



## Service Improvement Plan 2021/22– Customer Involvement Opportunities

*This plan was shared and agreed with the Tenant Voice Panel and sets out how we will involve tenants and residents in delivering against our service improvements for 2021/22 These are in addition to existing involvement activities.*

*Last Updated September 2021*

Service Improvement Action	Lead Officer	Completion Date	V F M	How customers will be involved Why customers are involved	Up to date position
<b>Review of Local Offers</b>	Claire Hawley	<b>April 2022</b>	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>Workshop with involved tenants and staff hosted by The Tenant Voice Panel</li> <li>Wider consultation on what a local offer should look like, what is important to tenants.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>To ensure that the local offers are reflective of service priorities and customers' expectations,</li> </ul>	Due to the pandemic, we did not carry out a full scale review of the local offers in 20/21, but we did refresh them with our managers and Tenant Voice Panel.
<b>Continue to contribute to the economic wellbeing of the Borough through the Stronger Communities Partnership and its delivery groups</b>	Darren Asquith Tony Griffiths BMBC	<b>Ongoing</b>	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>This is discussed with involved tenants and publicised on our website and social media.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>To ensure tenants have a voice at a partnership level.</li> <li>To ensure tenants have an input in the collaborative working arrangements</li> </ul>	

Review approach to cleaning and management of communal areas	Darren Asquith Tony Griffiths BMBC	Ongoing	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• This is being considered as part of the wider Peer Review to consider overall estate services including grounds maintenance.</li> <li>• Undertake review and present findings and options to SMT</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To ensure our cleaning and management of communal areas demonstrate VFM and are high quality services.</li> <li>• To improve customer satisfaction in this area.</li> </ul>	
Undertake Estate Services Peer Review	Darren Asquith Tony Griffiths BMBC	Ongoing	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Develop Process.</li> <li>• Undertake Peer review</li> <li>• Present findings and options to Customer Services Committee.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To ensure our estate services demonstrate VFM and are high quality services.</li> <li>• To improve customer satisfaction in this area.</li> </ul>	
Develop new vision for role of Housing Management Teams including local engagement	Darren Asquith Tony Griffiths BMBC	Ongoing	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Complete report clarifying new vision for role of Housing Management Teams including local engagement</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To ensure our housing management service continues to deliver a high-quality customer service and clarifies our service offer to manage customer expectations.</li> </ul>	
Review Estate Management Strategy	Darren Asquith Tony Griffiths BMBC	Ongoing	√	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Review our Estate Management Strategy in collaboration with Tenants Voice Panel and wider customer consultation.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To ensure our Estate Management Strategy is fit for purpose and is updated to reflect the requirements outlined in the Social Housing White Paper.</li> </ul>	

<p><b>Continue to improve the use of social media and digital communications</b></p>	<p>Siobhán Dransfield</p>	<p><b>Ongoing through 20/21</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Measure and evaluate social media reach and engagement periodically</li> <li>• Support services in using social media as an effective communications tool</li> <li>• Launch and deliver social media training via Inspire</li> <li>• Update and refresh our communications strategy and one-page social media strategy and employ storytelling to tell stories about our great people, places and communities</li> <li>• Link communications activity to our Strategic Plan, priorities and ambitions, and values.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• Need to ensure what we are doing is customer focussed – reaching the right audience, with the right information, at the right time</li> <li>• Need to respond to the changing needs and expectations of our customer base</li> <li>• We are seeing an increase in the number of customers who are accessing our e-forms and who interact with us using our social media channels</li> <li>• Need to provide a modern, proactive and creative communications function that delivers the needs of the organisation</li> </ul>	
<p><b>Review of access to service</b></p> <ul style="list-style-type: none"> <li>• Face to face</li> <li>• Telephony</li> <li>• E-service uptake</li> </ul>	<p>Toni Allen</p>	<p><b>Ongoing</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Presentation to the Tenant Voice Panel</li> <li>• Working group to included 2 involved tenants</li> <li>• Regular updates to the wider tenant base</li> <li>• Using existing data i.e. Mystery shopping results etc.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• Tenant view included in the decision-making process</li> <li>• Tenant view considered in the revised service offer</li> <li>• Tenants comments included in any publicity material including on line services</li> <li>• Tenant view considered in the Equality Impact Assessment</li> </ul>	

<b>Leaseholder Engagement Project</b>	Shubash Miah	<b>Ongoing</b>	✓	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• To obtain the Leaseholders view on the development of an engagement platform by sending out an Engagement survey to Leaseholders.</li> <li>• To reach out to leaseholders using multiple options i.e. paper and electronic surveys, phone calls, complete surveys/questionnaires as part of home visits and offer a menu of involvement options – armchair and active methods.</li> <li>• To identify marginalised groups within the leaseholder cohort and do some focused work i.e. more practical times including evenings and weekends for meetings for working people, offer childcare facilities for people with children, make better use of technology.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• It is important that we get the views of our Leaseholders to ensure that the services we are delivering are tailored to their needs, as much as practically possible.</li> <li>• We have some older schemes which require major works so it's a good opportunity to engage with customers and offer the variety of engagement options as part of the consultation process.</li> <li>• With the introduction of the Building Safety Act on the horizon this will impact what we charge leaseholders, so we need to ensure we maintain regular and appropriate communication regularly.</li> </ul>	
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<p><b>Review the Lettings Policy</b></p>	<p>Liam Davis</p>	<p><b>Ongoing</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• We have a tenant representative on the Homeless Alliance group meeting</li> <li>• We will work with the Council to review the existing Lettings Policy during 21/22 to reflect the changing needs within the borough</li> <li>• We constantly monitor the policy as part of the quarterly performance management framework of Berneslai Homes</li> <li>• We will involve the Tenant Voice Panel in the review of the policy</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• We have a duty to involve our customers in any changes in relation to our policies.</li> </ul>	<p>The work will be ongoing throughout 21/22 and we will consult with the TVP and wider stakeholder groups as part of that process, we will also keep the TVP updated as to progress</p>
<p><b>Ensure delivery of excellent customer services through management and contribution to the Management of the Property Repairs and Improvement Partnership. (PRIP)</b></p>	<p>Dan Crossley John Dowle</p>	<p><b>March 21/22</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Ongoing monitoring through monthly performance management. The former Federation members are present at the PRIP Performance task team, as well as Communications and Customer care Task meetings.</li> <li>• SEAP activities also contribute to this.</li> <li>• The tenant representatives on the PRIP panels have now changed. We have recruited to the PRIP CORE from the Tenant Voice Panel and will be recruiting to the rest from the wider tenant pool, as the opportunities arise.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• Tenants views and comments are important to our overall service delivery and for part of the PRIP contract.</li> </ul>	

<p><b>Evaluate and propose electronic communications options relating to repairs appointments</b></p>	<p>Director of ARCON Lee Winterbottom Planning manager</p>	<p><b>April 2022</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Business case submitted to BMBC IT for Scheduling software. Soft market test complete and final specification meeting planned on 18/7/19. This system will give option to generate automated electronic messages to tenants.</li> <li>• Now part of the new R&amp;M IT system with planned implementation by April 2022.</li> <li>• Tenants will be involved in the development and implementation phase of the project</li> <li>• TVP members tested the virtual inspection method</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To streamline services, and ensure value for money.</li> </ul>	
<p><b>Improve the customer satisfaction KPI</b></p>			<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Survey of tenants on how we manage appointments conducted and presented at Customer Panel. This will be used to set up appointment parameters in scheduling, which is evidenced to improve tenant satisfaction.</li> <li>• Part of new scheduling system will allow for an instance tenant survey, allowing Construction Services to quickly respond to issues and recover position on matters that may currently develop in to a complaint.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• To develop a modern system for tenants to schedule their repairs</li> <li>• To streamline the process, ensuring work is planned more effectively</li> <li>• More appointments</li> <li>• More choice for tenants</li> <li>• Reduced emissions and mileage</li> <li>• More jobs completed</li> <li>• Increased customer satisfaction</li> </ul>	<p>As above.</p> <p>Interim measure to improve Customer satisfaction will come about due to new functional teams being set up at Construction Services. This is due to be in place by end of September 2020. The new Function Manager will have specific KPI's for their section including ones to improve customer focus.</p>

<p><b>Continue to develop the asset data and its use, including full use of the PIMMS System.</b></p>	<p>John Dowle</p>	<p><b>Ongoing</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>We have had a Customer Panel dedicated to the proposed enhancements and changes to the way that repairs are reported. This ensures that tenants had a direct influence on the enhancements prior to implementation.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>Tenants are not currently involved in the process, but as the project develops, it is envisaged that they will be.</li> </ul>	
<p><b>Review the new Customer Engagement model</b></p>	<p>Claire Hawley Sarah Barnes</p>		<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>Agree new basket of 'local offers' – March 2022</li> <li>Continue to monitor and assess individual development</li> <li>Explore new ways of working in line with Covid 19 restrictions</li> <li>Implement any proposed changes offered by the TPAS SMART Review August 2021</li> <li>Deliver against the priorities in the CES</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>To ensure the model is effective in capturing and enhancing the tenants voice.</li> <li>We have a duty to do so under the Consumer Regulation</li> </ul>	

<p><b>Implement agreed service improvements to ensure continued Compliance across the Key 6 areas in all HRA stock</b></p>	<p>Dan Crossley</p>	<p><b>Ongoing</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Tenants involved in PRIP meetings and monitor performance through the new Tenant Panel process.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• This is something that we have to do as it is a legal requirement.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ongoing involvement via PRIP</b></li> </ul>
<p><b>Implement the requirements of the Building Safety Bill within our 3 x High Rise &amp; Independent Living Schemes within the HRA stock.</b></p>	<p>Dan Crossley</p>	<p><b>Ongoing</b></p>	<p>√</p>	<p><b>How</b></p> <ul style="list-style-type: none"> <li>• Tenants involved in PRIP meetings and monitor performance through the new Tenant Panel process.</li> </ul> <p><b>Why</b></p> <ul style="list-style-type: none"> <li>• This is something that we have to do as it is a legal requirement.</li> </ul>	<p><b>Ongoing involvement via PRIP</b></p>