



Scotland Viewpoint Team Meeting 17th January 2023

Customers: Lesley S (Chair), Bruce B, Janet M, Maureen W, Robyn I, Ellen M, and Jane H met with colleagues William Mulheron (Maintenance), Graham Hedley (Product Innovation), Chas Leung (Business support), Eveline Armour (Engagement) and **Novus** colleagues Charlie Cooley and John McCluskey

Maintenance and Novus

After a presentation from Novus on their plans for improvement and key performance indicators, customers raised the following experiences and questions

- no accesses being recorded when they were home
- How can Novus address the time allocated to jobs, to ensure they are more accurate?
- Having compassion for customers where appointments are late or run on and keeping customers informed e.g. when parts are on order
- Maintenance was awarded bronze standard in all three customer promise assessments in Scotland last year
- Poor communication, appointments missed, no return visits etc

Novus are putting in the following measure

- Action plan targeting overdue jobs
- Time invested in recruitment and training operatives.
- Pay increases to encourage recruiting and retaining skilled colleagues
- Home Group providing appointments at the first point of contact
- Resolving software issues to improve appointment allocation
- Electronic replacements for van stocks to ensure that operatives' vans carry the right components.
- 48-hour target for responding to damp and mould issues and related repairs
- Partnership working between Home Group and Novus on communication about preventative measures for damp and mould.

Actions

1. Novus to participate in a customer promise assessment to hear what customers are really saying about their services

Performance Monitoring

Customers reviewed performance information for Scotland and raised the following

- Complaints increased in July
- In breakdown on repairs, what does "no outcome recorded" mean?
- Routine repairs – had been increasing in numbers but are now starting to decrease

- Void loss has increased slightly.

Actions

1. Chas to find out what “no outcome recorded” means for March Viewpoint

ACORN Report

ACORN stands for A Classification Of Residential Neighbourhoods. Data is collected by post codes and customers looked at different areas across the UK, Scotland, Dundee, Edinburgh and Glasgow so they could understand more about customer profiling. The report helps Home Group to plan for any help we may need to provide in the following ways

- Identify customers at risk of economic stress, fuel poverty and isolation
- Direct communications correctly by knowing customer communication preferences
- Confidence in new development locations

Action

Graham to return to Viewpoint with more detailed information on Scotland

Rent Consultation

Customers are disappointed that the figure for consultation is 7%, rather than the 5% previously discussed, but understood the increase in costs. We are consulting with all customers for their feedback on the 7% proposed increase.

Customer Involvement

Customers reviewed the customer involvement strategy action plan for 2022/23 and agreed the draft action plan for 2023/24. Customers discussed the following involvement opportunities

- Customer Board member vacancy for Home Scotland Board
- On Board training in February.
- Face to face Viewpoint meetings in June, September, December, and March 2024
- Customer Forum in January via Teams
- High-rise building consultation at Robertson Gait, Edinburgh on 7th February
- Customer promise assessment in Glasgow on 21st February
- High-rise building consultation at Salamander Court on 15th March.

Any other Business

- Home Scotland Board will meet in different communities three times each year
- The Board is reviewing customer engagement to align customer contribution to specific strategic objectives – we will discuss this more at a future meeting

Date and Agenda for Next Viewpoint Meeting

- Tuesday 14th March 11am – 3pm, Glasgow, Mercure City Hotel, 201 Ingram Street, Glasgow, G1 1DQ
- Bruce to chair
- Novus invited