



Teesside and Durham Viewpoint Team 5th December 2018

Background

Customers Mike James (Chair), Andy Evans, Karen Evans, Jean Bak, Sandra Hill, Marilyn Bays from the Teesside and Durham Viewpoint Team met at the Stockton office with Katherine Hernandez (Head of Service Delivery), John Brunetti and Shadia Hernandez (Operation Managers), Gary Cottle (Contract Managers), Karen Graham (Policy Business Partner), Craig Hunter and Andy Chapman (Tivoli – Grounds Maintenance Contractor) and Colette Small (Involvement Advisor).

Customer Promise Assessments

Customers reviewed feedback, recommendations and actions for the Clarence neighbourhood in Hartlepool and made the following comments / recommendations:

- Lowest scoring neighbourhood in Teesside and Durham for property conditions, scoring bronze for both 'a decent home' and 'reliable services'
- Good to hear there will be planned works to improve property conditions
- Planned improvements should be managed and co-ordinated to reduce disruption to customers
- Pleased to hear about neighbourhood improvements and partnership working to resolve upkeep issues
- Customer Assessors would like to revisit this neighbourhood in 12 - 18 months' time to ensure improvements have been completed

Customers reviewed feedback and recommendations for Royal Quays, North Shields and made the following comments and recommendations:

- Grounds maintenance services were highlighted as an area which needs improving and by working closely with Tivoli customers have already seen a vast difference in service delivery
- Customers were also keen to have a dedicated Housing Manager for this neighbourhood
- Pleased to hear there will be a dedicated Housing Manager in the future which will improve customer engagement and neighbourhood satisfaction
- Overall, it is a lovely little estate and customers were very engaging

Customer recommendations influence neighbourhood / service improvements

Estate and Neighbourhood Management Policy Consultation

Customers considered the draft policy standards and made the following comments and recommendations:

- Customers and staff need to be clear about who is responsible for doing what task to avoid duplication and reduce risks of checks being missed
- Staff need to be fully qualified to carry out health and safety checks
- Ensuring a safe environment is so important for customers
- Promote good neighbourly behaviours in Homelife

- Customers should know what they are paying for and what service to expect. This should be communicated clearly to both customer's and staff
- Highlight customer, Home Groups and other organisations responsibilities via a leaflet, in Homelife and on the website
- For fire safety, use customer profiling information to tailor communications; audio where applicable; easy read; blogs and videos in a question and answer format

Customer views will contribute to the national estate management policy review

Performance Monitoring – Grounds Maintenance Scrutiny

Customers considered Tivoli's performance update and made the following comments and recommendations:

- Good to hear the relation and partnership with Home Group and Tivoli to good
- Tree maintenance has come out as a trend in the assessments this year and there should be a strategy to manage this problem to improve neighbourhoods
- Winter works are underway and Tivoli will prioritise areas which have suffered in previous years. Winter pruning will improve neighbourhoods
- Highlight weed spraying as a priority area for future works
- Customers have seen improvements in service
- Share all customer promise assessment feedback with Tivoli
- Customer friendly specification is needed so customers know what service to expect and can measure whether the service provides good value for money

Customer recommendations influence neighbourhood / service improvements

Leasehold Offer

Customer's reviewed information about leasehold services and made the following comments and recommendations:

- Customer Service Centre staff have very little understanding of leasehold services
- Invest in leasehold management training for staff at the call centre
- Consider setting up a dedicated team at the Customer Service Centre to support leasehold enquiries or introduce a dedicated leaseholder role within the regions
- To improve leasehold services, consider going go back to the old way of working
- Improve knowledge management by providing all colleagues with information about leasehold services
- Involve customers in leasehold services to improve the service

Customer views will be shared to improve leasehold services

Agenda and Priorities for the next meeting

Customers shaped their agenda for March including:

- Review Great Place to Work survey results
- Customer promise assessments
- Review complaints with customer insight team (locations of problems and type)
- National Consultation
- Review procurement work plan

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

Total cost: £151.20 including lunch and travel expenses

Date of next Teesside and Durham meeting: Thursday 28th March 2019