



**Yorkshire
Housing**

Customer insight & engagement report

How you've made a difference
April – June 2023



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What we've been up to this quarter



Customer Voice and Review Committee (CRVC)

We're in the process of recruiting for three new members and a new chair of the committee.

Climate Change Group

Terry from the group and our colleague Joe visited a refurbished and retrofitted home as part of the Net Zero Measures Demonstrator Tour. They saw new features that can help homes reduce energy by 70%.

Complaints Forum

As two new members joined the forum, an induction session was held to bring the new members up to speed and give a refresher for existing members.

Your Voice Matters

We have a new Your Voice Matters champion from the CVRC, Jo Foster. Jo will be working with our customer insight and engagement team on new ways to increase the size of the group and engage with them as effectively as possible.

Insight and engagement strategy

We've been busy getting our customers thoughts on how they'd like to engage with us and give feedback over the next three years for our new engagement strategy. We wanted as many customers as possible to have their say. We dropped flyers through letterboxes and visited community centres and schemes to have a good chat, and a cup of tea of course!

Scrutiny Pool

We've recruited 11 customers into the Scrutiny Pool. They've already had the chance to attend the TPAS national scrutiny club member meet up to meet other scrutineers.

Customer Voice and Review Committee



- ✓ We improved the confidence of 6 members and the mental wellbeing of 3 members.

April meeting

- Member Kris Eastwood and Jo Griffin, Head of Place, presented the CVRC with the highlights from the antisocial behaviour (ASB) scrutiny. The CVRC discussed the [recommendations report](#) and wanted to make sure that they could be put in place in a reasonable timescale.
- Gavin Hoban, Director of Customer Success, spoke to the group about the customer insight and engagement strategy and how it will play a key part in improving Yorkshire Housing services over the next three years.
- The CVRC discussed what they think insight and engagement should look like over the next three years and their ideas and feedback will be included the strategy.



“I love the variety of topics we cover and working with the other committee members. The insight it gives us into the world of housing is fascinating!”
Jo Foster, Vice Chair

May meeting

- The CVRC were asked to think about how they currently understand the wider customer voice. They were given a presentation by the customer insight and engagement team showing them all the different ways they can [engage with the wider customer base](#).
- They were shown a new committee guide that has been produced for them to use in each meeting, “[The Wider Customer Voice and Effective Decision Making](#)”. This new guide is to help the CVRC think about what decisions they’re making and how to make decisions more effectively in each meeting.

You can find out more about the Customer Voice and Review Committee [here](#)

Our customer groups



Your Voice Matters

From April to June we’ve had 14 customers join Your Voice Matters and 17 customers join the Your Voice Matters Facebook group. We’ve held two prize draw competitions and engaged with the group on three surveys.

- £20 prize draw for joining Your Voice Matter Facebook group in June
- Sign up pack redesign survey
- Insight and engagement strategy survey
- Unreasonable customer behaviour policy survey
- £150 prize draw for completing the insight and engagement survey. Here’s the prize winner Craig, with his voucher.



You said	We listened
We should be employing local people and contractors where possible.	We’re reviewing how we choose the smaller companies we work with and making sure we go local where we can.
Make sure customers have all the information on how repairs are raised and done.	We’re working with our new customer team to create an updated information pack for new tenants. This pack will make sure they have all the information they need when they’ve joined Yorkshire Housing.
Outside contractors must demonstrate Yorkshire Housing values and behaviours.	We’re working on a code of conduct that all contractors will have to agree to before they carry out work for us.

You can find out more about Your Voice Matters [here](#)

Schemes and community centres



Charlotte Court and Francis House – Lorraine, Scheme Manager

Lorraine has been working with Age Friendly Bradford who're supporting older residents in Bradford. They're helping with access to funds for fuel poverty, digital inclusion and training people to deliver chair exercise classes.

Tentcroft Court – Georgina, Scheme Manager

Georgina gave extra support to a new customer who was fleeing domestic violence. She worked with the local authority to arrange for half their rent advance to be paid by the homeless fund. She used the lettings incentive to make sure they had carpets, a wardrobe, a bed and an oven in their new home.

Wards Hill

Customers have been given money for activities and communal spaces. Georgina, Kelly and Julie worked with the customer committee to help them form new rules and guidance on how the funds are agreed to be used. A general meeting is being held with all customers to finalise the rules and guidance.

Garden Court – Lee, Scheme Manager

Charging scooters had become a health and safety issue at this scheme. Lee worked with health and safety, finance and used the neighbourhood improvement fund to help. There are now safe spaces for customers to charge their scooters.

Asquith Court - Kate, Scheme Manager

Kate used the independence plan for a customer who asked for a social care referral. They'll also be getting a visit from the fire service to see if they can support further.

Sherwood Court – Carol, Scheme Manager

We welcomed Carol to the team! She's been busy working with several teams and contractors over the weekend to make sure a water supply issue was resolved as quickly as possible and to make sure the customers were cared for during this time.

Garth and Forest Court - Rima, Scheme Manager

A weekly coffee morning is held and once a month is also attended by a police community support officer (PCSO) to listen to the customers concerns. A benefit drop in was held where a [money coach](#) offered advice about what benefits the customers may be entitled to. Rima also helped a customer celebrate their 105th birthday!

Parkfield Court and St Marys - Loice, Scheme manager

Customers can join digital support sessions that are held fortnightly to help them use technology. Weekly coffee mornings at both schemes include arts and crafts. Both schemes had a safeguarding talk from Leeds City Council and St Marys had a scam awareness session.

Deansfield Court - Lys, Scheme Manager

A tree planting event involving North Yorkshire council was held. The tree was planted in memory of everyone effected by covid. External group Ryedale Arts come in on a regular basis to do arts and crafts with the customers. Lys has helped several customers get extra help by referring them to the [money coaches](#).

Rye and Sturdy Court - James, Scheme Manager

James helped support the customers with planting in the garden and hanging baskets. A weekly lunch club is held that's run by customers and supported by James. They have a main and dessert cooked fresh each week, delicious! The Yorkshire Housing fire team dropped in on coffee mornings to give information on the new fire doors.

Jubilee and Haverah Court - Pauline, Scheme Manager

Pauline has worked closely with [support services](#) to help offer support to two customers with poor mental health. She also helped the customers brighten up the gardens by supporting them with planting. The Yorkshire Housing fire team hosted a lunch to give customers information on the new fire doors.

Ryedale – Jennie, Community Independence Officer

Jennie has been working with several partners to run groups from the community spaces in Ryedale. These include Independent Domestic Abuse Services (IDAS), Future Intentions and Pickering Food Share just to name a few! Jennie has also been celebrating some of the fantastic contributions made by our volunteers, read all about it on our [volunteer page](#).

Craven – Karen, Community Independence Officer

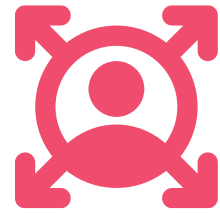
We've been busy completing improvement works to the community centres which includes a full redecoration of Valley View in Glusburn. Karen, Charlotte and Julie worked alongside the Housing Associations Charitable Trust (HACT) to launch the Ageing Better project in Keighley. They held an event at the Valley View community space to launch the project. They'll be getting more help from HACT on a digital inclusion programme in the near future.

West and South Yorkshire – Julie, Community Independence Officer

Julie has helped several groups who've applied for Yorkshire Housing community grants. These include the [One Somali Foundation](#) run by a customer from Sheffield who held a cycling event for young people with Somali heritage. And Silsden Cricket Club to help their youth team get new nets, signs and hold a summer tournament.

You can find out more about community independence [here](#).

What you've been involved in



Insight and engagement strategy

We're creating a new three year strategy for customer insight and engagement. We wanted to know how our customers want to give us feedback and how they want to engage with us.

Surveys - 1

Questions - 16

Responses - 295



“Reaching out to those who cannot engage digitally and listening to the customers individual needs.”

- Customers who haven't engaged with us yet didn't know the ways they could engage.
- Customers would prefer to give feedback through surveys.
- Customers would prefer to engage digitally or by text.
- Customers feel we should be focussing on making sure we have opportunities for all our customers to engage including those with support needs.

31% Would prefer to engage with us digitally

29% Want to give feedback through surveys and questionnaires

50% Of customers who filled in the survey had not until this point engaged with us and given feedback

Sign up pack redesign

We're redesigning our sign up pack and wanted to know what information our customers would want to be given just after they've joined Yorkshire Housing.

Surveys - 1

Questions - 11

Responses - 42



“Make it into a booklet with sections of each category of help so it's easier to understand. List who to contact for any immediate repairs.”

- Currently it's mostly used for finding out how to access the online portal.
- More repairs information should be in the pack.
- 88% said the pack was easy to understand.
- Customers would prefer to receive the pack as a paper copy or via email

Unreasonable customer behaviour policy

We wanted our customers opinions on the current standard of homes and their thoughts on our plans for the future of them.

Surveys - 1

Questions - 7

Responses - 26



“Bullet points and shorter sentences are always easier to digest. Put some visuals in there to make it more user friendly rather than just lots of text.”

4.15 Rating was given out of 5 for ease of understanding the policy. 1 was very difficult and 5 was very easy	60% Wanted the policy to be readily available on the website for all customers to access
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Yorkshire Housing standard

We wanted our customers opinions on the current standard of homes and their thoughts on our plans for the future of them.

Workshops - 1

Customers - 4



“Be smart about when works take place, if you’re fixing a roof then install solar panels at the same time.”

- Too many options for some areas (back doors, bathrooms) aren’t needed. Have fewer options so money can be put into other areas.
- Making sure things are as environmentally friendly as possible (solar panels etc.) is important.
- We need to take into consideration customers individual needs from a home.

Chargeable repairs policy

Check out the [chargeable repairs policy report](#) based on the findings we took from the survey last quarter.

Customer champions



Disability awareness – Mary Bottomley

I've been selected for the social housing quality resident panel set up by the Department for Levelling Up Housing and Communities. It has 250 social housing residents from across England in it. On 19th April, I had my first session with the resident sounding board run by the Confederation of Co-operative Housing. We look at what's important to social housing customers. I'm working with Yorkshire Housing to improve accessibility for customers with additional needs based on the Housing Diversity Network recommendations.

Anti-social behaviour – Kris Eastwood

I'm looking forward to working with Jo Griffin, Head of Place on the anti-social behaviour (ASB) recommendations. I'm reviewing the ASB policy which will be finalised very soon.

Repairs – Ray Marfell

I'll be receiving regular data reports on repairs performance so that this can be compared to the recommendations from the repairs scrutiny. I'll be working closely with the repairs team on the repairs scrutiny recommendations. I've also now received the second repairs satisfaction report to review.

Equality diversity and inclusion – Nasir Hussain

I've undertaken some supplementary training courses in Neuro-Diversity and Neuro-Divergent Groupings. I hope to work with relevant Yorkshire Housing staff to receive feedback on what additional support is available for people who fall into this criteria. I also now provide regular updates to an equality, diversity and inclusion Teams channel.

Climate change – Steve Mackenzie

I was a speaker at the Climate Literacy Project training program and chaired a session at the Inside Housing Tenant and Resident Engagement conference in London. I was approached by a tenants committee in Bradford to attend a meeting and talk about customer engagement and inclusion. On April 19th I attended a meeting with TPAS leading on a Tenants Survey Group on a landlord/tenant engagement project. The Climate Change group took part in the Yorkshire Housing home standard workshop.

Complaints – Samina Begum

New and existing members had an induction and re-fresh session. The group also reviewed the complaints report and received updates on the damp and mould task force.