



Scottish Viewpoint Team Meeting 25th September 2018

Background

Customers Robert Dickson (Chair), Bruce Blaney and Stephen Mann met in the Dundee Office on 25th September. New members Maureen Wallace and Rosemary Toner from Glasgow and Linda Groves from Dundee also attended. Colleagues, Sandra Brydon, Ian Cassidy, Charleton Leung and Eveline Armour were in attendance. Katie Gilmartin, from Strategy and Communications delivered a workshop.

Apologies were received from: Ewan Thomson, Angela Todd and Janice Robertson

Estate Inspections

Customers were given an update from the estate inspections carried out at Rosyth, Fife; Cressdale and Downcraig in Glasgow; and Kirkliston and Southhouse in Edinburgh. Customers acknowledged benefits of customer focussed estate inspections, and asked for updates to be included at every Viewpoint team meeting.

Customer Promise Assessments

Customer assessors who took part in the customer promise re-assessment at Robertson Gait reported back to Viewpoint on the improvements noted by customers, and were very pleased to see an overall improvement with a Silver award across all standards.

Involvement / recruitment events

Viewpoint team were disappointed at the poor response to the open house event held in Slateford Green community centre, adjacent to Robertson Gait on 20th September, but were not discouraged by this, and supported continuation of open house meetings to provide additional opportunities for customer involvement and means to improve communications with customers. Eveline reported that of around 30 customers who attended these events so far, 14 have gone on to become involved customers in various activities.

Customers' views influence improvements in customer involvement opportunities

Charter Performance Customer Report 2017/2018

Customers reviewed and approved the final draft of the 2017/2018 Charter Performance Customer Report, which will be published and issued to all HS customers by the end of October 2018.

Quarterly performance reporting

Customers reviewed an example of performance reporting, discussing their priorities for future performance analysis. Customers identified right first time, appointments and void re-let times as priorities for achieving above average outcomes.

Customers' input will influence improved Charter outcomes and reporting

National Consultation – Customer promise refresh project

Katie Gilmartin gave an overview of the current seven elements customers determined as their priorities for customer promise assessments, inviting Viewpoint team members to review these elements and then give consideration to their own personal priorities to determine excellence in service delivery. Customers took part in group discussion and then worked on provision of suggested standards for customer promise assessments. Feedback was collected by Katie for further discussion and consideration.

Customers' recommendations will impact scrutiny activities and service improvements

Customer Involvement Strategy action plan

Customers reviewed the customer involvement action plan, acknowledging that this is a working document. Customers agreed to review the customer involvement action plan six monthly, revising outcomes as appropriate.

Customer Satisfaction Survey action plan

Customers agreed to carry this over to the next meeting when an updated plan will be presented for discussion.

Customers will influence increased customer involvement activities

Agenda and priorities for the next meeting

Customers shaped their agenda for 20th November which includes:

- Customer satisfaction survey action plan
- Customer promise assessments
- Estate Inspections
- Rent Consultation 2019/20

Total cost: £98.25 including lunch, refreshments, and travel

Date of Next meeting: Tuesday 20th November 2018 at Jury's Inn, 43 Jeffrey Street, Edinburgh.