

Update on Customer Engagement



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Background

- New Customer Engagement Strategy in place April 2015



- Recap on progress so far

Housing Executive Committee

The Housing Executive Committee:

- Oversee all community engagement activity
- Provide support, direction and guidance
- Ensure appropriate officer resources are available to support Customer Engagement activities
- Approve the Customer Engagement budget including Community Fund applications
- Participate in the selection of Panel members
- Meet a minimum of 6 times per year

Membership consists of the Chairs of the three Panels plus the Assistant Director Housing and Building Services, Head of Housing and the Customer Engagement Manager

Scrutiny Groups

3 Scrutiny Group Panels established and working:

Customer Panel

- meetings held
- training provided on Business Plan
- reviewed performance information and
- discussed the Housing Revenue Account

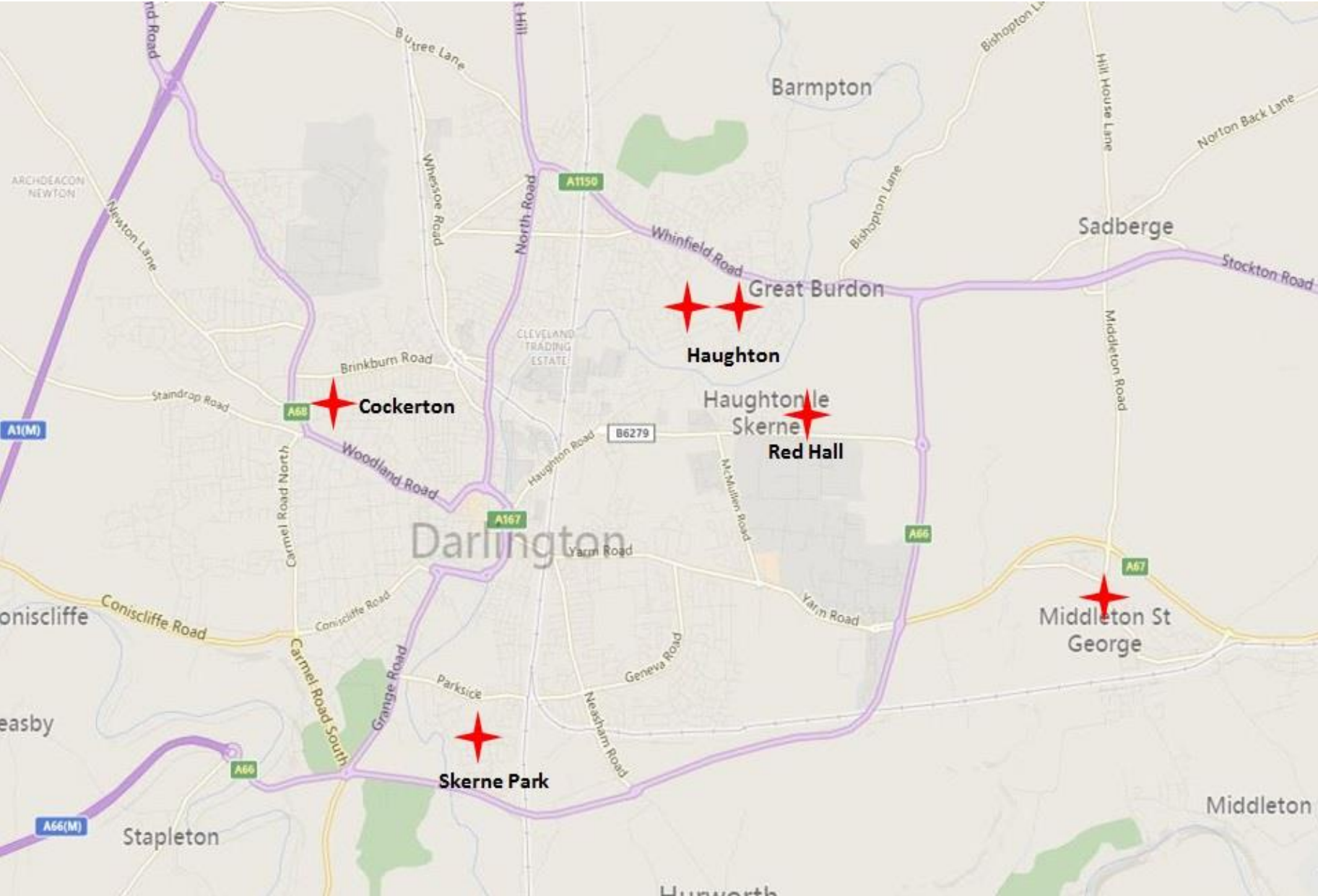
Tenant Scrutiny Panel – a regulatory requirement. They are currently examining new tenant satisfaction

Tenant Complaints Panel – a regulatory requirement. The Panel has not met since April 2015

Other Groups

- Task and Finish – project groups commissioned to carry out specific tasks
- Readers' Panel - assist Housing Services to produce written information that is 'tenant friendly' and easy to understand
- Mystery Shopping - a form of market research which assesses services from the customers' point of view
- Leaseholders Group – gives leaseholders the opportunity to get involved in housing issues that affect them
- Neighbourhood Ambassadors – participate by passing comment on delivery of housing services in their area

Location of Neighbourhood Ambassadors





Communicating with Customers

What we do well and now



Red Hall Regen Newsletter





Telephone



Email

Communicating with Customers

What we need to build on



Twitter



Facebook



Customer Contacts

Number of customer contacts - September 2015

Housing Services

Face to face – 8,181

Telephone – 12,965

21,246

Customer Services

Face to face – 5,298

Telephone – 24,353

29,651

= Total 50,897 contacts



Consulting young people at Red Hall

Library Consultation



Town Hall Open Event



Skerne Park Litter Pick

Examples of Community Participation



Winner Red Hall Site Safety Poster Competition

Community Fund



Sewing Group



Art Clubs



Wesley Court

10 successful applications

£5,000 awarded



Red Hall Community Centre

Litter picking tools
Red Hall



Examples of Partners We Work With

These are some of the partners we are working with to deliver successful customer engagement



County Durham and Darlington
Fire and Rescue Service



Learning & Skills

