



Yorkshire Viewpoint Team

During 2018 Yorkshire Viewpoint Team met four times and gave their views and decisions on a range of local, regional and national issues. Here are your main issues and recommendations and what we have done as a result.

You said	We did
<p>Customer contact diary Customers agreed</p> <ul style="list-style-type: none"> • Content and format of training for contractors and maintenance colleagues on how to use the customer contact diary • How the training should run • Customer involvement in delivering the training 	<p>Customer feedback</p> <ul style="list-style-type: none"> • Shaped our PowerPoint presentation • Shaped summary and guidance document for contractors • Diary rolled out across programme of kitchen upgrades in 2018/2019
<p>Customer promise assessments Viewpoint members agreed programme of neighbourhood assessments 2018.</p> <p>Delivered nine Customer Promise Assessments and two reassessments across Yorkshire:</p> <ul style="list-style-type: none"> • Abbotside Close and Summerfield Road, Bradford • Bilton Grove and Portobello Street, Hull • Slessor and Teddor Road, York • Scardeburg Court, Scarborough • Oriel Crescent, Scarborough • Collin Spring Court, Harrogate • St Thomas A Beckett Walk, Harrogate • Madni Close, Calderdale • Signal View, Calderdale <p>Reassessments:</p> <ul style="list-style-type: none"> • Niffany Gardens, Skipton • SWAN, Sheffield <p>Viewpoint Team members and Customer Assessors scored each neighbourhood and made recommendations for improvement</p>	<ul style="list-style-type: none"> • Follow up actions completed including following up reports of antisocial behaviour, requests for adaptations, and repairs and maintenance issues • Increased customer awareness of involvement opportunities (including digital involvement) • Signed up twenty new customers to anyone@home • Shared customer feedback on open plan design of front gardens with Development and Maintenance Teams • Created and implemented estate plan to manage anti-social behaviour, including multi-agency meetings, programme of estate patrols, tenancy review, promotion of process for reporting anti-social behaviour etc. • Reinstated post-let visits and estate inspections and named Housing Managers at some schemes • Window replacements at Collin Spring Court planned in 2019/20 programme of improvement works • Created summary of adaptations policy and shared with customers and customer service advisors • Sent customers information on defects process and how to report defects • Developed clear local handover process (new developments)

You said	We did
<p>Design and development of new schemes</p> <p>Customers agreed their model for involvement in the design and development of new schemes, including</p> <ul style="list-style-type: none"> • Input into new developments at draft layout stage • Review and share feedback from customer promise assessments on design issues and faults • Review and share feedback from estate inspections • Review complaints information and customer insight relating to design and share with development Team 	<ul style="list-style-type: none"> • Colleagues from Development attended March and June 2018 Viewpoint Team meetings and presented draft layout designs for new developments at Chellow Grange and Colburndale. • Customer Assessors consulted customers at Colin Spring Court who approved the use of Home Group land to create a footpath on Clink Bank • We shared customer promise feedback on open plan design of front gardens, land drainage issues, patio doors and landscaping with Development Team • Customer feedback will be taken into consideration for all future and planned schemes
<p>Performance monitoring</p> <p>Viewpoint members explored key themes from Voice of the customer reports and made recommendations to improve our performance</p>	<ul style="list-style-type: none"> • We focused on customer satisfaction with Home Group’s process for making a complaint and communication during the complaints process at complaints scrutiny review group in March 2018 • We piloted the 3 flags process in two regions which indicates if there are repeat jobs in order to escalate. This report and approach has been rolled out • Customer Service Advisors ensure they check for previous jobs when raising a new job • There is a project working on ensuring communal repairs are prioritised. • There is a project reviewing design, components and lighting in communal areas
<p>Regulatory compliance</p> <p>Viewpoint members agreed how they would like to be involved in regulatory compliance including</p> <ul style="list-style-type: none"> • Reviewing scores, issues and themes from self-assessments • Shaping and monitoring improvement actions plans • Involvement in the self-assessment process • Further customer consultation on specific themes/service improvements 	<ul style="list-style-type: none"> • Customer recommendations shaped our model for involvement in regulatory compliance • Customers reviewed self-assessment scores, themes and action plan for Neighbourhood Management at their meeting in September 2018 and made recommendations for improvement. • Landscape teams invited to all future promise assessments in Yorkshire • Working with Asset Management Team to review dispersed housing stock in Yorkshire and identify estates/ properties that impact on overall service delivery • Letters sent out to all customers to inform them about estate inspections and encourage their involvement • Trained Housing Managers in mental health 1st aid

You said	We did
<p>Increasing involvement of customers from leasehold and supported services at Yorkshire Viewpoint Team</p> <p>Customers agreed the following</p> <ul style="list-style-type: none"> • Focus and topics • Format and timings • Venues • Methods of promotion 	<ul style="list-style-type: none"> • Customer feedback and recommendations changed the way we deliver Yorkshire Viewpoint Team meetings. • Meetings now take place at supported services to make them more accessible to customers. • We have changed the timings and structure of our meetings to make them more flexible. • Meetings are widely promoted to customers from supported services and we contact leasehold customers by post
<p>National consultations</p> <p>Viewpoint Team members gave their feedback as part of our national consultation on our customer promise and consulted customers in our local neighbourhoods during customer promise assessments</p>	<p>We combined your feedback with feedback from all Viewpoint Teams. Further consultation with customers will take place in January 2019 to ensure customers lead on the development of our refreshed customer promise</p>