you when you contacted us. You will see lots of slots offered over social media and online, and if you are interested in taking part, you can also let us know at [HCBSCX@westlothian.gov.uk](mailto:HCBSCX@westlothian.gov.uk).



We would love to hear from you, please contact the CX team by calling **01506 280434** or by email **[HCBSCX@westlothian.gov.uk](mailto:HCBSCX@westlothian.gov.uk)**

