

Customer Scrutiny Report 2018



Introduction

Customer assessors in England and Scotland assessed how well we're doing at delivering our promise to **365 customers** in 28 of our neighbourhoods (including one leasehold scheme) and **273 customers** in 38 of our supported services between April 2017 and March 2018.

Assessments cost a total of

£7,911

with an average of £120 per assessment.



Assessors worked with colleagues to develop a local action plan **for all 28 neighbourhoods and 38 services**

which viewpoint teams monitor at regional meetings



Neighbourhood assessment results

- 18% of neighbourhoods achieved gold compared to 3% in 2016–2017,
- 68% achieved silver (90% in 2016–2017), 11% achieved bronze (7% in 2016–2017) and
- 4% (one neighbourhood) achieved no standard in delivering our customer promise.

Our neighbourhoods are rated highly for 'value for money' (75% silver, 18% gold) and 'people who care' (54% silver, 36% gold).

Reassessments

Three services were reassessed – all had improved their standards, even the gold standard service.



Gold in 2013 **Sedgefeld Accommodation Service, West Cornforth, County Durham**. Assessors scored all areas of the promise **GOLD IN 2018** making this a **platinum** service



Silver in 2014 **St Giles Court, Dover**, scored **GOLD IN 2017**



SILVER IN 2017 for **Magdalene Court, Seaham, Co. Durham**. A massive improvement on bronze in 2013

Service assessment results

We have made significant improvements in providing customers with a safe place to live,

61% gold compared to 40% last year



An impressive

50%

of supported services achieved gold (increase from 46% last year)

Three services achieved platinum - scoring gold in every standard



42% achieved silver



8% of services scored bronze in delivering our promise



Our services are rated very highly for people who care with

79% of services achieving gold, up 7% from last year

57%

of customers are **very happy** with the overall service provided by Home Group, **29% are fairly happy**



Top three recommendations to improve on reliable services

- **Better communication** between Home Group, customers and contractors
- Aim for **right first time** - getting the right people out to do the right job
- **Post inspections and surveys** after every repair and straight away (real time)



Recommendations from the Customer Forum

- **Refer any neighbourhood scoring** a bronze or below for 'safe place to live' to the Health and Safety team. Follow this up with a reassessment within 12 months.
- **Assess 40 neighbourhoods and 40 services** this year and offer customers the opportunity to nominate their neighbourhood or service
- **Use complaints data** to identify neighbourhoods
- **Reassessment** of any bronze or no standard overall in 2019-20