

Byker Community Trust Tenant Scrutiny Panel (First Review Area) - 'Listening to views and acting upon them' (April 2015- December 2015)

Action Plan

	Recommendation	Action	Update
1	Within the newsletter ensure that there is a regular article that includes what each of the organisations do and who to contact for what service and who is responsible for what.	<p>The Scrutiny Panel are correct to say that there is confusion over who BCT, YHN and NCC are and what their roles are.</p> <p>In November 2015 the Board approved the new service model which going forward will see the relationship with both YHN and NCC changing.</p> <p>BCT will therefore promote what our new services will look like to seek to create a clearly communicated vision going forward.</p>	<p>Individual letters sent to all tenants in November explaining BCT's proposals for service change including seeking feedback on these proposals.</p> <p>Article placed in Winter BCT Newsletter again outlining the proposals.</p> <p>Second letter sent to all tenants outlining the feedback received re proposals whilst updating timescales for changes in service delivery (included again who will be doing what)</p> <p>September 16 Newsletter confirms all the contact details for the new BCT services.</p>
2	Ensure that this is reflected on the Facebook, Twitter and the BCT website as well. Review the current website to make it more interactive as respondents did say they used email as a way of communication. This could include online surveys etc.	<p>BCT are presently developing a new website. The new website will make it clearer as to what BCT and our supporting partners do.</p> <p>BCT will be looking to review how we communicate via the social medias to provide better information channels.</p>	<p>The new website will be launched on 17th March 2017.</p> <p>A meeting is in calendars for the afternoon of 17th March to look at social media's.</p> <p>Full website review being carried out September 2016 to ensure all information reflects the new service changes effective from 3rd October 2016.</p>
3	To include tenants as part of any future repairs contracting processes to ensure that concerns are included within any agreed specifications and/or contracts	It is acknowledged that repairs has regularly been raised as a concern by tenants.	<p>It is noted that, where appropriate, we will seek to involve tenants in the repairs contracting process.</p> <p>BCT will be looking for feedback from tenants about our new repairs service arrangements to ensure that tenants are provided with the best possible services.</p>

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4	To look into the possibility of having community notice boards which hold all local information about events; other community groups; opportunities to be involved	It is a good idea to have community notice boards which contain local information and this is something which we will explore further over the coming months.	<p>As we have been developing the Community Events Calendar, as part of the new website, it has become clear that there are many more activities taking place than could be promoted on a community noticeboard.</p> <p>BCT are hopeful that the new Community Events Calendar on the website will prove to be a very useful way for events and activities to be promoted.</p> <p>The BCT Events calendar is promoted within the digital version of the BCT Annual Report to Tenants.</p>
5	To ensure that staff continue to deliver the service promptly, politely and fairly	BCT will continue to ensure that staff deliver services promptly, politely and fairly.	<p>The new service model approved by the Board in November 2015 should lead to improved services for tenants.</p> <p>All BCT staff will receive additional training in the future to support better customer care.</p> <p>The new BCT Neighbourhood Housing Team have been receiving extensive training leading up the go live date, 3rd October, to ensure that they can provide the best possible services to tenants.</p>

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6	To ensure consistent improvements to the service; Investigate the possibility of mystery shopping to review the standards of service on a regular basis	<p>BCT are continually looking to improve services for our tenants.</p> <p>The Engagement and Community Development Team plan includes an action to develop a Mystery Shopping Team for BCT. The development of the Mystery Shopping Team will be influenced by the outcome of the review of BCT's pilot Tenant Scrutiny Review.</p>	<p>The new service model approved by the Board in November 2015 should lead to improved services for tenants.</p> <p>The BCT pilot Tenant Scrutiny Review will take place in the very near future.</p> <p>The second phase of the new 'Byker Approach' will be delivered from Monday 3rd October 2016. Tenants should receive much improved services.</p>
7	Look into establishing a process that enables BCT to get direct feedback/ satisfaction information from tenants who have had repairs completed	Through the STAR Survey BCT already gets direct feedback about tenants' perceptions regarding the repairs service however it is acknowledged that this is not regular feedback.	<p>We will be looking at satisfaction information as part of the service transition process. We will be looking to capture tenant's satisfaction information as an important element of improving services for tenants.</p> <p>New Volitas Customer Satisfaction surveys are being used to collect better feedback from tenants.</p>
8	Looking into different ways of working with tenants to ascertain satisfaction about a service e.g. for example working with individual tenants on finding out their experiences of how a service is delivered	BCT will continue to look for opportunities to engagement with tenants in meaningful ways, which enable tenants to tell us their experiences of the services they receive.	<p>The opportunity to review the pilot Tenant Scrutiny Panel model at the same time as developing some type of Mystery Shopping model brings with it a new opportunity to create new innovative methods of engagement.</p> <p>We are creating the opportunity for Tenant Ground Maintenance Inspectors to give us real time feedback about the services they receive.</p>

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9	Establish more innovative ways of involving people e.g. Local surgeries with a variety of key stakeholders, challenge workshops on priority areas; themed events on local priorities etc, Working with local tenants on their priorities e.g. Repairs service – looking at what is working well and what needs to be improved	<p>At BCT we know that involving tenants in what we do is very important.</p> <p>We will continue to look for opportunities to engage with our tenants to enable them to have their voices heard.</p>	<p>We continue to access tenants to training and conferences to increase their knowledge and support their engagement with BCT.</p> <p>When the new service arrangements come into place from 3rd October 2016 and we will be looking to develop additional opportunities to involve tenants and stakeholders.</p> <p>The new BCT Neighbourhood Housing Officers will have a small budget to encourage local innovation and engagement.</p>