



Scotland viewpoint team meeting 30th April 2024

Background

Customers John A, Maureen W, Jane H and James S met in Edinburgh with colleagues William Mulheron (maintenance) Alex McDonald (Novus) Karen Wolstencroft (head of service) Shona Mitchell (senior advisor) and Megan Hesmondhalgh (engagement team).

Customer satisfaction survey

Customers reviewed results from the large-scale satisfaction survey completed across Scotland. Viewpoint members are concerned to hear that overall satisfaction has dropped from 80% in 2020 to 77% in 2023 whilst Home in Scotland's peer group average satisfaction rates have risen to 83%. Value for money satisfaction has also decreased by 5% and is below the sector average. Viewpoint agrees with customer priorities from the survey, improve repairs service and customer service.

Action	Owner
Add complaints performance scrutiny to future agenda	Megan
Set up digital customer consultation group to review satisfaction survey action plan	Megan

Performance monitoring

Viewpoint scrutinised performance data from Tivoli, Abby, and Novus.

Tivoli - grounds maintenance

- **230** visits where they didn't provide photographic evidence to prove they attended site as scheduled.
- Ivy removal has now been included in the contract which has improved the service and value for money.
- John shared recent experience of great service and standards from Tivoli.

Abby - communal cleaning

- Missed **105** scheduled cleans
- Jane highlighted poor experience of cleaners playing loud music whilst working.
- Viewpoint wants to see a plan for how the missed visits will be made up.

Novus

- Customers recommend operatives call before arriving at properties to reduce the number of 'no access' visits.
- Improve communication between the service centre and Novus to ensure Novus attends with correct equipment and understanding of work required.

Action	Owner
Share plan to catch up on missed visits by Abby	David Firth
Call customers on their way to appointments	Novus
Investigate creating quick text compliment service for feedback regarding operatives	Karen W

Repairs scrutiny

Viewpoint received an update on contract performance from Willie. Novus is currently on a performance improvement plan as their contract performance had fallen below acceptable standards. Alex (head of Novus) shared some challenges and successes:

- Only 17% of jobs were being appointed at first point of contact, Novus' diary has been opened to the service centre to improve this and reduce repeat calls.
- Complaint handling has significantly improved but more work is needed on lessons learned to stop the same mistakes from happening.

It's refreshing to hear Novus speak openly about what's going wrong instead of trying to give us excuses

Engagement

Customers reviewed progress against the engagement plan for Scotland 2023/24 and agreed their priorities for the Scotland engagement plan 2024/25. Viewpoint shared their feedback on the draft national involvement plan 2024/27 agreeing which projects be moved into year two and three of the plan.

Action	Owner
Create Scotland engagement plan 2024/25 based on customer feedback and priorities	Megan
Include customer feedback in national involvement plan consultation	Ronika
Invite John A to join national complaints scrutiny group.	Sam B

Agenda and priorities for next meeting

Bruce will chair the next viewpoint team meeting and agenda priorities include:

- Contractor performance monitoring
- Complaints scrutiny
- Customer satisfaction survey action plan review

Next meeting: Glasgow 27th June 2024