

The logo for emh, featuring the letters 'emh' in a white, lowercase, sans-serif font. The letters are set against a red, stylized background that resembles a large, downward-pointing arrow or a triangle with a notch at the top.

Quality & Performance Update

Issue 2
Autumn 2023

Welcome to the second Quality & Performance Update. In this issue we let you know what the Complaints, Customer Voice, Policy and Compliance and Big Project teams are doing to engage with you and drive service improvement.

Staff spotlight



What's a typical day like as a Complaints team leader?

The day starts with the two of us assessing workloads and allocating new complaints. A daily catch-up meeting is held with the team at 9.30am to check in, discuss cases and any issues. One team leader is on support all day to answer any queries from the team. We produce various reports for the business and attend meetings with different departments and contractors. We now check all response letters produced by the team prior to them being sent out.

What do you like most about your role?

It's a very varied role which is different every day. It's rewarding to assist the advisors in resolving complaints. We love receiving compliments from residents about the advisors.

How have recent changes within the team improved things for our customers?

The advisors now manage cases from start to finish and this begins with a phone call to the customer to discuss the issue. This means advisors can build a rapport with the resident and it's a much more personal experience. The resident now has a point of contact who will communicate with them and keep them informed of progress with their complaint.

Service improvement and customer scrutiny



Emh Scrutiny Panel is an independent, customer-led group that holds emh to account to ensure continuous service improvement. Last year, the panel conducted an in-depth investigation into our complaint processes and reported their findings to the Board. An improvement action plan was developed in conjunction with emh, which the panel have closely monitored and reviewed over the last 12 months. The Scrutiny Panel recently commenced their next investigation looking into Damp and Mould, which began with a comprehensive and informative presentation by Property Services Director, Ian Davies.

Improving our complaints processes and developing a stronger team

Over the last year, we have:

- ▶ Reviewed and amended the Stage 1 complaints process to ensure compliance with Housing Ombudsman requirements.
- ▶ Introduced a new internal complaints process to ensure a consistent approach to complaint case management.
- ▶ Delivered enhanced staff training in how to effectively manage cases from start to finish.
- ▶ Divided the Complaint Resolution team into specialist areas to help develop their knowledge and understanding and aid complaint investigation within specific service areas.
- ▶ Reviewed and redesigned our Stage 2 complaints process.
- ▶ Commenced quarterly 'lessons learned' meetings with all departments to review complaints and agree improvement actions.

Repairs service improvements – Big Project update



During the past year, The BIG Project team has worked with colleagues and customers to review and redesign the repairs service. They have engaged with more than 900 customers through a variety of channels to hear their thoughts and feedback about what isn't working well. An implementation plan is in place, and they are already trialling the following changes in some areas:

1. **Leaving customers with 'What next cards'** – so customers have details of the work to be carried out and assurance as to the next steps.
2. **A new 'No access' process** – If nobody is home, the planning team will try and contact the customer before the operative leaves.
3. **A new 'Follow-on work' process** – if a repair needs a second visit, an appointment will be given while the operative is at the property.
4. **New dynamic scheduling system** – to maximise the efficiency of the scheduling of jobs
5. **Customer Service Centre now offering appointments to customers** – making booking a repair easier.

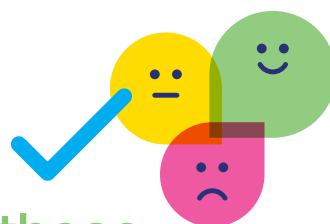
Engaging with residents

- ▶ The newly reformed Tenant Advice and Support Group (TASG) are working in partnership with emh to deliver quarterly **Meet & Greet** events. The first event at Whetstone Parish Hall was attended by 56 customers who were able to speak with emh staff from different departments.
- ▶ The next Meet & Greet event, planned on 11 October, is at Scraftoft Community Hub, then the next will be in Market Harborough in early Spring 2024. If you are local to these areas, please do come along to meet/talk to emh staff and our resident TASG.



Pictures from the Meet & Greet event in Whetstone.

- ▶ The Customer Voice team attended the Agar Nook Fun Day on 11 August, completing feedback surveys with residents.
- ▶ Extra-care visits have taken place at Peverel Court and Oak Court where residents have been offered support to develop resident committees, be involved in future surveys and task and finish groups.
- ▶ The Customer Voice team have completed **Easy Read** training to support resident involvement inclusion.



Thanks to those who have already been involved in completing the Tenant Satisfaction Measures survey.

Acuity is making timely progress with the surveys on behalf of emh. The number of surveys carried out is being closely monitored by the Policy and Compliance team and any urgent feedback received is being reviewed and actioned. Acuity will still be making calls for another few weeks so we would encourage you to participate if you do receive a call. Hearing your views is vital to enable us to improve the services we deliver.

On completion of the survey, the results will be reported back to emh for analysis and communication via the Service Quality Evaluation Group. The results will also be uploaded to the Regulator and be communicated to our customers.

If you have any questions about the survey, please contact: customervoice@emh.co.uk

Sheltered Housing Quality Audits



As part of our new quality management approach and our commitment to hear the voice of the customer, the Policy and Compliance team will be conducting **Quality Audits** at our sheltered housing schemes over the coming months. We will notify all residents in the schemes in advance of the visits and prior to our visit, we will be asking residents to complete a quick survey to allow us to capture their views and experiences of where they live and the services emh provides.