



Wrekin Voices Report

Quarter 4 2022/23

Customer Voice and Value Team
April 2023



Overview

Background

During 2022 the Board commissioned a review of our Tenant Engagement Framework. This included expanding the less formal ways for customers to get involved, such as surveys, whilst creating a more streamlined approach to our formal groups. A central part of this was the creation of the Customer Committee with a plan to continue to expand the 'menu' of ways to get involved.

At this point we have the following ways for customers to get involved:

- Complaints Champions
- Community events
- Service reviews (scrutiny)
- Tenant Action Group
- Shire Living Forum
- Online workshops on service priorities and how we can support through Cost of Living
- Completing surveys

Wrekin Voices

Wrekin Voices launched in January 2023 with a campaign to recruit new involved customers. Working with the Communication and Marketing team the campaign featured photography and stories from real tenants combined with a vibrant new look. It focussed on more flexible ways to get involved.

Outcomes –

- An increased group of involved customers from 15 to over 90 involved customers as Wrekin Voices.
- A broader range of customer feedback, skills and interests and voices being heard.
- Increased awareness across the organisation for staff. Focusing the intention of hearing customer voice across a wider array of projects, services and at earlier points.
- We are able to offer a variety of ways to get involved, including digital, in person, reviews and events.

Customer Involvement in Quarter 4 2022/23



Customer Involvement

In Quarter 4 2022/23 there have been a range of ways for customers to get involved and shape our services. The following outlines these and the key themes they have explored/identified and changes they have driven.

Policy Development

Shaping policies is one way for customers to feedback on. This might include by using feedback already received through surveys but also specifically on policies. Each one has been sent to 300 customers for their feedback with an increasing number responding.

Policies 	Consultation methods 	Details 	Outcomes 
Code of Conduct – a policy for staff on how they should behave, for example.	Approached 300 customers via email and social media.	9 customers provided feedback. Feedback was that policy was clear and positive overall.	15 suggestions incorporated, including emphasising respect points and referring to other policies for clarity. Impact of policy will be reviewed through Customer Feedback Report to this Committee.
Lettings Policy – this covers how to apply for a Wrekin home.	Combination of methods covering 600 customers including: <ul style="list-style-type: none"> • Satisfaction data • Telephone interviews • Email request for feedback 	10 customers provided feedback. Satisfaction data covers over 300 customers. Positive feedback but asking for it to be easier to apply.	11 comments were made on changes and acted upon. New lettings team acting upon wider feedback, simplifying process over next six months. Impact of changes will be reported through the Positive Change Programme updates to this Committee.
Tenancy Debt and Income Management Policy – this covers how rent is collected and the support services available to tenants.	Approached 300 customers via email and social media.	16 customers provided feedback. Overall positively received and seen as clear.	Customers asked for more information to be included on support services, such as Money Matters. Policy will be monitored through performance figures and the cost of living update report to this Committee at each meeting.
Tenancy Sustainment Policy – this outlines Wrekin’s approach to supporting tenants to maintain their tenancy, such as through Money Matters.	Approached 300 customers via email and social media.	8 customers provided feedback. Positively received with some feedback about wording being altered for clarity.	All feedback acted upon. Policy will be monitored, as above, by the cost of living update report.

Service Development

A range of ways for customers to shape/improve our services have also taken place during Quarter 4. These have covered areas such as Letting homes and our Shire Living Panel have talked about a range of topics.

Engagement activities 	Consultation methods 	Details 	Outcomes 
Lettings Journey discussions – reviewing how we let our homes to customers.	Combination of methods approaching 600 customers including: <ul style="list-style-type: none"> • Satisfaction data • Telephone interviews • Email request for feedback 	11 customers involved. We covered how their experience had been, what worked well and where we could look to improve our services.	Feedback shaped our Policy. Customers asked for more clarity on the cost of running homes. This will be incorporated by the new Lettings team. Impact of changes will be reported through the Positive Change Programme updates to this Committee.
Shire Living Panel – aimed at those living in Shire Living schemes	Over 30 customers enquired about joining the panel. It was published within each of the 10 schemes.	The first meeting saw 25 tenants involved. Future topics were discussed, such as how social media could be used and how homes are let.	Working on a new Charter to cover service expectations by December 2023.
New build homes video consultation	Over 300 customers approached via email, social media and at events.	7 customers took part. Chance to feedback on leaflets and videos for customers moving into a new build home.	Tenants shaped when videos would be sent. Impact will be monitored through satisfaction operationally.
Heating video workshop – aimed at making it easier where customers have ground source heat pump based heating, for example, fitted.	Approached over 300 customers through email, social media and at events.	3 customers involved.	Approach not as successful as we wanted. We will re-design to target those who have an interest in environmental issues and have used the new type heating systems recently.

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
<p>Rent support and priorities workshop – talking through how Wrekin could support with cost of living crisis</p>	<p>Asked for interested customers via survey that went to all customers.</p>	<p>Over 2,000 customers fed back on the rent increase survey, this was discussed by Board as part of their decision making and fed back as part of our return to the regulator consultation. At the workshops we explored key service priorities, areas to improve and the approach we were designing to support through the cost of living crisis. 5 customers involved in workshops.</p>	<p>Feedback considered as part of Board considerations on rent setting. Service enhancements passed to operational teams to be actioned during 2023. Impact of the cost of living support will be reported to this Committee at each meeting.</p>
<p>Complaints Champions workshops – regular forum to explore complaint themes and how we can improve our approach.</p>	<p>Approached over 300 customers via email and social media.</p>	<p>2 Customers involved so far with direct approaches being made to grow the group. Working towards the complaints self-assessment being done jointly with tenants (due October 2023).</p>	<p>Suggestions on individual cases. Impact will be seen through future Customer Feedback Reports to this Committee.</p>
<p>Scrutiny training – this was designed to teach staff and residents about how to lead a review of a Wrekin service.</p>	<p>Approached over 300 customers via email and social media.</p>	<p>7 customers trained. Run by a specialist organisation, this gave a framework for customers to run independent reviews of services in partnership with Wrekin.</p>	<p>Staff and customer skills enhanced to deliver scrutiny reviews that might be commissioned by the Committee or wider business.</p>
<p>Apprentice and career show – Telford – Youth Engagement</p>	<p>Opportunity to speak with over 1,000 attendees.</p>	<p>Chance to speak with younger people about priorities and what might attract them to get involved.</p>	<p>Ideas for new Youth Panel informed by ideas. Impact will be reported in the future Customer Feedback Reports.</p>

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
<p>Safer Stronger Partner Events – these are run through a team at Telford Council. They are designed to bring communities together in a variety of ways.</p>	<p>Advertised to 300 Wrekin customers and by the Council in the area.</p>	<p>Two events and not always solely Wrekin customers. At Ketley within a school as a chance to talk about priorities and gain feedback on the Lettings items. Joint attendance with the housing team at Lantern Academy. This was a chance to build profile within the community and support a customer with a complex query.</p>	<p>These partnership events are a chance to promote ways to get involved and also our presence within the communities. These are aspects of ensuring we meet two of the current consumer standards as reported in a report on this Committee agenda.</p>
<p>Meet and Greet sessions –regular get together for all involved customers. This includes an informal catch up but chance to talk about current work, achievements and potential improvements.</p>	<p>Advertised to 300 Wrekin customers by email and social media.</p>	<p>7 customers attended across two sessions.</p> <p>A chance to catch up on the new Engagement Model and great to see customers promoting the benefits of getting involved with Wrekin.</p>	<p>A chance to share experiences and learning but also a thank you for getting involved too.</p>

Walkabouts - area visits

During the year we do planned activities as a 'one off' in a particular area. This might be as a partner organisation or to discuss ways to improve the area where customer satisfaction might be lower.

Walkabout 	Consultation methods 	Details 	Outcomes 
Oswestry walkabout	Promoted to homes in the local area by email, text and social media.	A response to feedback provided, the housing team walked the area to understand what the concerns were.	<ul style="list-style-type: none"> Identified issues related to bins and action agreed.
Lawley walkabout	Promoted via email, text and social media.	An example of partnership working. We joined officers and caretakers from Bournville Village Trust (BVT) for a walkabout and chat. Talked to customers about concerns about bin storage and parking.	<ul style="list-style-type: none"> Liaised with bin and rubbish issues Agreed joint working in Lawley with BVT moving forward
Donnington Joint Action walkabout	Promoted through channels across partner organisations.	This was a great example of partnership working. We joined the housing team, ASB officer, Telford council, police and grounds maintenance team to walk around and identify any issues and resolve collectively together. It was also a great opportunity to talk with customers who may not have attended events and heard their experiences direct in their neighbourhood.	<ul style="list-style-type: none"> Resolved hedge issues Shared information on who was responsible for certain actions <p>Impact of these events will be seen through Tenant Satisfaction Measures (those on neighbourhoods) that will be reported to the Committee.</p>

With all ways to get involved, the wider outcomes of the work will be seen through the Tenant Satisfaction Measures on satisfaction that customers are being listened to and informed on matters that are important to them. The Committee will see performance on these new measures at their July 2023 meeting.

Future plans

Before July
2023

- Walkabouts within local areas to continue.
- Chance for customers to feedback whether they prefer a housing service with more specialist teams or staff that cover a variety of topics.
- Damp and mould – a series of ways to get involved will target customers who have received these works in the last year. The focus will be on ways to strengthen the service.
- Repairs approach – a chance to get involved on what works well and ways to improve.
- Service Standards – customers will work in partnership to review the standards of service.

Before
September 2023

- Major works (kitchens and bathrooms etc.,) – working with customers to look at how these services feel and how we might improve.
- Neighbourhoods – working with customers to discuss the key priorities within their local areas and how Wrekin might improve these services.
- Anti social behavior – reviewing the way this is handled.
- Value for Money review.
- Customer Voice Strategy – working to build a revised strategy for the next 3 years.

Before
November 2023

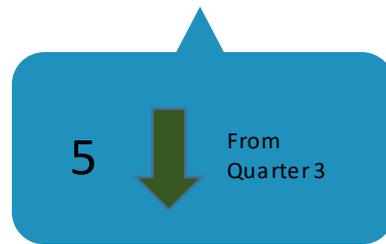
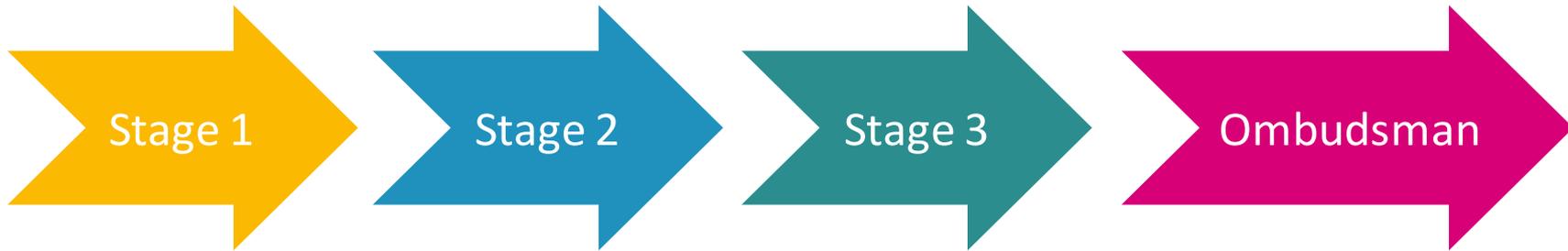
- Customer Care – a scrutiny review on how we might enhance customer care and build on strengths.
- Complaints Champions – looking at the self-assessment against the Housing Ombudsman Code of Complaints handling.
- Customer Journey Mapping – similar to mystery shopping and looking at where processes might be improved.



Complaints Performance – Quarter 4 2023/24



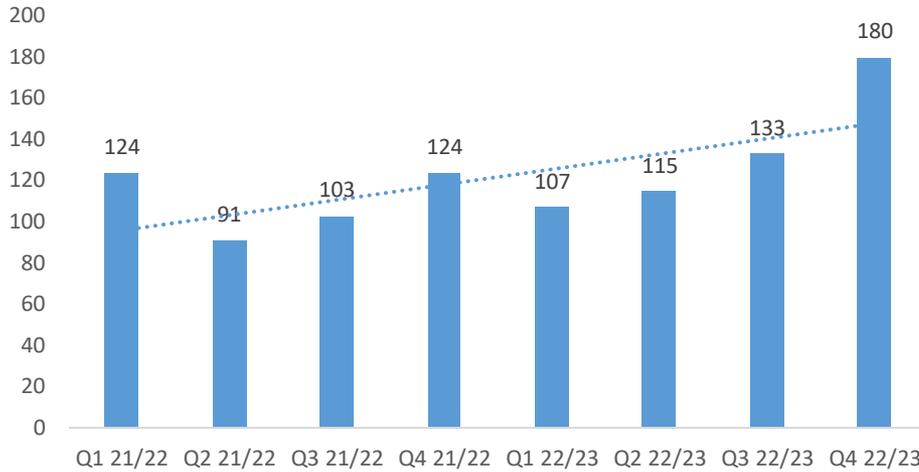
Performance- Quarter 4



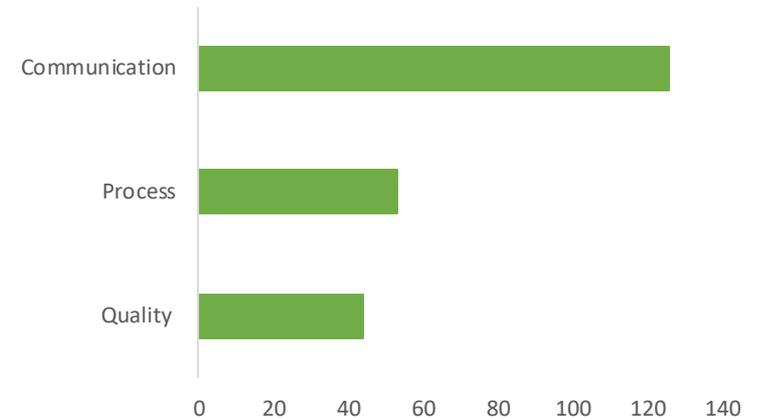
- 31% about repairs (56)
 - 28% about Housing (51)
 - 11% about Gas Repairs/Services (19)
- The complaints for repairs and housing equate to 0.5% of the total repairs/housing enquiries dealt with in the period.

Performance- Q4

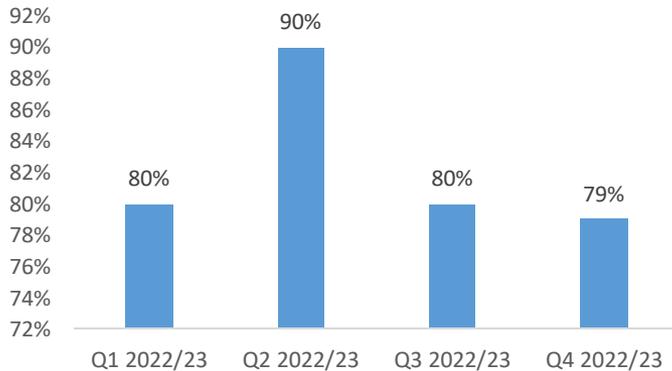
Number of complaints 2021/22 to 2022/23



Reasons for complaints in Quarter 4



Complaints resolved within 10 working days %



35% of complaints were not upheld (not agreed with)

The number of complaints and complaints resolved within 10 working days will be Tenant Satisfaction Measures from 1 April 2023 and performance will be reported to the Committee in July 2023.

Actions have been, and continue to be, taken to secure improved performance on resolving within 10 working days.



Complaints case studies



Mr A
Wheelchair user
Customer for over 7
years

Nature of complaint

Customer had asked to move to a larger adapted property. No suitable properties had become available. Customer complained about lack of contact/information.

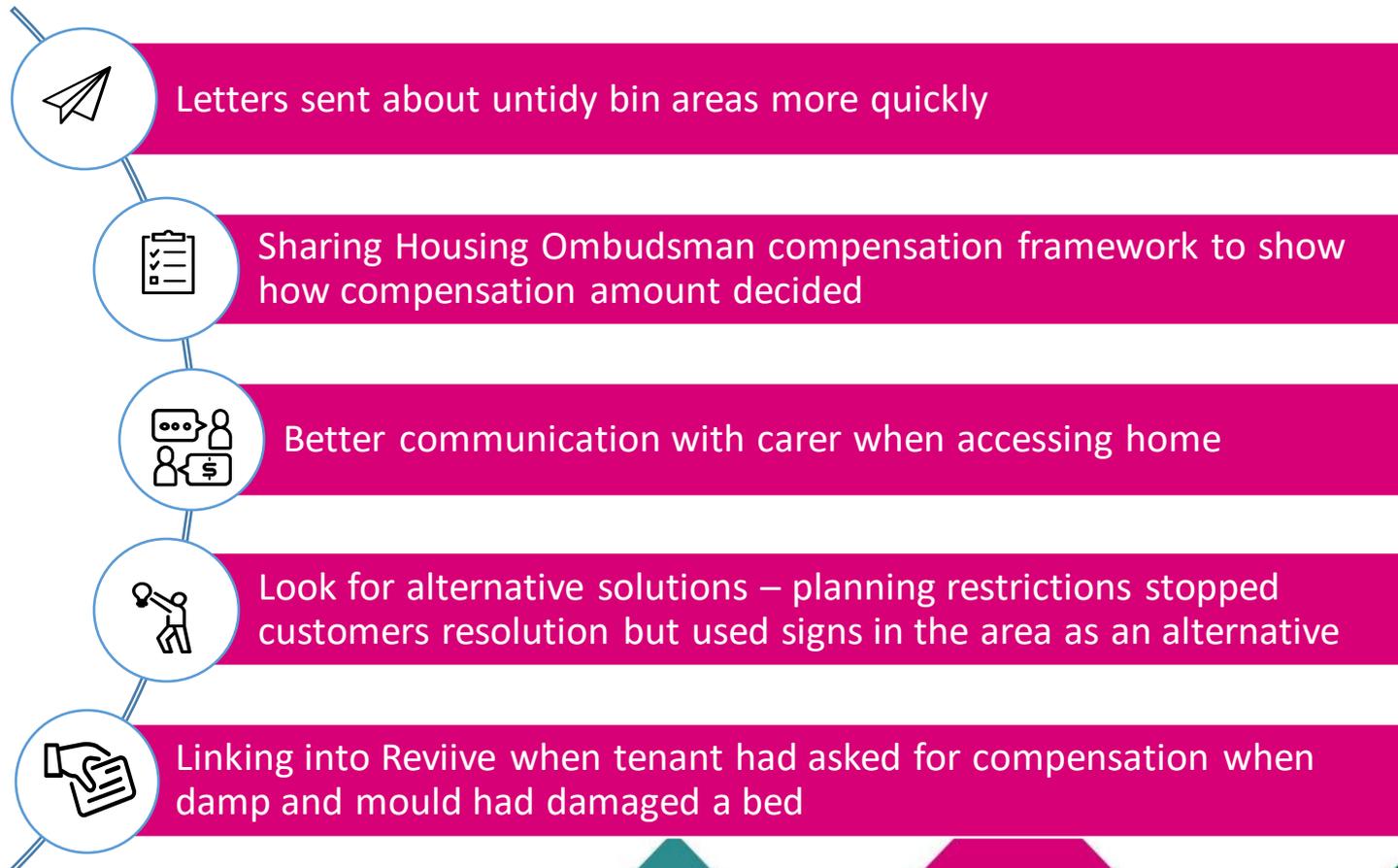
Learning from complaint

Reminder to all teams about complex transfer cases and keeping in contact.
Lettings approach pilot looking to learn from examples like this and join up homes to customers' needs.

Learning from complaints

Complaints Learning

After each complaint case, staff log the lessons learnt and act upon anything they feel would reduce the chance of the same issue recurring. These are logged centrally so we can see themes. The list below highlights some of the actions taken.





Social Media – Quarter 4 2023/24



Social Media

Social media contact for Q4

242 comments

40 messages

[Key post - Old Park development \(23 March 2023\)](#)

Reach – 12k

Comments – 135

This post generated a significant number of posts – mainly from people querying how they register their interest in Wrekin properties. A number of the comments expressed their frustration at the waiting list for homes across Telford and Wrekin. A number of people also commented that they found it difficult to register for our own waiting list, as well as the lack of new properties being advertised.

[Investing in our homes \(17 February 2023\)](#)

Reach – 5.1k

Comments – 59

A post highlighting our planned £10m investment in our current homes for 2023/24. We chose to highlight how many new kitchens were being installed during the financial year – which led to a higher than usual number of comments and messages from people asking about when they were due a new kitchen.

Comments from Social Media

Hi there, I'm looking to exchange my property with a WHG tenant. Would somebody be able to assist me with the application.

Kindest Regards, Ms Masters

[Redacted]

Can I please ask for Jenny Jackson to contact me on [Redacted] about ASB. I'm getting nowhere with our local office and neither are my neighbours. My autistic daughter is now living with her dad 5 nights a week because she's too scared to live at home full time. Can you imagine that!

Morning, I need to contact someone about an emergency situation. Is there a number I can call please?

Hello, me and my partner are wanting to rent a roomy 3 bed property. We are living apart at our parents, we are getting married this September we have our daughter and step daughter that will be living with us, we have no animals and we don't smoke, we have been let down over 20 times for a house now, we are ready to move and get settled

Good day to all, is there any chance to get more information about this new houses? I live in Gobowen with my 3 kids and husband, I'm interested to apply for these Scheme but no idea how? could you please help me out. thanks

Hiya I've had an email about you investing more into your existing properties example new kitchens, doors ect. Is this something my home would be on the list for?

Thanks

Hiya am I looking in the right place to get a house through The Wrekin Housing Trust, all I ever seem to find is supported living or retirement houses 😊

Hello.

Please can someone tell me how I can register on the waiting list?

Thanks

Hi there is there someone I could possibly talk to regarding being homeless we live in Bridgnorth and our landlords have served us a section 21 which ran out on the 20th march. They have now processed in the next step of taking it to court.

Kind regards Stephanie