

Scrutiny Panel Service Review: Right First Time September 2025

What does "Right First Time" mean?

One of the ways Stonewater checks they're delivering good customer service is by measuring how many they get Right First Time. They do this by comparing the number of enquiries resolved by the Customer Service Centre at first point of contact with those that require follow-up.

We felt that customers might hear "Right First Time" and interpret it differently. We wanted to close the gap between Stonewater's internal definition and what customers perceive as a successful, satisfactory resolution of their enquiry.

What we focused on:

Stonewater supported us with this review by helping us to:

- Assess how Stonewater defines Right First Time
- Understand how Right First Time is defined by other social housing providers
- Discuss what Right First Time means for us as customers

Our recommendations

We made four recommendations in total, and we're pleased to note that all the recommendations have been accepted by Stonewater and agreed with the Customer Experience Challenge and Assurance Panel (CXCAP).

Our recommendations are:

Recommendation 1

Stonewater to create two separate measures for Right First Time. One to reflect the customer's perspective and another for internal performance. We recommend that neither of the measures are named 'Right First Time' to avoid confusion.

Recommendation 2

Stonewater to create clear guidelines for Customer Service Centre staff and customers on how right first time is measured.

Recommendation 3

Stonewater Customer Service Centre staff to close every customer interaction with confirming what their query is and how Stonewater are resolving it.

Recommendation 4

Stonewater to review how teams receiving high volumes of queries from the Customer Service Centre can take greater ownership of enquiries within their area to improve resolution and reduce repeat contact.



What happens next?

Stonewater has already started working on our recommendations - we'll monitor the progress and share updates on the customer hubb. You can find updates on all customer engagement activities at thehubb.stonewater.org/tag/customer-engagement/

How do Scrutiny Reviews work?

The Scrutiny Panel is made up of a maximum of 14 Stonewater customers who work alongside Stonewater colleagues to review and improve services.

A Scrutiny review takes an in-depth look at services and makes recommendations for changes or improvements based on the panel's investigations and findings.

Visit our [Scrutiny Panel webpage](#) to find out more.