



## North East Viewpoint Team Meeting 9<sup>th</sup> August 2018

### Background

Customers Karen Evans (Chair), Andy Evans, Karen Evans, Chris Challis, Robert Hassall, Mike James and Margaret Collins from the North East Viewpoint Team met at the Stockton office with Katherine Hernandez (Head of Service Delivery), Andy Bell (Operations Manager), Gary Cottle and Kenny Taylor (Contract Managers) and Colette Small (Involvement Advisor).

### Customer Promise Assessments

Customers reviewed feedback, recommendations and actions for Wilton Gardens, Boldon and Bewick Lane, Ovingham. Customers made the following comments:

- Good to see follow up actions which reinforce improvements for customers
- Pleased the questions have improved for 'a choice of products and services'
- Congratulations to Andy for writing the anti-social behaviour article

Customers reviewed feedback and recommendations for Grove Hill, Middlesbrough and the Clarence Estate, Hartlepool Customers made the following comments and recommendations:

- Find out if re-wires are in the planned programme for the Clarence Estate – customers highlighted the lack of double sockets
- Priority to approach the Raglan Club re noise nuisance and resolution
- Assess Alnwick Court which is part of the Grove Hill neighbourhood in 2019
- Useful for leaseholders to have information about Home Groups offer, what customers are entitled to and a general idea of what's provided or not
- Pleased Customer Service Advisors are getting involved with assessments

### Customer recommendations influence neighbourhood / service improvements

### Sustainability and Environmental Initiative Consultation

To support Home Groups sustainability return, customers were asked what environmental initiatives they are aware of in their neighbourhoods. Customers highlighted the following initiatives:

- Litter picking initiatives; Leazes park, Newcastle, Hartlepool park
- Customers signing up to green electricity
- Surfers against sewage – cleaning up plastics at Saltburn beach
- Customer expenses policy encourages customers to use public transport
- Taking own coffee cups for refills
- Reduced travel for involvement events – linking customers by skype
- Not using plastic bags when shopping
- Using left overs to make meals – not throwing food away
- Supporting partnerships which help customers in supported services – e.g. Greggs provide waste food to some services

### Customer's views will be shared and will contribute to the sustainability return

## Performance Monitoring – Communal Cleaning Services

Customers took the lead on asking the contractor questions which were shaped by customers at their last meeting. Customers reviewed responses and made the following comments and recommendations:

- Scrutinise service delivery to find out what other customers think about the new contractor and their performance
- Create a survey monkey and invite customers from e-views to provide feedback
- Review Robertson's existing customer satisfaction survey before creating survey
- Provide specification for Leazes Terrace so customers can monitor performance
- Invite customers at Benwell Hall Drive to get involved with scrutiny project
- Good to hear the contractor has been working with customers and colleagues at Knott's flats to improve the estate office
- It's important to manage customer expectations and provide them with the information so they know what service to expect

Customer said *"Lots of people at Leazes Terrace are really happy with the service and it's a great improvement"*

**Their ideas influence scrutiny activities which include using a digital App**

## Grounds Maintenance Scrutiny and Job Shadowing Update

Customer's reviewed the feedback and made the following comments and recommendations:

- Customers contact details to be shared with the Landscape Co-ordinator so visits can be arranged to go through the grounds maintenance specification
- Monitoring forms will be updated to reflect individual specifications after visits
- Review customer journeys (What Happened Here) and identify joint learning / solutions to customer dis-satisfaction
- Mike, Karen and Andy volunteered to be involved with job shadowing

**Customer views influence job shadowing and scrutiny projects to help improve services**

## Agenda and Priorities for the next meeting

Customers shaped their agenda for October including:

- Review customer promise assessments and feedback
- National consultation
- Review grounds maintenance and communal cleaning scrutiny projects
- Review performance 'Voice of Customer' report
- Job shadowing update.

Andy agreed to chair the next meeting.

**This feedback will shape the agenda for the next meeting in October**

**Total cost:** £130.74 including lunch and travel expenses

**Date of next meeting:** Tuesday 2<sup>nd</sup> October 2018