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## North East Viewpoint Team Meeting 14th April 2015

### Background

5 customers from the North East Viewpoint team joined Graham Darby Head of Customer Services, 3 customer assessors and Kate O'Donnell from the involvement team at their meeting on 14<sup>th</sup> April.

### Review of quarterly dashboards from North and South

Graham presented the results from the dashboards including arrears and anti-social behaviour and explained some of the background and details of the figures and how it compares with each region. Kate related these findings to the recent customer promise assessment in the North East

### Setting Equality and Diversity priorities 2015

Kate explained that the Equality & Diversity steering group have drawn up the Equality & Diversity Action Plan for the next 12 months focussing on fulfilling requirements for the Social Housing Equality Framework and Stonewall's equality index. The steering group want to know what customers and clients would like us to focus on for the year ahead so that we can add their priorities to the plan.

Customers said

- Involve customers to support equality and diversity and not always expect Home Group to do every thing
- Break down language barriers
- Customers and colleagues to challenge stereotypes and be open to change

**This feedback will shape the equality and diversity action plan 2014-15 along with feedback from other customer and client groups.**

### Customer Promise assessment

Kate worked with the Viewpoint team and customer assessors to pull together the action plan from the recent assessment at the Woodlands neighbourhood involving 18 customers. Overall the neighbourhood scored a **silver** with good feedback on a safe place to live and decent home. Customers suggested improvements in signposting and a choice of products

**This action plan will be implemented by the Customer Service Manager and progress will be monitored by viewpoint on a quarterly basis.**

**Total cost; £149** including travel, room hire and lunch