



## Teesside and Durham Viewpoint Team 28<sup>th</sup> March 2019

### Background

Customers Andy Evans (Chair), Karen Evans, Jean Bak, Sandra Hill from the Teesside and Durham Viewpoint Team met at the Stockton office with Katherine Hernandez (Head of Service Delivery), Tracey Crosby (Operation Managers), Lucy Nicholson (Marketing Campaign Manager) and Colette Small (Involvement Advisor).

### Regional Brochure

Customers considered what information needs to go in the brochure and design ideas to make the brochure appealing. Customers made the following recommendations:

- Include all schemes, services, stock and locations
- Useful contacts (people) and telephone numbers
- Promote 'My Home Account' and web-site, useful links, how to report repairs, find guidance about adaptations, anti-social behaviour, apprenticeships etc
- Use customer quotes, myth busters, 'You said, We did', case studies
- Guidance to support changing needs of customers – how to
- Use a colourful map of the region and highlight landmarks; offices, services, stock
- Needs to be simple, size A4, have a contents page and avoid corporate speak
- Offer in large print, audio, braille, languages, easy read and dyslexia friendly
- Produce a digital version and wherever possible send via email
- Use pictures, mixture of new and old neighbourhoods and services
- Review and produce every 2 years

The next steps are to consult with colleagues, merge ideas and provide design options to customers and colleagues. Customers proposed adding the regional brochure as a regular agenda item at their Viewpoint meetings until the brochure is produced.

### Customers' views will influence the Teesside and Durham regional brochure

### Customer Promise Assessments

Customers agreed the neighbourhoods and dates for assessments in 2019 as below:

East End, Sunderland (East Vines/St Johns)	11/04/2019
Alnwick Court, Middlesbrough	23/05/2019
Langley Park, Co Durham	12/06/2019
Plains Farm, (bottom end) Sunderland	18/06/2019
South Hetton, County Durham	09/07/2019
Jewel Streets, Saltburn	03/09/2019
Murton, County Durham	16/10/2019
St Johns, Middlesbrough	19/11/2019

### Customers influence the neighbourhoods to assess in Teesside and Durham in 2019

## Review Customer Promise Assessment Questions

Customers reviewed customer promise assessment questions and made recommendations:

- Move the position of the first question to the last question
- Customer assessors find it easier to run through scaling questions
- Customers wondered why web-site questions are included in the 'work together' standard and thought they would see better in the 'care about you' standard
- A safe place to live – do you have a fire safety plan for your household? If no, do you want to know
- Reliable repairs service – last question re quality of home – add if unhappy why?
- Care about you – change, to do you know how to make a complaint? Do you feel Home Group staff have relevant up to date skills and training? this is a hard question for customers to decide as they will not know the skills required and will only be able to use a perspective view
- Help communities grow – What can Home Group do to help you improve your neighbourhood?
- Improve formatting, titles on top of pages and small type on page 5 remove 'the'

## Customers' views will influence the new customer promise assessment paperwork

### Viewpoint Achievements and Scrutiny Priorities for 2019/20

Customers reviewed their achievements in 2018 and agreed their scrutiny priorities for 2019/20:

- Communications – review all local and regional communications
- Safeguarding – review staff and customer safeguarding (September)
- Eight customer promise assessments – review customer feedback and outcomes
- National consultations – contribute and review outcomes
- Four complaints – review 1 complaint per meeting (handling and lessons learnt)
- Performance monitoring – voids, rent loss; turnaround against target; visit a void to review standard; review interventions to let difficult to let properties
- Review maintenance budget – against spend and targets
- Review Mears performance against key performance indicators (emergencies, day to day repairs, planned works, compliance)

## Customers influence their scrutiny priorities for 2019/20

Jean agreed to chair the next meeting and customers agreed their agenda for June:

- Regional brochure update – review design options
- Customer promise assessments – customer feedback
- Complaints – review complaint handling and lessons learnt
- Performance monitoring - review overall year end picture for the region
  - void rent loss and turnaround against target
  - repairs and maintenance – Mears performance against targets
- Budget spend for 2019/20 – voids, responsive, planned maintenance
- National consultation

## This feedback will shape the agenda for the next meeting in June

**Total cost:** £64.43 including lunch and travel expenses

**Date of next Teesside and Durham meeting:** Thursday 27<sup>th</sup> June 2019