



Scotland Viewpoint 12th September 2023

Background

Customers Ellen Mc, Jane H, Linda C, Wendy Mc and John A met at Glasgow office with colleagues David Firth (Maintenance) Robert (Abby Cleaning) Andy Crawley (Communications) Shona Mitchell (Senior Advisor) and Megan Hesmondhalgh (Engagement team).

Customer forum

Wendy, Linda and Ellen provided feedback on their first experience of customer forum. *I loved meeting customers from across England*. Linda expressed concern that some information given by senior leaders wasn't applicable to Scotland, such as maintenance timescales. Ellen, John and Linda volunteered to represent Scotland at the next forum meeting.

Customers agreed their questions for senior leaders:

- **Care about you** – Since the closure of local offices and the centralisation of the customer service centre, customers are feeling disconnected from Home Group. How do you propose to bridge the disconnect with customers?
- **Help communities grow** – We see community events taking place in various locations across the UK, how do you identify an area to do these in? Could a planned programme of events be created each year to ensure areas are fairly represented?

Action: Ellen, John and Linda to attend October Customer forum.

Performance monitoring – Abby Cleaning

Customers reviewed performance and quality assurance of Abby cleaning across Scotland. The group were pleased to hear Abby require operatives to take photographs of each area cleaned along with pictures of the sign in sheet to evidence work completed. Customers raised concern that this doesn't always happen, with operatives forgetting to do so approximately 30% of the time.

Customers made the following recommendations:

- Target operatives to provide picture evidence on 100% of visits

- Supervisor to complete sight inspection following cleans at properties where concerns have been raised, e.g Peddie St
- Investigate when operatives repeatedly do not take photographs and use sign in sheets

Action: Robert (Abby Cleaning) to complete sight inspection at Peddie Street and implement recommendations.

Customer Report

Viewpoint reviewed design proposals for the annual customer report.

Customers said the report should:

- Use plain and simple language
- Include relevant imagery
- Provide information via a mix of graphs, pictures and text
- Give a one-line summary of the key message for each page

The group agreed a printed copy of the report should be sent to all customers and a video summary of key messages should be published on the website and social media. Customers want to take part in an editorial panel before the report is published.

Action: Andy to use customer feedback to create final design. Megan to arrange editorial panel for customer scrutiny.

Engagement Plan

Customers evaluated their engagement plan for the year and agreed their top three priorities to achieve are:

- Complete customer promise assessments at Burdiehouse in Edinburgh, Garthamlock in Glasgow and Peddie Street in Dundee.
- Host one live Life Swap at Viewpoint
- Scrutinise customer report via editorial panel

The group also discussed what key themes should form the national involvement plan for 2024-2027. Customers agreed the plan should feature: energy efficiency for homes, future design and development, regulatory consultation for Scotland and community plans.

Action: Megan to arrange customer promise assessments and add Life Swap to future viewpoint agenda.

Agenda and Priorities for next meeting on 7th December

Ellen agreed to chair the next viewpoint team meeting and agenda priorities include:

- Fire Risk Assessment recommendation tracking
- Customer Forum feedback
- Tivoli grounds maintenance attendance
- Customer promise assessment recommendation tracking

Action: Megan to create agenda based on customer priorities.