



CUSTOMER FEEDBACK PANEL NEWSLETTER

Edition 2 – March 2011

Welcome to the second edition of the Customer Feedback Panel newsletter.

This newsletter is designed to keep you informed of events that have happened and what Members have been involved in. You will be receiving a newsletter every six months.

My name is Kari-ann Waldon, Resident Involvement Officer for Swan Housing. I am the Editor of this newsletter and facilitate the Customer Feedback Panel.

This edition updates you on:-

- The purpose of the Customer Feedback Panel
- What events have taken place since the new look Customer Feedback Panel was launched.

The purpose of the Customer Feedback Panel

The Customer Feedback Panel is a database which currently consists of 221 residents who have expressed an interest in getting involved in Swans service improvement agenda. This includes participating in the following activities and service reviews:

- Focus groups
- Surveys and questionnaires
- Steering groups
- Editorial panel
- Mystery shopping
- Resident Away Day's
- The Residents Conference's

These have helped to influence service improvement in:

- Policies and Procedures
- Allocations and Lettings
- Voids
- Supported Housing
- Equality and Diversity
- Neighbourhoods Services (including Anti Social Behaviour)
- Estate Walkabouts
- Resident Involvement
- Leasehold Services
- Repairs Services.

Since the Customer Feedback Panel was re launched in December 2009, four formal groups have been formed that meet on a regular basis:

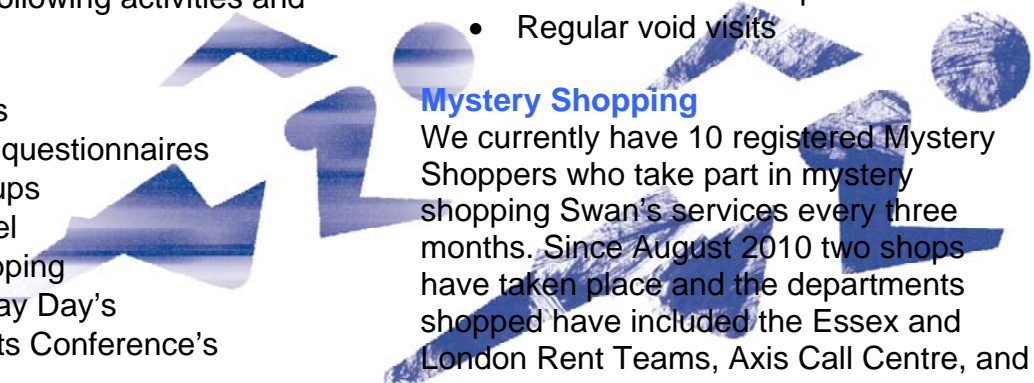
Residents Quality Panel (RQP)

The RQP is a panel of residents who scrutinise and monitor Swan's repair service and the performance of Axis, our repairs partner contractor. To date they have achieved the following:

- Set up the panel formally with a full compliment of committee members and a constitution
- Selected the Co2 detectors
- Chose from a selection of flooring
- Regular telephone quality checks to residents on their repairs
- Regular void visits

Mystery Shopping

We currently have 10 registered Mystery Shoppers who take part in mystery shopping Swan's services every three months. Since August 2010 two shops have taken place and the departments shopped have included the Essex and London Rent Teams, Axis Call Centre, and



the Essex and London Neighbourhood Teams and Resident Involvement. Residents who take part also receive a £10 top up on their star card. The results of the Mystery Shopping Report have been included in Swan's Service Improvement Plan.

Editorial Panel

The Editorial Panel meets bi-monthly to review the latest edition and discuss the next edition of the Communicator. Since the Editorial Panel has started they have been involved in changes to the layout and format of the Communicator and suggested articles of relevance for residents

Leasehold Forum

The Leaseholder Forum considers strategic service issues and customer satisfaction.

Please contact us on the telephone number or email address below if you would like to get involved in these groups.

What events have taken place since the last Customer Feedback Panel newsletter?

The following events have taken place since August 2010:

Local Offers Focus Group

Residents discussed the final Local Offers and signed off the Local Offers Action Plan. The action plan will be updated by managers on a monthly basis and was uploaded onto the intranet and internet by on 1st March 2011. Progress against the local offers will be monitored by the RCC's and Executive Team on a monthly basis.

Rent Focus Group

Residents reviewed the Welfare Benefit report, the moving home notes regarding housing benefit and made comments on who makes up a benefit family draft report. They discussed Income Performance and reviewed the Service Improvement Plan.

Anti-Social Behaviour (ASB) Focus Group

Residents reviewed the Anti-social behaviour, Domestic Violence & Hate Crime packs and Guidance on approaching neighbours. They were given an overview of the new ASB System called React.

Residents were provided with an ASB report for Southview Road and the Customer Satisfaction for January 2011 and Year to date and new survey leaflet.

Tenancy Agreement Focus Group

Residents finalised the content and layout of the new tenancy agreement. The new document has been well received with a very high retention rate.

Partnering Contract Review meeting

Residents discussed Key Performance Indicators, Operational Key Performance Indicators, Complaints/Compliments, Planned Maintenance, Cyclical Decorations, Supply Chain and Health & Safety.

I hope that you have found this update useful. Please do not hesitate to contact me using the details below if you have any questions about the Customer Feedback Panel.

- Telephone: 01277 844242
- E-mail: involvement@swan.org.uk
- Text: text 'involve' to 07590 961811