

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 15th September 2009 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Alan Darby, Jenny Grant, Maria Hemphill, John Riley, Alison Thorpe

NCH officers

Gemma Atkinson, Colin Bull, Alix Dale, Carol Donnelly, Sunny Gill, Clair Marshall, Tim Prentice, Lynne Row, Paul Ruston, Roshni Savani, Anthony Slater-Davison, Tim Shirley, Emma Simpson, Doreen Whittaker

Contract Partners

Andy Carey	-	FHM
Sara Fayaz	-	SPI
Sheila Gennard	-	Windows DLO
Glenn Harrison	-	Vinshire
Angela Walton	-	Nationwide

Apologies

Carly Beet, Doreen Gretton, Ennis Peck, Derek Roberts, Sue Stevenson, Clive Thorpe, Sheila Thwaites

1.0 Welcome to the Facilitator & Assistant Facilitator

The Customer Care Annual General Meeting (AGM) took place in August – Alison Thorpe was elected as Facilitator with Clive Thorpe as Assistant Facilitator.

Action

NOTE

2.0 Minutes of July & August meeting plus matters arising

These were agreed as a true and accurate record. Matters arising will be covered through the agenda.

NOTE

3.0 Partner feedback

3.1 Nottingham Secure

3.1.1 Nationwide Windows

Nationwide Windows are nearing completion in the St Anns area With the exception of some 3 storey properties where scaffolding is required. Likewise the Sneinton area is virtually completed. We are surveying in the Bestwood, Bestwood Park and Top Valley areas, with surveying due to be completed by the end of October. Fitting in the area is also taking place with completion due for the end of the year. The 1000th window was installed during August with a photo shoot organised for the end of September.

Access issues are being addressed with Nottingham City Homes with the Tenant and Project Liaison Officers working closely.

A total of 10 Helping Hands were completed for the month.

Coffee Mornings are being arranged for the Bestwood, Bestwood Park and Top Valley areas also at a sheltered housing scheme in the area. Nationwide also visited the Bestwood Housing office to introduce themselves as well as the Area 6 Panel meeting.

3.1.2 Nottingham City Homes DLO Window Team

NCH DLO team are currently installing windows in the Aspley area with 240 properties receiving new windows during July and August.

Access issues being worked on jointly with the Nottingham Secure team with letters being written.

Four Helping Hands took place since the last meeting making 15 in total.

A new One in a Million trainee recently started with the team for 2 years.

Following the success of attending a Parents Evening in the Aspley area earlier in the year SG has been approached by the NCC Parent & Community Worker with a view to attending another during November. Coffee mornings have continued to take place with another due in October.

NCH Marketing Department sent a professional photographer to track the process for recycling windows. Currently 32 tonnes of Up are being recycled per month and 24 tons of glass.

3.2 Warmth for Nottingham

3.2.1 Vinshire

July saw Vinshire completing the Warmth Project in Bestwood and Top Valley and have now moved into the Radford and Old Radford area.

DW, new PLO for Warmth, has helped with no access issues in the Bestwood area.

Where required furniture has been moved for elderly and vulnerable tenants.

4 apprentices have been taken on through the One in a Million Scheme.

3.2.2 SPI

Currently working in the Aspley area. Where SPI have been unable to gain access to a property letters are issued prior to calling at the property. During August 3 Helping hands were conducted.

2 apprentices have been appointed with a 3rd to be recruited soon. In additional 2 new Customer Liaison officers have been recruited.

The delivery problems SPI were experiencing with the manufacturer have now been resolved.

SPI have two new Customer Liaison officers who have joined the team. They are looking forward to working together and are planning to implement more coffee mornings and we are hoping to work with DW to bring together a sort of 'surgery' session for customers to drop in with queries for CLO's.

At the last meeting SPI were asked for details of the breakdown of works. The global figure for SPI is that 97% of the work consists of minor works or upgrades and 3% full heating systems.

3.3 Modern Living

3.3.1 Frank Haslam Milan (FHM) - Keepmoat

FHM (Keepmoat) are currently working in the Bestwood and Top Valley area. They have 5 streams with each stream completing 10 properties per week. Each stream has a General Foreman and Tenant Liaison Officer attached to it.

Access issues were experienced by the Spen Valley kitchen designers. FHM & NCH have worked together to review where the problem has been encountered and review the notification period.

During July and August there were around 15 Helping Hands from

lowering of wall units to accommodate tenant requirements to working with Occupational Therapy ensuring the design of the kitchen and bathroom met tenant needs.

7 operatives have been recruited through the One in a Million programme across all trades.

In July the Forest Factor was launched in conjunction with NCH. The Forest Factor is an initiative funded by NCH & FHM with support from Nottingham Forest to bring sport to 5-7 year olds across the City but primarily in the areas where FHM are working. FHM also attended a Vox Box event in Bestwood where tenants were invited to view their thoughts about NCH.

An informative 360 degree feedback session was held with tenants from the Clifton and Bestwood areas. It provided feedback showing where service had improved and where it can improve in the future.

An Open Day is planned for Thursday 8th October at Bestwood Church for the next phase of improvement works.

4.0 Asset Management Report

Savills will be surveying properties in the Bilborough over the next few months. Letters have started to be sent to NCH tenants. Savills are targeted to ensure that 80-90% of properties are surveyed in an area. At 90% a final reminder letter is sent to properties where no access has been gained.

5.0 Performance feedback

Overall there is an increase in the VMS figures.

It was agreed that the VMS question sheet would be brought to the next Customer Care Group for review. For example, is the ID question situated in the right place?

GA

GA asked the group what information they would like to see presented in the future – for example common themes.

GA

GA to review response rates of questionnaire sent as well as the percentage of addresses we send VMS questionnaires to and to investigate the possibility of leaving VMS questionnaire with tenants at handover rather than posting them.

GA

6.0 Review of the Customer Care Group

As a Group it was considered –

- What had gone well
- What can be improved on
- How to move forward

Details are attached.

7.0 Any other business

7.1 What is defined as an emergency appointment?

Each contractor has an emergency contact number left with the tenant after work has been completed. NCH guidelines on emergencies are followed.

NOTE

7.2 Decoration Vouchers –

Partners undertake the assessment, the Project Liaison Officer then makes a visit to ensure that the tenant receives the relevant paperwork. Once the relevant documentation has been signed this enables the tenant to collect the decoration vouchers from the Housing Office. A review of the decoration voucher system has taken place with a pilot scheme due to start within Voids during October before being rolled out across other service areas. This new system will streamline the process. A presentation will be made to the Customer Care group.

AT

7.3 BME Forum have raised concerns over the low numbers of BMEs on the One in a Million scheme. We are working with groups to promote within the BME community.

NOTE

7.4 The internals contract has been retendered with the recruitment process taken place with the Resident Procurements Group and NCH Officers. Two to three partners will be appointed. Keepmoat will be working with NCH until April at least. The contract will be announced within a month.

NOTE

7.5 Recycling was not covered at the meeting so will be discussed at the next meeting.

NOTE

8.0 Date of next meeting

1pm Tuesday 13th October Beechdale Court, Beechdale Road.

Review of the Customer Care Group

What we have done well	What we can do to improve	Moving forward
<ul style="list-style-type: none"> • Secure Warm Modern Improving Your Home Booklet • Interaction between NCH, Tenants & Contractors • Promotion of vulnerable tenants through Helping Hands • Windows • Consistency of attendees • Guest speakers • Strong facilitation & leadership • Broke barriers • Friendly & non confrontational • One Team • We listen 	<ul style="list-style-type: none"> • More representation from other groups • Analysing of VMS • Advertise CCG across NCH • Upfront information – reporting • Voids? • More flexibility for tenant involvement • Need to speed up • Comments and discussion need to be relevant • Too formal • About the customer • More discussion based – less information • Benchmarking information • Diverse representation 	<ul style="list-style-type: none"> • Engage with more tenants • Learning from others • Benchmarking – customer focused • More promotion of the Group • Review format of the meeting – currently process driven • Breaking down barriers of formality • Helpline between SWM & Repairs • Keep listening & hearing & acknowledging • Keep motivated & keep the meeting on the right track • Tenant shadowing & tenant inspectors • Make the group more attractive • Consistency in approach • Feedback from CCG to TARAs & Area Panels