

Customer Engagement Strategy 2021-2024 Update

August 2022



DARLINGTON
Borough Council

Increased Customer Engagement

- Since the success of engagement events in 2021 we have extended our events this year
- We now have regular events in new locations such as Rise Carr, King William Street, Tennyson Gardens and Skerne Park
- We have also reintroduced Estate Walkabouts in high profile areas which started in June 2022
- Maintaining a relationship with different agencies such as Police and Civic Enforcement
- Both key tools in increasing engagement in all areas of the Town



Engagement Examples – Social Housing Decarbonisation Fund

- Engagement Event took place in August regarding plans to deliver Social Housing Decarbonisation Fund project
- £290,000 of Government Grant will be used to fund a full package of measures to improve efficiency of council properties
- Event attended by our contractor, members of the housing teams and tenants



Engagement Example – Estate Walkabout Firthmoor

- Event took place in June 2022
- Attended by Housing, Civic Enforcement, Police, Councillor Steven Tait and Local Street Champion
- Issues included litter, tree preservation, local ASB and untidy gardens



Tpas

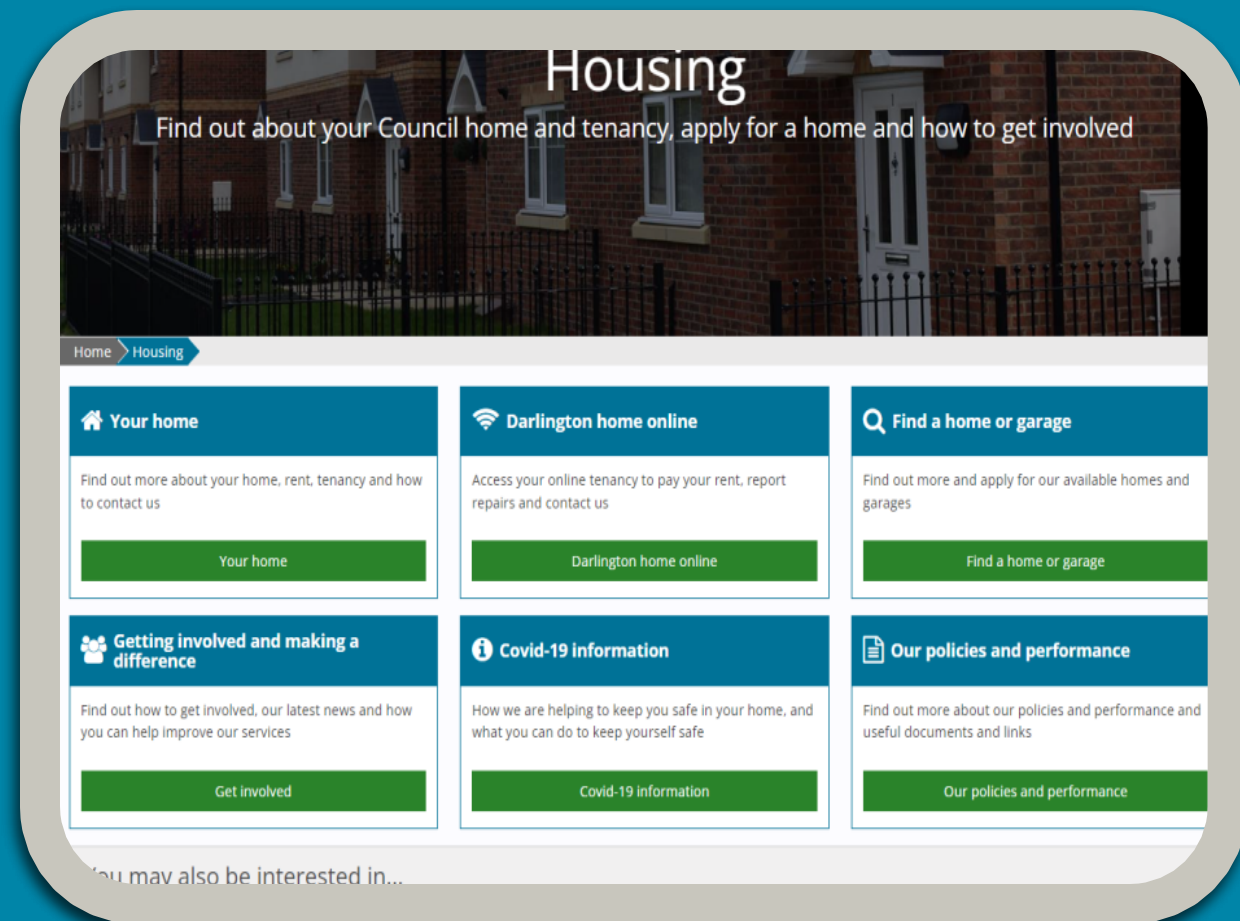
- We continue to be a member of Tpas
- Tpas promote, support and champion tenant involvement and social empowerment in social housing
- In July 2022 , Darlington Borough Council attended the Tpas Northern Conference in Hull to go through best practice with other Social Housing providers



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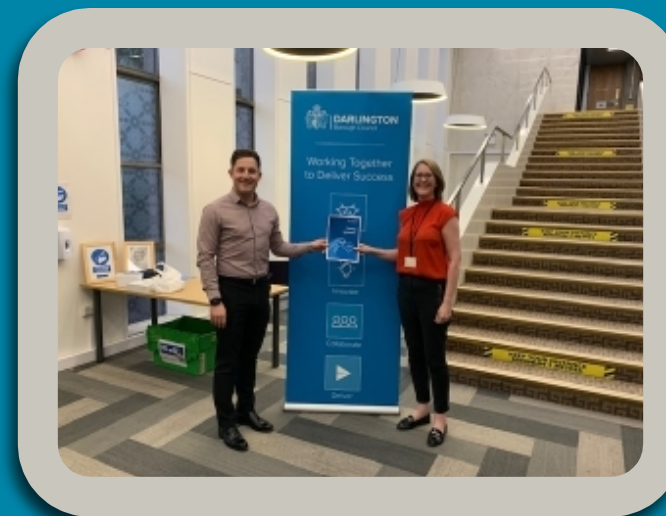
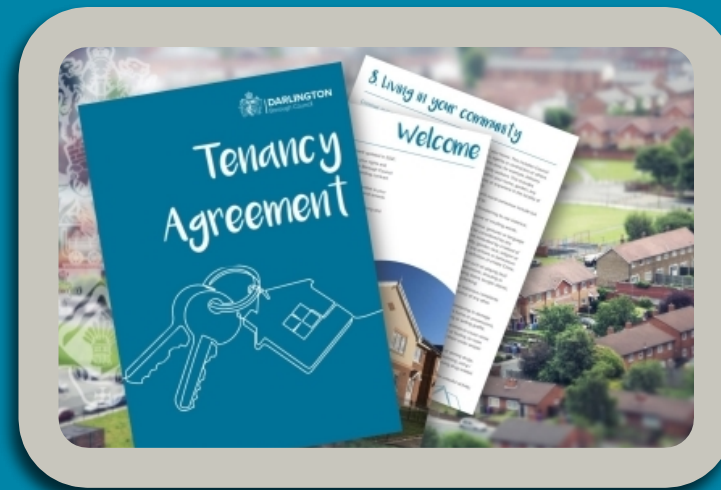
Webpage

- In early 2022 we started to redesign our Housing Webpage to make it easier for tenants to find what they need
- This includes good news stories, tenancy information and important documents
- Engagement Section



Tenants Panel Feedback

- Over the last 6 months we have continued to ask our Tenants Panel for feedback for a range of policy changes
- This has included the ASB Policy and the Tenancy Agreement
- Reinforces panel's role in structuring housing policies
- New Housing Management Policy – brought in following consultation with Panel



Tenant Satisfaction Measures

- Tenant Satisfaction Measures due to come in April 2023
- Will concentrate on Repairs, Building Safety, Complaints, Customer Engagement and Neighbourhoods
- Will be comprised of surveys which are sent to tenants
- Exploring how best to deliver surveys

What will the new **Tenant Satisfaction Measures** cover?



Repairs



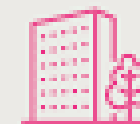
Building Safety



Complaints



Customer Engagement



Neighbourhoods



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Engaging with our Refugees

- In January 2022 the Housing Team employed 2 new members to Refugee Support team
- In 2021 we pledged and received 3 Afghan families
- Since March 2022 received 29 Ukrainian households, which consisted of 39 adults and 33 children



Annual Report / Housing Connect

- Annual Report to be released imminently outlying successes within the last year
- Housing Connect to be released in August 2022 and March 2023
- Both will be available online and easily accessible
- Articles in Housing Connect to include Tenancy Enforcement, Jubilee Celebrations and updates on Gas and Electricity servicing



Customer Satisfaction Surveys

Customer Satisfaction is vitally important to the Housing Team, but how do we measure that ?

Key Tool is surveys once work has been completed

Trailed at Church Row in May 2022

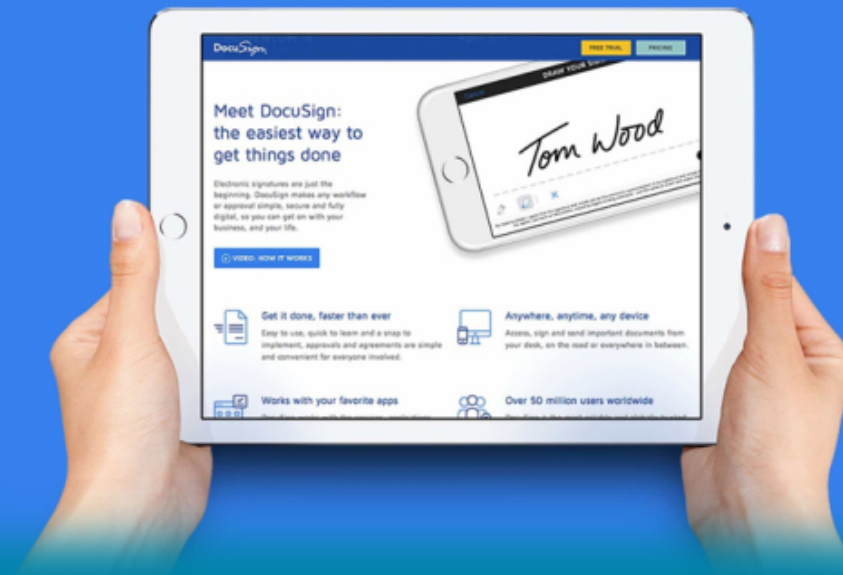
Moving forward all major works including windows, roofing and structural works will be surveyed

Ensuring we are carrying out High Quality Work



DocuSign

- DocuSign is our new Esignature portal
- In line with the council's goal to be net carbon
- Welcome Pack for tenants can now be sent digitally
- Quick and effective way of sending important documentation
- Reduces the wait time for tenants



2022/2023

- Looking at increasing involvement with the Tenants Panel and their role in the community
- Looking at challenges around Climate Change
- Continuing to update website and using social media to contact residents
- Improving ICT systems to make them more customer friendly
- Continuing to invest in staff through training

