

Improving access to social housing

In their **One City Plan**, Bristol City Council (BCC) has a stated ambition to reduce the rate of empty properties across Bristol and to improve the waiting time for social housing for vulnerable residents.

In March 2019, BCC engaged 4OC to help their Housing teams to meet these objectives. 4OC were commissioned to conduct a high-level Service Review of their Voids process in order to improve the customer experience and improve Void times. This would in turn reduce the waiting times for residents to access empty properties across the City.

What we did

4OC worked with all teams involved in the Voids process. Each Team was engaged in one-to-one interviews and co-design workshops to discuss the activities they undertake, how they are supported by policy and business rules, the IT systems they use and their views on how the customer experience could be improved.



A 4OC graphic facilitator was used to make the process more engaging, impactful and fun.

What happened

In partnership with the staff delivering the service, a series of activities were identified to improve services by:

- Reviewing and updating core policies to ensure that there is a consistent standard of service delivered
- Increasing operational efficiency through improving core processes, using of ICT systems and data, agreeing roles and responsibilities, and improving communications with customers and between BCC teams

An Operational Improvement Plan was developed to enable BCC to drive immediate improvements, whilst allowing the service to consider, design and implement wider-reaching enhancements to both customer services and internal process.

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