



Home Group Scottish Viewpoint team meeting 20th November 2018

Background

Customers: Bruce Blaney (Chair), Ewan Thomson (Dundee), Maureen Wallace (Glasgow), Alex Ferguson (Edinburgh) and new member Ron Bowes (Rosyth) from the Scottish Viewpoint team met in Edinburgh.

Apologies received: Robert Dickson (Edinburgh), Angela Todd (Dundee) and Rosemary Toner (Glasgow).

Colleagues: David Molyneux-Johnson (Performance Leader), Lee Cartwright (Health & Safety Business Partner), Allen Armstrong (Fire Safety Manager), Karen Graham (Policy Business Partner), Sandra Brydon (Director of Scotland), Ian Cassidy (Business Commercial Manager), Charlton Leung (Business Support Analyst) and Eveline Armour (Involvement Advisor) supported the meeting.

Estate inspections

Customers were given an update from the estate inspections carried out since the last Viewpoint meeting. Following a decline in customer attendance, Viewpoint team said they didn't like the word "inspections" and preferred "walkabouts". Customers felt inspections sound intimidating, where walkabouts sound more inclusive. Customers also suggested highlighting positive outcomes, and asking grounds maintenance contractors to take part in some walkabouts.

Customers' idea sharing will boost customer involvement opportunities

Customer promise assessments

Customer assessors who took part in the assessment at Kirkliston, Edinburgh. Which achieved a platinum award for the neighbourhood, a first for Scotland. Customers were delighted at this achievement, South Tay Street / Palais Court, Dundee will be assessed on 10/12/18. Customer assessor training is planned for Wednesday 28th November in Dundee. All customers attending Viewpoint team were invited along.

Customers' skills development improves customer led scrutiny

Quarterly performance reporting

Customers reviewed the quarter two performance report and were generally satisfied with the figures presented, but would like more in-depth explanations to scrutinise the data more. Customers acknowledged the importance of learning lessons from complaints to implement improvements. It was agreed to have themed Viewpoint meetings to facilitate statistical analysis in more detail.

Digital participation pilot presentation

Sandra delivered a presentation outlining the importance of helping customers who want access to digital services, and whilst digital is not for everyone, we want Viewpoint team's thoughts on how we identify customers, areas etc. We are still looking at possible partners and will need to carry out a survey. Digital inclusion could help to address areas

such as fuel poverty. We want to help customers to use digital more. Scotland has a Digital Skills Charter. We want to embrace the charter.

Customers' ideas will set up structures to develop project frameworks

Involvement / recruitment events

Eveline advised that two customers attended the open house event in Rosyth. Customers acknowledged the need to continue with open house events and other recruitment opportunities to increase numbers of involved customers and ideas.

Customers' views influence increase customer involvement options

Health & safety / fire risk consultation

Customers took part in a health and safety awareness consultation which will be used to look at customers' health and safety priorities. This will ensure that future information is specific to the needs of our customers.

Customers' feedback will support improved health and safety awareness

Customer service centre update

David gave an update on progress at the customer service centre, giving an explanation about satisfaction measures, and what this means to customers. One customer gave an example of how frustrated she felt when her call to the customer service centre to report a complaint had not been recorded correctly. She had to call again repeating her complaint, which caused unnecessary annoyance and upset. David confirmed that communication has been highlighted as an area for improvement. Key performance indicators currently show customer satisfaction levels at over 93%, but there is still room to improve on this.

National consultation – estate inspection policy consultation

Karen Graham delivered an outline of the policy review, explaining the need for parity across the organisation. Karen identified parts of the policy which require customer consultation inviting customers to give their views. Feedback will be collated to determine customers overall views.

Customers' recommendations will impact scrutiny activities resulting in service improvements

Customer satisfaction survey action plan progress

Eveline updated customers on the progress of the action plan. Customers agreed to review the action plan progress twice each year. The customer satisfaction survey action plan for 2019/20 will be discussed at the March Viewpoint team meeting.

Customers will influence increased customer involvement activities

Agenda and priorities for the next meeting

Customers shaped their agenda for January which includes:

- Rent affordability
- Rent Consultation outcome
- Viewpoint views on rent consultation
- Maintenance programme for 2019/2020
- Estate Inspections

This feedback will shape the agenda for the next meeting in January 2019

Total cost: **£648.70** including lunch, refreshments, and travel

Date of Next meeting: Tuesday 29th January 2019 at Mercure Hotel, Ingram Street, Glasgow (tbc)