

# LHP Achieves Customer Service Excellence Accreditation with Four Compliance Plus Ratings

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A leading social housing provider is proud to announce that it has retained the prestigious Customer Service Excellence (CSE) accreditation, which recognises organisations that meet the highest standards of customer service in the UK. In addition, the company was awarded four compliance plus ratings for its work with customers.

The assessment process involved a review of the company's services against 57 separate criteria, which were drawn from five guiding principles, including customer insight, the culture of the organisation, information and access, delivery, and timeliness and quality of service.

"We are delighted to have achieved the national accreditation of Customer Service Excellence and to have been awarded four compliance plus ratings," said John O'Hanrahan, Corporate Head of Customers at Lincolnshire Housing Partnership. "This is a testament to our commitment to putting the customer at the heart of everything we do and our ongoing efforts to improve the customer journey."

The compliance pluses were awarded for the following:

- Making the consultation of customers integral to continually improving the service and advising customers of the results and action taken.
- Regularly reviewing the strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.
- Corporate commitment to putting the customer at the heart of service delivery, and leaders in the organisation actively supporting this and advocating for customers.
- Using customer insight to inform policy and strategy and to prioritise service improvement activity.

"We would like to thank all the teams who supported this submission, with a special mention to the CSC Team Leaders, especially Hannah Wilson Leary, who led on the submission," added John. "We remain committed to our vision of 'Great Homes and Strong Communities' and look forward to continuing to provide excellent customer service to all our customers."

This external validation confirms Lincolnshire Housing Partnership's dedication to providing exceptional customer service and reinforces its position as a leading social housing provider.

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