

Assurances Group Meeting
Wednesday 19/10/2022 – 6pm

Attending

Morris Grant – Staffs Housing resident

Karen Smith – Staffs Housing resident

Sterling Berry – Concrete resident/volunteer

Malcolm Mullett – Staffs Housing Resident

Katie Wakefield – Customer Engagement Officer

Tracy Christian- Hansen – Policy and Performance Co-ordinator

Jo Tolley – Business Support

Apologies

Dave Stewart – Staffs Housing Resident

1. Katie updated the group with responses from customers to Karl Dean (chair of Customer Services Committee) questions asked at the last meeting.

Sterling mentioned that the reason we struggle to get customers involved is that they feel intimidated in group meeting. Katie said that we have started to use several measures that customers can be involved eg text, email, phone calls, video calls and informal coffee mornings.

2. Tenant Satisfaction Measures

Katie told the group that the measures had been updated from the consultation that had taken place in December 2021.

When the Social Housing White Paper was published in November 2020, it emerged that the Regulator of Social Housing would be introducing a set of measures that were important to tenants, which social landlords would be judged on. The consultation on the measures, which ran from 9 December 2021 to 3 March 2022, received 1,098 responses, including from social housing tenants, shared owners, councils and housing associations. The regulator proposed to set a new consumer standard – the Tenant Satisfaction Measures Standard – which would include specific expectations for all social housing providers in relation to 22 TSMs. Although the majority of feedback was “positive”, the RSH made several changes in response to suggestions and comments made by respondents. It had initially proposed one TSM that covered whether a home is well-maintained as well as safe, but now there will be two separate TSMs on each theme. It also changed the TSM that measures satisfaction with the landlord’s approach to handling complaints to add a filter survey question clarifying whether the tenant had made a complaint.

Honeycomb Group will achieve these measures by sending information and surveys out to customers starting in April 2023, so that we can start to report back in April 2024.

3. Mary Walker updated the group about the Customer Services Team. She said that they were very busy in quarter 2 and had received 3049 calls in September and 3000 emails. The team is fully staffed now with a mixture of full and part time staff. The average wait time of calls is 5.4 minutes, and

after every call there is a text sent with a survey link to 3 questions regarding the quality of the call and not the outcome of the call. The scores coming back in are around 9 which is really positive.

Mary demonstrated to the group the customer portal called Front Door. It is still in the developing stage for phase 1 and will be going out to several involved customers in the next few weeks to test. She said that the portal is available 24hrs but will be manned in office hours for responses. Repairs can be reported on the app but not emergencies, they would still be reported on the emergency telephone number.

The group raised the following;

- Would the option for paperless correspondence be on the app?
- Would all customers be able to view rent statements on the app?
- Can the app be put onto communal pc's that are available in the villages?

The Assurances Group will monitor the up take of the app when it goes live in the next couple of months.

Katie talked through the Fair Deal performance measures with the group about what information they wanted to see. It was agreed that the tenancy measures are taken off and replaced with the score cards that go to the Customer Services Committee. These report on; customer services, repairs measures and housing measures. We will still report back on day to day repairs quarterly but will report on data protection, SAP rating and decent home standards annually. Day to day satisfaction is on the score card.

The group said they would like to look at a tenancy pack so they can see what information is given to new tenancies. The group also asked for the score cards for the charity.

Katie talked through the activity table and the group were impressed with the number of activities achieved with customers over the quarter.

Mystery shops for empty properties and customer services were discussed. The void check list has been amended and a few items have been taken off, these are toilet seat renewal if not necessary and providing curtain battens if they have never been fixed. These items were agreed with the mystery shop group in October 2022.

The main failure for empty property shops is still cleanliness and this has been fed back to the maintenance team. The customer services shops failed on no one being at reception - customer waiting for over 10 minutes and a phone call asking about live and learn courses. Although the call was answered politely and the customer was asked they wanted to have a call back from Customer Engagement Team, the customer felt that they could have been signposted to the Staffs Housing website too. Mary responded to the reception shop and now there is a sign which tells customers where to stand so that staff in the office can see them. The group wondered if the volunteers for Peer Mentors could sit on reception desk when working at peak hours so at least customers get acknowledged when

entering the building and can be asked to take a seat and wait to be attended to. Mary said that it can be trialled in peak hours.

Mary's response to the live and learn phone call she has mentioned this to her team and they are aware now that information is on the website.

AOB

Katie updated the group on the following;

- complaints received in quarter 2,
- building safety compliance checks.
- My Home Group had its first meeting in September. In future meetings they will be discussing, scheme visits, lettings and policies.
- Mary updated the group on Repairs and Building Safety Group who also met in September. Phil Johnson our Health and Safety Consultation gave a presentation on Fire Safety.