



Wrekin Voices Report

Quarter 1 2023/24



Customer Voice and Value Team
July 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
- Staff Customer Group
- 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.
- 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 1 2023/24





Summary page- involvement

- 21 opportunities to get involved
- 400 customer voices heard (3% of customers)
 - 5 methods of consultation undertaken
- Customers who are staff group increased to 12

Customer Involvement

In Quarter 1 2023/24 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. New methods have been included to gain feedback also.

Policies 	Consultation methods 	Details 	Outcomes 
Domestic Abuse Policy – this covers how we support customers who may be experiencing domestic abuse.	Approached 300 customers on the email distribution list and 90 Wrekin Voices involved list knowing some members had lived experience.	4 customers responded with detailed feedback based on their personal experiences.	Customers asked for clearer definitions of the support given to victims and staff training which have strengthened our policy. 2 customers are interested in working with us further to shape our approach. The impact of this work will be seen through a range of measures, such as being treated within fairness and respect. A robust domestic abuse approach will also form part of the new Consumer Standards, providing the Committee assurance that this standard continues to be met.
Tree Policy and procedure – covering roles and responsibilities of Wrekin and customers.	Approached the 300 customers on the email distribution list and 90 Wrekin Voices involved list.	15 people provided feedback on this policy, a higher rate than normal and reflected an interest in the subject. This is a topic also raised at community events.	Tenants asked for more clarity on the responsibility for trees in both communal and individual gardens and has been included. The Committee will see the impact of this policy within the Tenant Satisfaction Measures related to neighbourhood management.

Service Development

A range of ways for customers to shape/improve our services have also taken place during Quarter 1. 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 
Tenant Action Group meetings - resident led meetings.	This group is open for anyone to join, meeting at Old Park on a monthly basis.	8 customers with strong experience of customer involvement. 2 new customers have expressed an interest in joining the group. They currently are exploring how social media could be used to engage with a wider audience.	The group are looking at how social media might support their work, provided policy review feedback and supported two customers to raise queries with Wrekin.
Complaints champions – a group of customers who meet routinely to shape the complaints service	Approached previous complainants if they would like to get involved with scrutinising our performance/approach.	4 customers are involved as Champions at present with experience of the complaints process.	Shaping our revised Complaints Policy and Service Review. The group will also play a key role in providing challenge to our self assessment against the Complaints Handling Code. A revised Policy and Self Assessment will be considered by the Committee in September; demonstrating the impact of the champions.

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
YourWrekin customer read through	The draft was emailed to 15 customers who had expressed an interest in this type of approach.	Customers were asked for their views on the publication.	Positive comments were made about the publication. The impact of this work will be seen through the satisfaction measure on being kept informed about things that matter.
Stirchley bi-monthly drop in session	The sessions are advertised in the following ways: <ul style="list-style-type: none"> • Wrekin Facebook page • Involved Customers Facebook page • Involved customer email • Community Centre advert • Text message sent to customers who live nearby. 	A joint event with the housing team this gave customers chance to speak with staff and also change to take part in involvement opportunities. This included feedback on the housing service and neighbourhoods. 8 customers took part.	Achieved the aim with a successful first drop-in session. Advice and information given with further follow up work taken. A number of surveys completed as part of the Neighbourhood and Housing Model projects. Impact will be seen through the Engagement Plan work.
ShireLiving Forum visited a number of schemes as a 'bus tour' event.	Forum members visited three other schemes to understand services further. (Maywood, Parkwood and Chasewood).	20 customers took part and understood more about other services. Staff gave an overview and asked questions. A follow up with members from Withywood was arranged to discuss things specific to the scheme.	As well as developing the service through ideas/scrutiny this also built the Panels knowledge of other service areas. Impact of this work will be seen through satisfaction scores on involvement in particular.
Turnpike Court - consulting with customers on how roof works would be undertaken.	The Planned Maintenance team arranged a coffee morning to discuss the upcoming works with tenants.	16 customers attended the consultation with staff and contractors available to discuss questions. This provided an overview of approach, including timeframes and answering questions.	Customers were positive that they knew what would be happening. They shaped approach by the request for designs to be made available in the community room. Impact will be seen with satisfaction with major works/condition of home.

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
<p>Interfaith Centre in Wellington to host a drop in every other month.</p>	<p>Advertised the event through:</p> <ul style="list-style-type: none"> • Wrekin Facebook pages • Involved customer email • Text/email to those customers living locally • Poster on centre door • Promoted at Lola’s Kitchen initiative through the Resilience Fund 	<p>A joint event held with housing colleagues. 11 customers/future customers attended asking a range of questions and engaging with the involvement opportunities on neighbourhoods and housing.</p>	<p>Customers enquiries were resolved and promoted ways to get involved through activities on housing services and neighbourhoods. Enquiries related to lettings also and will shape who attends in future; ensuring support is available for customers who might need it. Impact of this work will be seen in the representation of customers getting involved and chances to get involved satisfaction measure.</p>
<p>Consultation for Resident Engagement in Building Safety Strategy 2023 for:</p> <ul style="list-style-type: none"> - Reynolds House - Richards House - Apley Court (Retirement Living) <p>The Strategy is part of the Building Safety Regulations to ensure landlords work in partnership on the management of ‘high risk buildings’.</p>	<p>Customers living at the 3 blocks were targeted to gain their lived experience of a high risk building. The Strategy was distributed and key questions asked, this was followed up by a telephone survey and coffee morning at Apley Court.</p>	<p>At Reynolds and Richards House we achieved a 23.5% response rate through the range of methods. Everyone was positive about understanding the document. Apley court: customers fed back through surveys and the coffee morning, this was useful to talk through the document and discuss ideas.</p>	<p>Customers shaped our approach and detailed findings are included within Agenda Item 11 of this meeting. Feedback included asking for less technical wording, changes to the layout and including some additional information. Building Safety Regulations are a key aspect of new regulation and this work provides assurance that the customer facing dimensions are being shaped in partnership with customers. The impact will be seen through tenant satisfaction primarily.</p>

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
<p>Housing service – ways for it to be delivered consultation. This sought to gain views on customers’ preferences for how to contact with housing queries and whether they preferred specialist teams or people covering a range of topics.</p>	<p>This was delivered in a range of ways, including:</p> <ul style="list-style-type: none"> • Involved customer email • Tenants Action Group • Staff Customer Group • Facebook group • Targeted at customers involved in a heating survey • Face to face at events in Wellington, Dawley and Donnington. 	<p>All of the feedback was summed up into 78 survey responses and information talked through with customers at events. The results showed only a marginal preference for specialist teams and the majority (61%) had no preference as long as information was readily available. 63% of customers outlined their preference for a telephone approach, information to shape both the housing service but also digital approaches.</p> <p>35 customers outlined wanting to get more involved in work to review our housing services.</p>	<p>This feedback will be considered by operational teams as part of thinking about future ways of working. Our Digital/IT Strategy development will also consider feedback on preferred methods of contact.</p> <p>This also built customers confidence about getting involved. The impact will be seen in number of involved customers and satisfaction with opportunities to get involved.</p>
<p>Bushbury community day – an event in the neighbourhood with customers. This was part of the management for the area returning to Wrekin from another organisation.</p>	<p>Advertised via posters and emails and text messages to tenants in the local area.</p>	<p>A partnership event that included a litter pick and chance to visit the community hub. Customers were also encouraged to provide feedback on the housing service and neighbourhood management. Local services such as the food share and community centre were promoted.</p>	<p>The litter pick showed the work Wrekin does within local areas and connecting with partnerships may have supported customers with resilience options during the cost of living challenges.</p> <p>The impact of this work will be seen in the tenant satisfaction measures on neighbourhood.</p> <p>Events like this further provide part of our compliance with the consumer standards.</p>

Service Development

Engagement activities 	Consultation methods 	Details 	Outcomes 
<p>Old Park new homes tour – a chance for customers to visit a recently finished new home. This worked alongside a staff initiative to look at the teams/approach on ‘the house that Wrekin built’.</p>	<p>Advertised this opportunity through:</p> <ul style="list-style-type: none"> • Facebook pages • Involved customer email 	<p>5 customers took part visiting the new home and hearing from staff about how this was built and future plans. This is also part of informal training to build customers knowledge of different services.</p>	<p>The impact of this work will be to support customers to get involved in different areas of work. It will also be seen through the satisfaction with being listened to and views acted upon.</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 
Lawley development of new homes walkabout	Published to customers living in the area through text and email.	A joint event with another landlord on the estate. Advice was given related to bins and parking and on car plug in points.	This more operational event supports with individual queries but also has the potential to build confidence with customers to get more involved too. Impact will be seen through involvement and neighbourhood satisfaction measures.
The Coppice (Shire Living scheme) walkabout and litter pick. Following on from new homes being built close to site.	Promoted to all customers at The Coppice through tenant meetings and posters.	7 customers took part and was chance to promote the ShireLiving Forum too. Customers valued the litter pick with the building works taking place.	Impact will be seen through neighbourhood and involvement measures. This also builds interest in getting involved.
Thackeray Walk walkabout and litter pick	Advertised on the Wrekin newsletter and text/emails to those customers living in the nearby areas.	8 customers took part and discussed a range of issues from fly tipping and ownership of a piece of land. 13 questions were followed up or signposted.	Impact will be seen on satisfaction with involvement and neighbourhood management. This builds interest in ways to engage also.

Walkabout 	Consultation methods 	Details 	Outcomes 
Hartshill and Oakengates area walkabouts - Aim to be visible in the community and talk to local customers.	Requested by an involved customer and promoted through the Wrekin newsletter, texts and emails to customers living locally.	10 customers took part and took part in a litter pick and discussed a range of issues. This was also a chance to engage with customers on the neighbourhood priorities.	Customers fed back in the Neighbourhood Engagement Work which will be presented to the Committee in September 2023.
Leegomery Nature trail event with a litterpick and community event taking place.	Promoted by the Council but also through Wrekin newsletters and text/emails sent to customers living locally.	The event followed a walkabout and litter pick of the area the week before. It was a chance to promote the Reviive recycled furniture schemes with 100 members of the community attending. It also promotes affordable furniture during the cost of living challenges and aligns to Wrekin's sustainability priorities.	Building stronger partnership links we took the chance too to talk to customers about the priorities in their neighbourhood areas. The impact of this work will be seen in the neighbourhood management satisfaction and Engagement work on neighbourhoods due to report in September 2023.



Walkabout 	Consultation methods 	Details 	Outcomes 
<p>Dawley Day – arranged by the Town Council this is a really well attended community event.</p>	<p>This was promoted through partners but also Wrekin newsletters, Facebook pages, for example. With over 2,000 Wrekin homes in Dawley this was a chance to speak with a number of customers.</p>	<p>Fun activities for children promoted health eating and sustainability through pea planting. The event also saw customers taking part in an activity to prioritise the improvement works at their homes; building our understanding of customer priorities to shape services.</p>	<p>The insight from these conversations will impact on neighbourhood and involvement satisfaction. The feedback will also be included in the engagement projects on neighbourhoods and major works which will report to Committee in September 2023.</p>
<p>Armed Forces Day at Donnington with a focus on a family day for those linked to the Armed Forces.</p>	<p>This was promoted through partners and through Wrekin in newsletters and Facebook pages.</p>	<p>Fun activities for children promoted health eating and sustainability through pea planting. The event also saw customers taking part in an activity to prioritise the improvement works at their homes; building our understanding of customer priorities to shape services.</p>	<p>This supported our commitment to the Armed Forces Covenant whilst being visible in the community. Impact will be seen in satisfaction with neighbourhoods and involvement.</p>

Training 	Details 	Outcomes 
Tenant Action Group Data protection and GDPR training.	The Tenant Action Group requested the use of computers to aid in their role. This training is needed to secure computers and data. The first part has been completed and a second part due to take place shortly.	Giving customers a GDPR overview and enable them to use equipment securely and effectively.

Future plans

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.
- 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 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.

Before December 2023

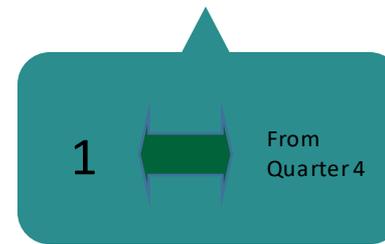
- Rent setting consultation and customer profiling work
- Customer data improvements



Complaints Performance – Quarter 1 2023/24



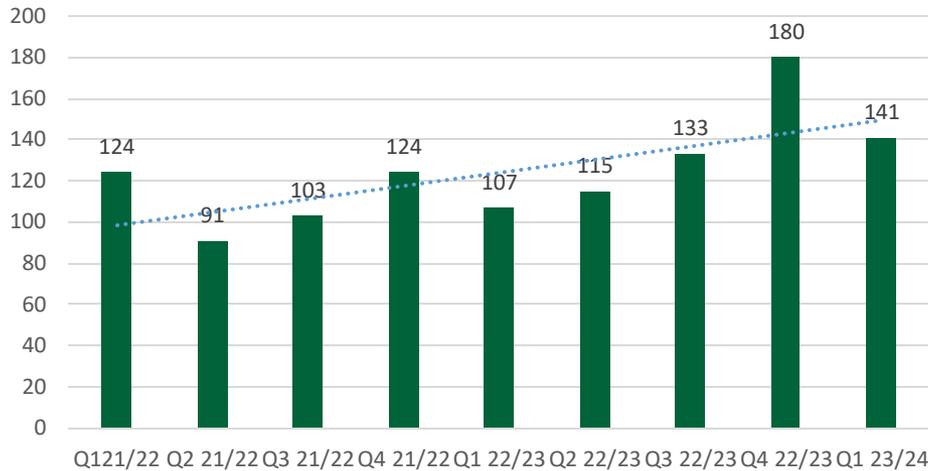
Performance- Quarter 1



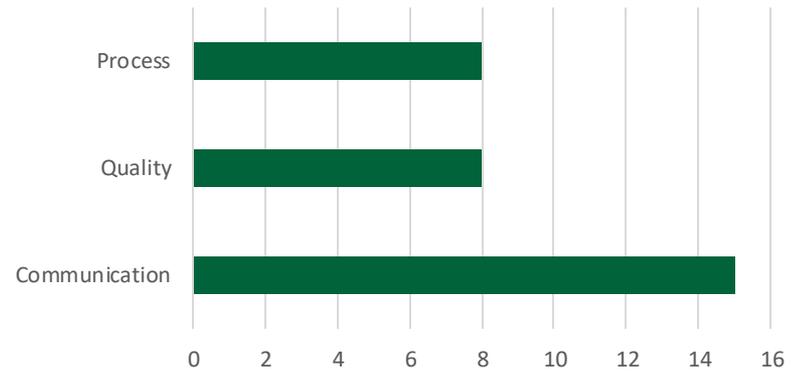
- 27% about Housing (38)
 - 26% about Repairs (36)
 - 13% about Gas Repairs/Services (19)
- The complaints for repairs and housing equate to 0.5% of the total repairs/housing enquiries dealt with in the period.

Performance- Q1

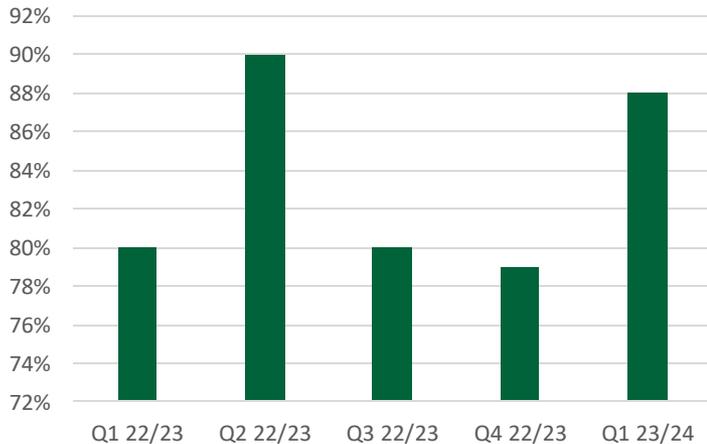
Number of complaints



Q1



resolved in 10 working days



7% 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 is reported within this agenda.

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



Complaints case studies



Mrs A
Customer for 1 year

Nature of complaint

Customer had a leak from pipework under the sink. Customer had no contents insurance and wanted the carpet replaced due to damage caused from the leak.

Learning from complaint

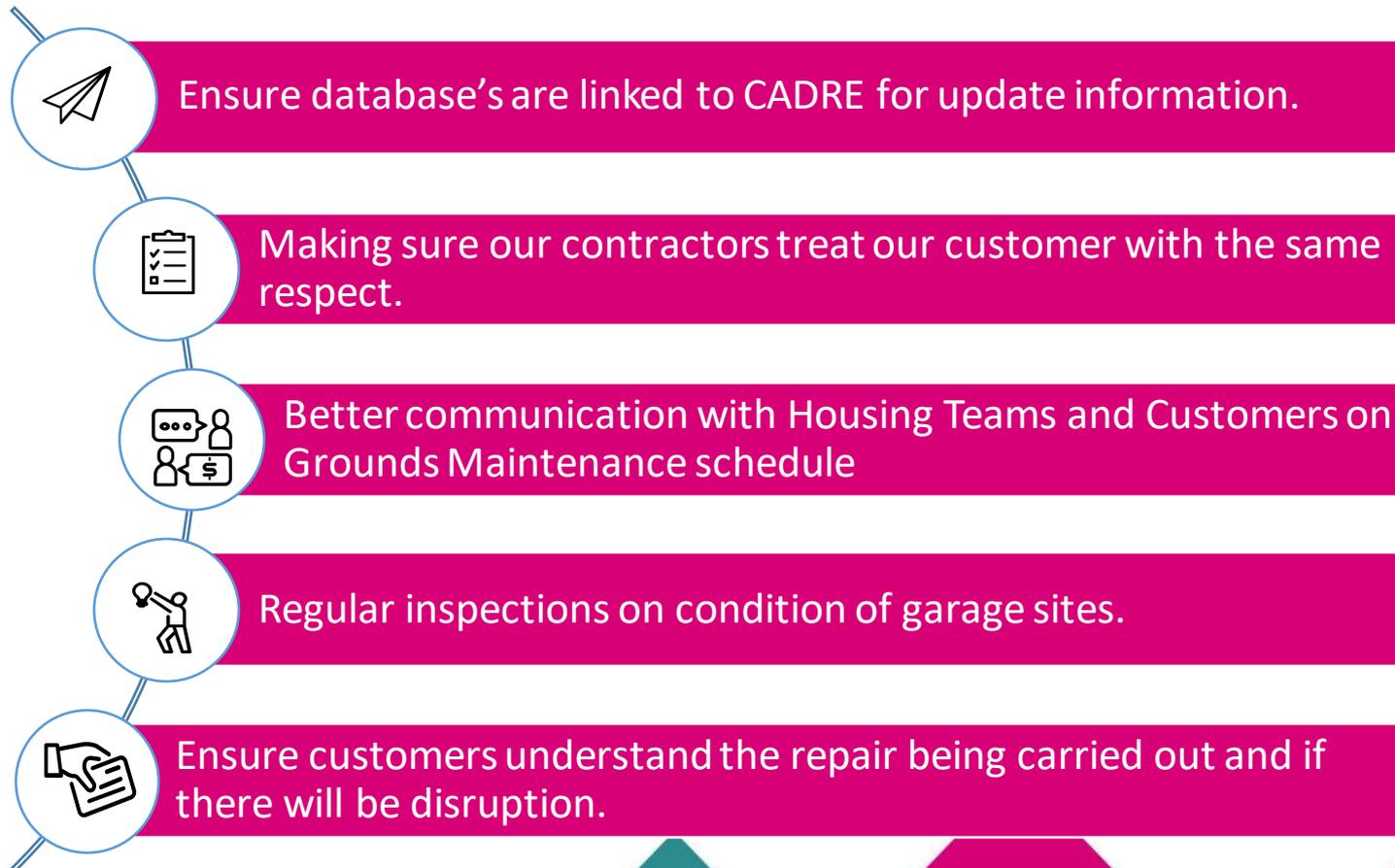
Complaint went through all 3 stages of the process.

Some learning in terms of written response and balancing customers health conditions with need to inspect.

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.





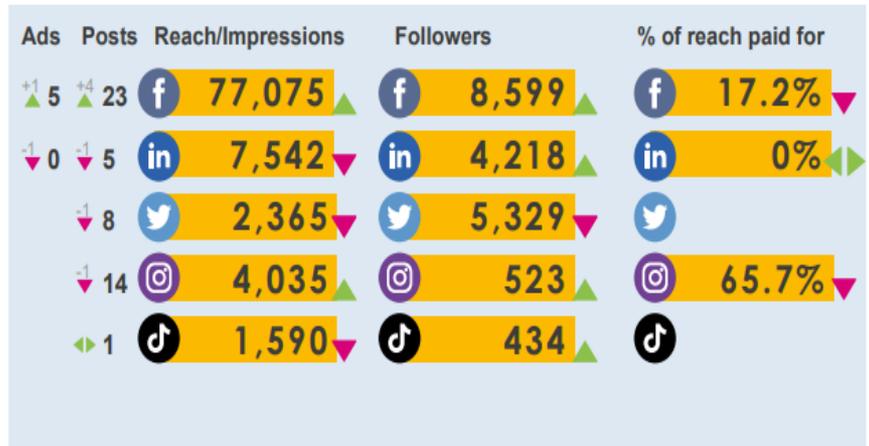
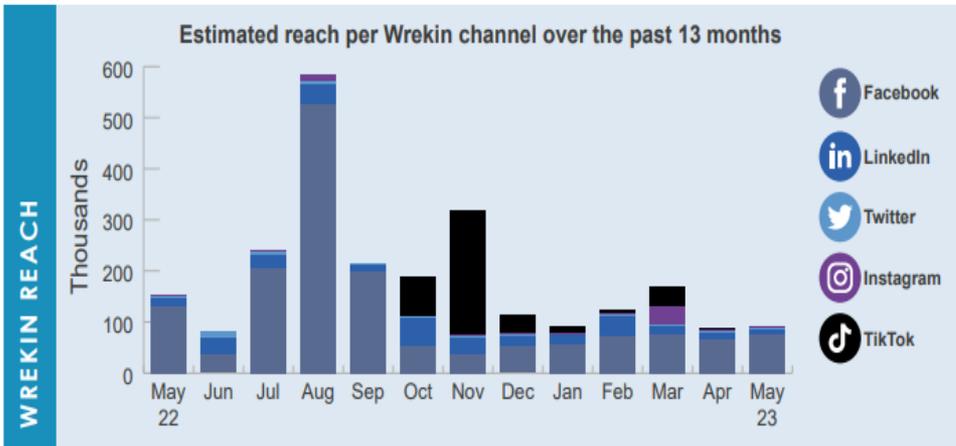
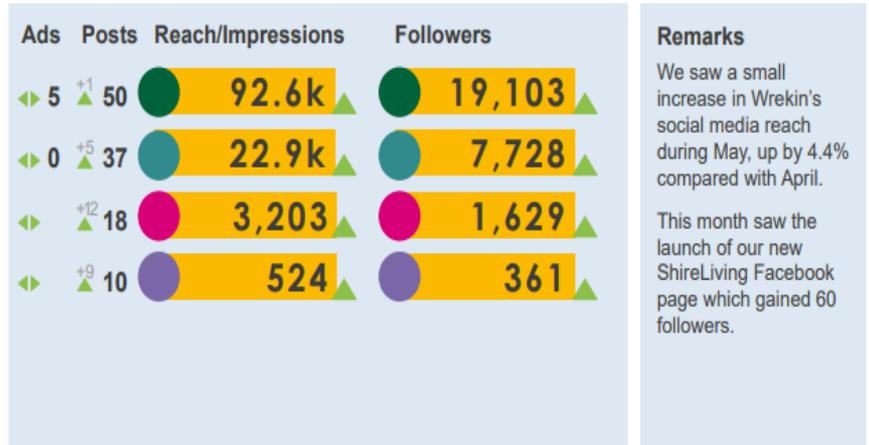
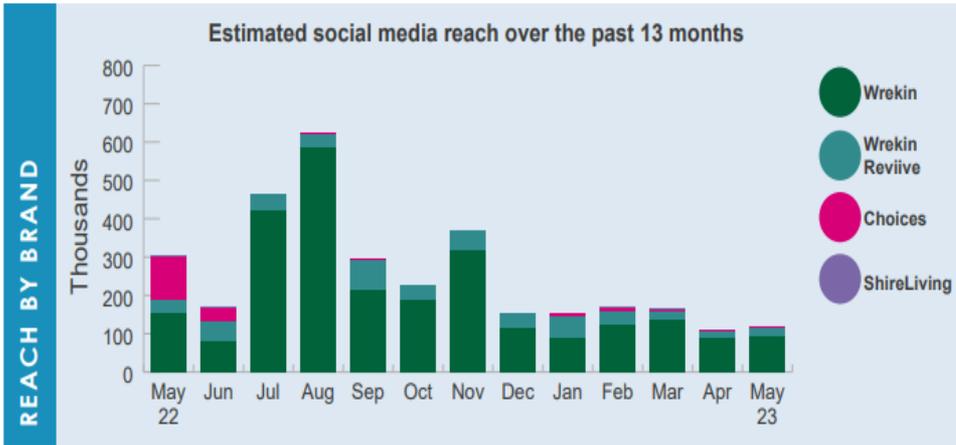
Social Media – Quarter 1 2023/24



Social Media

Social media contact for Q1

242 comments



Comments from Social Media

hello 🙌 I'm currently
Nearly 30 weeks
pregnant on
Monday. I think I
have an account
with you but I can't
remember my log in
at all whatsoever .
would you be able to
help me in the right
direction please



Good morning,
please could you let
me know if it
allowed for your
tenants to hold a
yard sale (sell their
unwanted items
from their front
garden) at their
home, many thanks



Can you send me
information for
Support Worker
roles in Newcastle
under Lyme?

