

Tenant involvement and empowerment

At a glance

69% of tenants returned their resident census. This data will help to create customer and neighbourhood profiles so we can focus our resources more efficiently.

We installed a **new telephone system** to improve communication

From June 2015 to March 2016 our DigiBugs delivered just over **52 hours of IT training**

We set up a Teign Housing **Facebook page**

Our **new Service Board was approved** and offers another way for tenants to get involved

Providing you with good quality services, choice and a clear complaints process.

Using data to become more efficient

In 2015 we sent out a resident Census where we asked all of our customers to fill it in and send it back to us. 69% were returned and the up-dated information will help us to make sure that our staff can offer the most appropriate information and advice - concentrating on the issues that directly affect our customers.

The data collected from the Census has also helped us to create customer and neighbourhood profiles, which involve zoning geographic areas of our operation and prioritising them based on performance and demographic data. This allows our resources to be focused on priority zones and performance and demographic data monitored to see how they improve as a result.

We also did a lot of work with our staff internally so that they could understand what the information was being used for and why it was so important that it is collected and kept up-to-date.

Calls to 01626 322722 (customer services and our Freephone repairs hotline) answered within 20 seconds

	Target	Actual 2015/16	Actual 2014/15
Telephone response rate	90%	91.3%	93.7%
Number of calls	-	39,938	47,761

New telephone system

We are always striving to improve customer experience, whilst still giving the best possible value for money. In 2015 we installed a brand new telephone system because our old telephone system needed an extremely expensive upgrade and we wanted to find an effective alternative. We put a lot of time and effort into selecting our new telephone system and we are confident we will have the best, most cost effective product which will make contacting us easier and allow us to work much more efficiently.

A few of the best things about it:

- Calls to our contact centre are recorded, but customers will no longer need to be transferred to a non-recorded line when phoning in to pay their rent. Our new phone system is clever and will stop recording when we start to put their card details in and start again when we have finished.

- If we do not answer a call to the contact centre straightaway, customers now have the option to book a call-back at a time of their choice within office hours.
- During busy times, if customers are unable to get through to our contact centre, our phone system will remember their number and call them back as soon as there is someone available to deal with their call.
- The customer service team in the contact centre will not only be able to take voice calls from customers and our contractors, but they will soon be able to accept web chat and e-mails and manage and respond to them in the same way as a phone call. So whether a customer is online, or on the phone, their enquiry will be dealt with in the same timeframe.

Social media

We introduced a Facebook page in September 2015 to increase our social media presence. Alongside our existing Twitter page, this offers an additional way for customers to get in touch with us and for us to let them know about things that could affect them. We currently have 77 Facebook likes, but engagement has been much slower than Twitter and was under our target of 100 Facebook likes by March 2016 (in line with our digital inclusion strategy). However, this target was based on the site running for a full 12 months so we are confident that we will catch up and meet our target of 150 likes by March 2017. We had the target of gaining 100 Twitter followers, which **we have achieved with 336 followers** (we will look to increase our target for Twitter).

Overall people age 25-34 are engaging with us the most on Facebook with people age 55-64 engaging the least. These figures largely reflect national figures, although we have a slight peak with people age 65+. Females aged 18-34 and males age 35+ are more likely to engage with us on Facebook. Twitter is largely used for communication with our stakeholders.

We used our social media networks to support our welfare reform strategy by regularly posting updates and sharing and retweeting messages from our stakeholders about changes to benefits to help increase awareness amongst our customers.

SeeMyData

We have been actively promoting our online facility SeeMyData, which allows our customers to log on and see their rent account and service charge information and details about them and their property. We are also working with SeeMyData to improve the information available so that it helps customers to complete their Universal Credit application forms online.

We have started to automatically sign up any new tenants to SeeMyData to increase use and awareness of the facility. We set ourselves the target of increasing the amount of SeeMyData accounts to 400, unfortunately we are just under that target at 348 in March 2016.

We received 50 complaints during the year 2015/16 (2014/15 76)

	Target	Actual 2015/16	Actual 2014/15
Complaints answered on time	95%	96%	100%

85% were satisfied with the outcome and **77%** were satisfied with the complaints process. 34% of complaints were “upheld” (we agreed that the customer had received a poor service)

Nature of complaints

Complaints received related to the following service areas:

Service area	Number of complaints 2015/16
Allocations	4
Estate services	4
Tenancy management	12
Rents and service charges	4
Repairs and maintenance	22
Staff and customer services	2
Other	2

In 2016/17 we will:

- Work with front line teams to collect missing data
- Continue to actively promote our Facebook page to catch up on our target to gain 150 Facebook likes by March 2017
- Continue to post relevant topics to maximise and improve the engagement of our main audience throughout 2016/17, particularly on Facebook
- Increase our Twitter followers to 350 by March 2017 (in line with our digital inclusion strategy)
- Increase registered accounts for SeeMyData to 400

Giving you the chance to influence what we do

The new Service Board

We have been working with our Scrutiny Panel to develop the new co-regulation panel, the Service Board. The Service Board was given the go-head and has now been set-up. The membership is made up of some of our tenants who sit on the Scrutiny Panel.

Members have completed a training programme to get a much broader understanding of Teign Housing. They have also had e-colours training (our internal personality and self-awareness scheme) and some externally run training around strategic decision making.

Training for involved tenants

We value all of our tenants who give up their time to get involved in our various tenant groups. To make sure that they feel confident in their roles, we provide a range of training. Training over the past year has included:

- Better meetings
- Introduction to Social Housing
- Housing Law – the basics
- Scrutiny accredited training
- Strategic decision making
- Involvement now

For the first time, two tenants also did an accredited e-learning course in charring skills and another two tenants represented us at the TPAS Annual Conference in Warwick.

Scrutiny Panel reviews

The Scrutiny Panel carried out another successful review of our key to key voids process. They also carried out an assessment of Teign Housing's compliance with the four Homes and Communities Agency's Consumer Standards, which feeds into this annual report.

Family consultation day

We held our 6th family consultation day at Paignton Zoo in September 2015. 45 adults and 53 children attended and the adults took part in consultation helping us to measure current satisfaction of families and shaping services.

In 2016/17 we will:

- Switch satisfaction surveys across the business from paper to email or SMS wherever possible
- The Scrutiny Panel will continue to carry out Service Reviews and are reviewing 'Complaints and Compliments'
- Continue to develop the role of the Service Board



Treating all of our customers, staff and contractors with fairness and respect and understanding that everyone has different needs.

New Traveller culture awareness

We have run awareness sessions on New Traveller Culture to improve staff and contractor awareness. We have held sessions for our Respect for People Group, our Senior Management Team, Police, Children's Centre's and Schools.

Loneliness and isolation

Loneliness can affect a person's mental health and can contribute to other health conditions such as anxiety and depression. The Tenants' Forum Community Chest has helped to fund the Jubilee Close Luncheon Club in Exminster. The club hosts lunches on the second Friday of each month where diners enjoy a range of entertainment alongside good food.

"We have the straightforward intention of providing a social occasion with a simple, healthy, freshly-cooked, homely two-course meal to those who live alone or are isolated and rely on less nutritious ready-meals or meals on wheels."

Beth Corbett, the club's spokesperson

Digital inclusion and the DigiBugs

In June 2015 we launched our DigiBug scheme to help our customers get online. This scheme is run by a group of staff volunteers who run the drop-in sessions every Wednesday from our town centre office. This is a free service for customers and supports our Digital Marketing and Inclusion Strategy.

From June 2015 to March 2016 our DigiBugs delivered just over 52 hours of training.

The DigiBugs have helped customers with a range of online tasks such as:

- Setting up e-mail accounts
- Help with using the Devon Home Choice website
- Using the Homeswapper website
- Downloading apps
- Texting from a smart phone
- Family tree research
- Online shopping
- Google maps
- Skype

In 2016/17 we will:

- Review how the Respect for People Group works
- Review our Equality and Diversity Strategy



Our DigiBug sessions are helping customers to get online