

## ‘You Said, What We Did or What We’re Doing’

As a learning and developing organisation, we take your feedback seriously and more importantly aim to learn how we can improve what we do.

You said, what we did’ is about making clear what we learned and improved.

But we also include:

You said, what we’re doing, for areas where we are taking steps to improve but not yet completed.

We have set out key examples below covering the period 1 April 2023 to 31 March 2024. This should be in conjunction with our annual complaint handling code self-assessment and annual service improvement plan, which can be found here <https://www.bchq.co.uk/information-and-publications/transparency-policy-and-other-key-policies/>

### **We received 75 complaints during the year, some points of learning:**

#### **You Said,**

The performance of an appointed contractor dealing with gas issues fell short in response times and customer service.

#### **What we’re doing,**

We are reviewing our procurement of gas services to ensure future delivery is closer aligned to our values. We will present options at the Customer Scrutiny Conference in September 2024 for your feedback.

#### **You Said,**

Two customers told us that our out of hours call handling response time was taking too long.

#### **We did,**

We followed up, listened to call recordings and obtained reports on response times, which we continue to monitor to improve performance standards. We will feature performance reports on the out of hours service to the Repair Partnership Board, which currently has 7 customer representatives.

#### **You Said,**

Two customers told us we did not consider their vulnerability and make reasonable adjustment.

#### **What we’re doing,**

We have introduced a new Reasonable Adjustment Policy that takes a person-centred approach, detailed here <https://www.bchq.co.uk/media/wazfugrj/reasonable-adjustment-policy.pdf> put training in place.



# Black Country Housing Group

## Customer Conference July 2023

54 residents were in attendance, and another 30, made up of guests, colleagues, and members of the Board of Management.

### You Said,

You wish to remain living in a BCHG home but would like to see existing customers being given the opportunity to apply for new homes. Also, more support is offered to customers to use online technology.

### What we're doing

Approached councils to discuss letting agreements Delivered IT training to customers within our schemes. Distributed free laptops to customers who qualified for one and supported them to make best use. Continue to signpost customers to services available to them.

### You Said,

Staff should adhere to parking rules on estates, not take up emergency use spaces.

### We did,

Reminded colleagues of our responsibility and values-based service standards, we do the right thing. Training has also been delivered to raise awareness of our behaviours.

## Customer Complaint Focus Group. Six customers told us about their experience on how we handle service requests and complaints in February 2024.

### You Said,

Follow up communication is inconsistent and requires customers to chase.

### What we're doing,

We are putting in place a new housing system that will support case management and improve communication responses to you. In future where a response time agreed with you is missed, the matter is automatically brought to the attention of the line manager. This will be in place from October 2024.

### You Said,

When asked in the Tenant Satisfaction Survey if you had made a complaint in the last 12 months 130 answered yes, which is more than the number we had recorded in the year.

### What we're doing

We have launched the Make Things Right campaign to raise awareness on how to raise a complaint or request a service. We continue to take learning from complaints and sharing this with colleagues. The Resident Scrutiny Voice Panel have carried out a deep dive into the role of frontline colleagues. Through your feedback and scrutiny recommendation we will present a new approach to complaint handling at our new Customer Scrutiny Conference in September 2024.



## We engage customers locally through Neighbourhood Plans

A few examples of what was achieved.

### You Said,

There are overgrown trees in the communal areas and on a side entrance as you drive onto your estate.

### We did,

Trees have been removed, and overgrown greenery belonging to the council has been cleared with the help of Local Councillors.

### You Said,

You are interested in creating a gardening project on the estate.

### We did,

A joint consultation was held with the Council Neighbourhoods team and residents. Approval agreed for a space to grow your own fruit and vegetables. We are further supporting this by applying for funding to support the project.

### You Said,

We need CCTV because of the increased anti-social behaviour in your area.

### We did,

We consulted all customers, and the proposal was approved, and CCTV installed.

## We had 555 Tenant Satisfaction Measures surveys carried out independently during the year.

The results can be found here <https://www.bchq.co.uk/media/5csntftr/tsm-satisfaction-survey.pdf>

## We did a separate survey of customers in Supported Living Accommodation

### You said,

Everyone said they were happy with their care, support and treated with dignity. Some would like a sensory room. Two customers told us that the cars and trains outside their home make too much noise and keep them awake.

### What we're doing

We are working with customers and their families to explore options that could achieve improvement to their sleep.

## Strategies and Policies

We introduced 'No Voice, No Approval', which means that no customer facing policy is approved without hearing customer voice. During the year we consulted you on xx strategies/policies.

Strategy/ Policy Area	How	You Said	What We Did
<b>Customer Success Strategy</b>	Focus Group 5 residents involved in Scrutiny and Partnership Board. Ranking list agreed and presented at Customer Conference with 54 residents in attendance.	The following five areas are most important to you:  <ol style="list-style-type: none"> <li>1. Customer Relation Manager availability and visibility</li> <li>2. Safe and attractive neighbourhoods</li> <li>3. Value For Money</li> <li>4. Wellbeing</li> <li>5. More digital support</li> </ol>	We used this to co-design the new strategy.
<b>Customer Transparency Strategy</b>	Focus Group 5 residents involved in Scrutiny and Partnership Board. Ranking list agreed and presented at Customer Conference with 54 residents in attendance.	You ranked the areas that you want to be informed about:  <ol style="list-style-type: none"> <li>1. Repairs and Modernisation</li> <li>2. Service offered to tenants.</li> <li>3. How to contact my CRM</li> <li>4. What am I paying for?</li> <li>5. New developments, how can I move.</li> </ol>	We have used this to help shape the priorities in the strategy, and what we communicate to you.
<b>EDI Strategy</b>	16 customers interviewed	Your experience with BCHG is positive but we could improve by being more person-centred and responsive to your needs.	We used your feedback to shape the priorities in the EDI strategy. We developed a new Reasonable Adjustment Policy.