Customer scrutiny team review on Contractors service

Management Action Plan September 2026

The board of directors approved all recommendations, and an action plan was created by the management team. The customer scrutiny team will monitor the implementation of these recommendations over the next 12 months.

Recommendation	Management response	Expected completion date
Improve advanced communication before contractor visits	Accepted. We will standardise the minimum information customers receive before visits.	December 2026
Include Selwood contact details on contractor communications	Accepted. Selwood will remain the clear route for questions or concerns.	December 2026
Make chaperone and customer preference options clearer	Partially accepted. Support would need to be the customer's responsibility in the first instance but can be offered under exceptional circumstance.	December 2026
Maintain contractor identification standards	Accepted. Existing ID and workwear requirements will be reinforced through additional assurance.	December 2026
Improve appointment change and missed appointment processes	Accepted. Customers should be notified directly by the contractor if an appointment change is required with as much notice as is practical. A new date and time should be offered at this point.	December 2026

Improve the feedback loop between customers, complaints and contractor management	Accepted, this should be a reoccurring agenda item for all contract meetings.	December 2026
Make complaint routes clearer for customers	Accepted. Customers will be directed to Selwood, which will manage any escalation.	December 2026
Provide closure updates after complaints are resolved	Accepted – However this should already be the process as per NHF guidance and Selwood policy.	October 2026
Use positive contractor practice as a model for wider improvement	Accepted. Good practice will be transferred across contracts in a proportionate way.	Ongoing
Continue to monitor customer experience, not just contract compliance	Accepted. Specific customer feedback capture to be improved.	August 2027