



Cumbria and Lancashire Viewpoint Meeting 20th September 2018

Background

Customers Dee Turner, Mike Rorke, Sheila Flower, Indra Mudie, Michael Wear, Lee Charlton and Pam Halton from the Cumbria and Lancashire Viewpoint Team met at Anthorne House, Maryport on 20th September with Lisa Russell (Head of Service Delivery), Ian Thompson (Lead Contract Manager), Allison Moore (Housing Manager), Julie Wills (Housing Manager and Colette Small (Involvement Advisor).

Customer Promise Assessments

Customers reviewed feedback and recommendations for Kirkfield Rise, Ambleside.

Customers made the following comments and recommendations:

- We were sure Kirkfield Rise would come out as a gold as it's in a beautiful location
- Customers feel forgotten about however rent costs are excellent value for money
- Costs for delivering assessments are low and promotes Home Group is transparent
- Pictures paint a thousand words and are a good addition to the summary report

Customers reviewed the outcomes for Low Meadow, Carlisle and made recommendations:

- Feedback received early – send e-card to Housing Manager for prompt response
- Send out background information with summary reports for comparison
- Chase up outcomes for Moresby, Wellington Row and Distington

Customer recommendations influence neighbourhood service improvements

Grounds Maintenance Scrutiny Update

Customers provided feedback for 10 neighbourhoods for grounds maintenance service delivery. The feedback will be shared with the contractor to help improve services.

Customers made the following comments and recommendations:

- Customer from Low Meadow, Carlisle and Woodhouse, Whitehaven are happy with the service – good to hear
- Service standards are mixed between the two Local Authority areas
- Concerns that clumps of grass are making the neighbourhoods look untidy

Their feedback will influence improvements to grounds maintenance services

Transparency Consultation

Customers answered six questions as part of the national transparency review. Customers made several recommendations including:

- Just be straight with customers; do as you say you're going to do; be honest; communicate with customers more and provide personal face to face service

Customer views will contribute to the national transparency review

Asbestos Surveys

Customers reviewed asbestos survey processes and explained why they are unhappy with communications for survey appointments, particularly repeat letters and requests for surveys. Customers made the following comments and recommendations:

- Received 4 letters over a four week period
- Cancelled one appointment and contractor still turned up
- Contractors not turning up to appointments
- Blaming back office staff for communication issues
- Raise customers dissatisfaction / frustrations with contractor
- Improved understanding of the process
- If customers are aware there is asbestos in their home accessibility may improve
- Customer Service Centre should be able to provide information to customers
- Provide customers with Asbestos check at point of sign up

Customer views influence improvements to asbestos service and communication

Performance Monitoring

Customers reviewed planned maintenance, general repair and void management performance. Customers made the following comments and recommendations:

- Excellent news that both contractors are performing well on planned works
- Satisfaction levels stand at 98%
- Penalties for poor void management which is a massive incentive for the contractors
- Present findings of void management scrutiny exercise at Thursby at next meeting

Customers reviewed estate management and inspection plans for the region. Customers made the following comments and recommendations:

- Provide customers with the opportunity to be involved in estate inspections
- Promote estate inspections using all communication channels including Tweets
- Ask customers during promise assessment if they would like to be involved
- Involve other partners who can support neighbourhoods management / concerns

Customer ideas influence scrutiny activities and improvements services

Agenda and Priorities for the next meeting

Mike agreed to chair the next meeting and customers shaped their agenda priorities for November which are as follows:

- Performance Monitoring
- Grounds Maintenance Scrutiny Update
- Review Asbestos communications feedback
- Estate Inspection report and neighbourhood ratings
- Learning from Complaints
- National consultation
- Customer Promise Assessments – review neighbourhood scores and outcomes

This feedback will shape the agenda for the next meeting in November

Total cost: £90.80 including lunch, refreshments, expenses and travel

Date of next meeting: Friday 7th December 2018