



Yorkshire Viewpoint Team Meeting 6th September 2018

Background

Six customers: Chas Thompson, Phil Darvil, Wendy Clayton, Steven Ware, Pam O'Connor and Roy Sheard and colleagues: Sarah Clark (Head of Service Delivery), Julia Parsons, Katina Lytra, Claire Blacka (Operations Managers) Craig Dearlove (Housing Manager), David Taylor (Lead Contracts Manager), Paula Loftus (Senior Client Service Manager) Katie Gilmartin (Strategy Analyst), David Bowe (Strategy and Innovation Intern) and Samantha Byrne (Involvement Advisor) met at Claire House in Huddersfield on 6th September 2018.

Performance monitoring – Voice of the Customer Report

Customers reviewed performance information for Yorkshire.

- Overall increase in customer satisfaction
- Satisfaction with the Customer Service Centre is 93% (target is 94%)
- Steady increase in satisfaction with repairs
- Complaints per 1000 properties is lowest in Yorkshire (1 per 1000 properties)

Customer insight highlights that where there is a higher density of stock in an area, customer satisfaction is higher (for example, in Whitehaven). Yorkshire is a region with lower density of properties. Customers considered that in high density areas, Home Group can resolve issues more quickly and at a lower cost to individual customers. In areas with lower density of stock, Home Group may be less visible. Customers can feel dissatisfied if they feel isolated. To improve this in Yorkshire, customers recommended the following

- Identify low density neighbourhoods in Yorkshire and review available customer promise feedback and customer insight
- Relationships with other agencies and other landlords is key – review how well we're working with external providers and services in low density areas

Regulatory compliance

Customers reviewed combined average self-assessment scores for Yorkshire for each of the four service review standards: Home, Tenancy, Involvement and Empowerment and Neighbourhood Management and ranked them in order of priority to scrutinise.

Customers reviewed and made the following recommendations to improve our performance for Neighbourhood Management:

- Reintroduce team briefings with landscapers and involve customers
- Benchmark our performance on antisocial behaviour, internally and externally
- Conduct a strategic review of our dispersed properties
- Tell all customers when Housing Managers will be visiting estates for appointments
- Support customer-led estate inspections and create a clear process for customers to feedback issues to colleagues
- Follow up estate inspections with letters to all customers
- Audit each scheme to monitor communal space and map actions to be taken
- Conduct landscaping audit to ensure services are delivered as per the contract

- Support Neighbourhood Watch schemes and link in with external agencies
- Review and scrutinise cases of antisocial behaviour at Viewpoint Team meetings
- Create links with Local Authority Fraud Teams
- Utilise fixed term tenancies
- Link in with support colleagues and create a database of local support services

Customer recommendations shaped the action plan for improving our regulatory compliance with neighbourhood management

Customer promise assessment feedback

Customers reviewed feedback, scores and recommendations from rented promise assessments at Collin Spring Court, St Thomas A Beckett Walk, Oriel Crescent and Scardeburg Court, and supported promise reassessment at Aviary House. Customers agreed with the scoring and recommendations for all five assessments and requested that David Taylor arranges a health and safety inspection of the windows at Collin Spring Court and take forward the issue with the fencing at St Thomas A Beckett Walk.

Customers reviewed the health and safety inspection report for Abbotside Close and Summerfield Road in Bradford and made the following recommendations

- Chase issue with patio doors that were left unsecured following attempted break-in
- Increase multi-agency working in the area
- Consider investing in a day of 'blitzing' and regular skip days, and involve environmental health
- Consider installing CCTV
- Link in with the community centre to bring the wider community together and encourage Home Group customers to make further use of the facility
- Issue with open plan design needs to be taken more seriously as well as the use of components such as French doors. Feedback to Home Group Development Team
- Utilise workplace and seek best practice from colleagues

Customer recommendations shaped the health and safety action plan

Transparency and customer promise refresh

Customers designed their own customer promise as part of a national consultation and identified the following priorities

- Maintenance and repairs – get it right first time and in a reasonable timescale. Keep customers in the loop and explain decisions
- Decent home, including design and quality of components. Home Group involves customers in the development of new schemes and can demonstrate how customer feedback has been actioned
- Complaints and improvements – we make the process for reporting complaints really clear. There is clarity about how complaints are logged
- Value for money – customers get the services they pay for and are clear about what they can expect. We use quality materials and sustainable components
- Clear process for making and recording comments and compliments
- Health and safety of customers and contractors is at the forefront
- Promotion of involvement is a priority. Involvement is embedded in our culture.
- Safe hands there when you need us
- Focus on the individual and their individual needs
- Access to decision makers
- Choice of home

Customer feedback will help shape our customer promise refresh

Total cost: £241.09 including lunch, refreshments, expenses and travel

Date of next meeting: 11th December 2018, venue to be confirmed