

**From:** Helen Wood  
**Sent:** 27 October 2022 15:53  
**To:** [C.Twigge@coinweb.lgo.org.uk](mailto:C.Twigge@coinweb.lgo.org.uk)  
**Subject:** RE: [REDACTED]

Dear Ms Twigge

Thank you for your email regarding:

[REDACTED]

Please find attached emails that evidence that we have:

1. Written to [REDACTED] to offer an apology.
2. Offer and acceptance of a suitable property.
3. O.T recommendations have been agreed and a plan put in place to adapt the property (which is currently underway) to accommodate the family's needs.
4. Carried out a Private Housing inspection in respect of damp at [REDACTED]
5. Arranged with Finance to pay in full the agreed total, £4,400. (I am waiting for Finance to confirm once the payment has left our account)

To summarise the progressions of the [REDACTED] family's Housing Options case and in resolving their housing circumstances, we have successfully located a property which has been viewed and accepted by [REDACTED], along with an Occupational Therapist, and we have agreed a plan to make adaptations to the property in time for the family to move in. We are anticipating this to be around December 2022.

Grace Hill, Senior Specialist Advisor for Housing Needs has also further detailed the service improvements we have underway to avoid future incidences such as this which she has shared with [REDACTED] by email:

*To improve the Housing Needs service, we have reviewed the customer journey and have implemented a number of changes to ensure that our services improves. For example, we have set up a new triage call centre with dedicated housing staff to be our initial point of contact, this enables us to provide accurate information from the outset and reduces the number of contacts a customer needs to have with the team. In addition, we have changed our internal IT system which enables us to have better communication with our customers and improves the customer journey. We have reviewed the training needs of the team and are in the process of implementing a training programme. Additionally, our Accommodation Team have identified a change in working practice to ensure that suitability assessments are completed on all households requiring emergency or temporary accommodation.*

Finally, we have contacted our Cabinet Member for Housing and the Scrutiny Committee to update them on the case and share your findings with them. If you wish to see further details of this, please do let me know.

Kind regards

Helen

**Helen Wood**  
**Specialist Advisor (Complaints and Improvement)**

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