



Customer Forum-14th May 2014

Background

11 Customers from our regional Viewpoint Teams in Scotland, Yorkshire & Humber, East of England, North West and North East met in Leeds on 14th May and pulled together a national plan for scrutiny for the next 12 months, by discussing:

- All the different activities they currently do
- How they can work together to join up their scrutiny work
- Priorities for the year ahead
- how they can support and review the involvement plan 2014-17

14 customers from London and the South East ran a similar exercise at their viewpoint meeting on the same day which we've combined into this report.

What have we been doing over the last 12 months?

1. Inspections

- Repairs inspection
- Voids inspection (2 teams, weren't aware each other were doing the same)
- Planned maintenance inspection
- Developed action plans following reports
- Customer surveys on planned maintenance
- Report writing

2. Working with contractors

- Meeting with contractors and suppliers to ask and answer questions
- Presenting reports to contractors

3. Other activities

- Complaints (stage 3 & what Happened Here)
- Monitoring reports
- Community road show
- Working together conference
- Mystery shopping
- Interviewing for new colleagues
- Feeding information between neighbourhoods
- Testing welfare reform products
- Joint viewpoint meetings with North West teams.
- Customer satisfaction
- Member of the design team
- Policy review
- Joint housing association annual conferences
- Induction days
- Meeting with crime and police commissioners.

- What happened Here (service failure)

Activities we want to continue over next 12 months

- Joint working across teams; sharing minutes and reports of each other's meetings and inspections
- Tenant inspection and reporting
- Complaints reviews and independent complaint panels
- Change- we can see changes happen as a result of our scrutiny and changes made in one region become national

Viewpoint teams role in Involvement Plan 2014-17

- Assess against the Customer Promise
- Identify gaps in skills and source/deliver training
- What Happened Here? Health & Safety and anti-social behaviour
- Welfare Reform
- Investment Fund – decision making & validation
- Value for money
- Planning
- Support the Independent Complaints Panel
- Policy
- Celebrate success of scrutiny with case studies, articles (nationally, regionally and locally)
- Review scrutiny model in line with co-regulation
- Customers and clients influencing policy work plan, setting standards and involved in a policy audit (get feedback)

Becoming more sustainable and independent

Viewpoint Teams discussed what support they would need to become more independent.

- Consistent pro-active colleague communication
- Become more efficient with IT
- Possibly do report writing
- Travel arrangements and tickets (we would still need this)
- Confidence training
- I feel I could be more independent as ambassadors for Home Group but a lot of scrutiny activities involve too much
- I don't feel I should be independent for Tenant Inspections as there are too many safeguarding issues
- Develop involvement sections on the website and the Viewpoint section on anyone@home.
- Equality and Diversity, What happened here? And Tenant Inspection training
- Support with video conferencing links.

Summary and recommendations

Views from across all viewpoint teams were consistent and clear. Looking at their priorities and their role in delivering the first year of the involvement plan; the scrutiny plan for the next 12 months will focus on

- Assessing our delivery against the customer promise
- Joined up inspections which link to the promise and other business priorities to ensure and evidence real influence and change

- Independent complaints panels
- Value for money (including investment fund)
- What Happened Here (complaints, service failure and health and safety)

To achieve this

- We will work together in a joined up way
- Colleagues will provide training
- Customers will review progress at the next Customer Forum

Customers expressed their concerns about becoming self-sustainable especially around safeguarding and time commitment. They would like to be further involved in defining what we mean by self-sustaining.