

Voice

2009-10 Information Leaflet

What has happened over the year? (The Outputs)

The Voice panel has completed 3 surveys over the past year. These have included:

- Short Notice Inspection Action Plan Survey - 558 members completed this survey.
- First Wessex Property Services Survey - 330 members completed this survey.
- 2010 Residents' Conference Survey - 175 members completed this survey.

The Outcomes and Impact (What's Changed?)

The Outcomes and Impact are things that have changed as a result of involvement activities. These could be changes that have made an impact on the following:

- Service Improvement - the changes made to improve and/ or provide more responsive services.
- Accountability - providing residents with an opportunity to influence services, and shape the business.
- Capacity Building - an increase in resident's confidence and skills through training opportunities and personal development.
- Quality of Life - improvements to the local area, including enhanced community spirit, resolved local issues and developing sustainable communities where people want to live.

Where we have identified the Outcomes and Impact meet more than one of the above criteria, we have included them where the greatest changes have been made.

The changes made as a result of Voice are listed below:

Service Improvement

- Anti-Social Behaviour page added to websites informing customers how to report incidents online.
- Customer feedback page added to our websites to allow customers to report complaints, compliments and suggestions online.
- Communal notice boards updated with relevant information.
- Repairs and general enquiry call centres being combined in April 2010 so customers only need one contact number to discuss repair or housing issues.
- Target response time for routine repairs reduced from 24 to 22 days as from April 2010.
- 2 hour appointment slots now offered for all routine and urgent repairs.
- Automated e-mail acknowledgement now sent to customers after they have sent a repair request online.

- Automated response now sent to customers after contacting us via email so they're aware their query is being dealt with.
- Review of our post inspection criteria (the works we post inspect, how we select the repairs that are post inspected, etc).
- Other points being reviewed as part of the Operational Plan 2010-11 include:
 - Offering appointments for routine repairs.
 - Offering appointments at the time of reporting for non emergency repairs being carried out by external contractors.
 - Customers being able to access and change their repair appointments online.
 - Booking any follow on works whilst the operative is at the customer's home.
 - Operative skill matrix – reviewing the skills of FWPS operatives to ensure multi skill operatives can be allocated jobs which consist of multiple trades.
 - Text/ phone calls to customers when operatives are on their way.
 - Introduction of formal systems to monitor repair ordering accuracy and quality of repair diagnosis.

Accountability

- New satisfaction surveys for call handling put in place.
- 2 pages dedicated to performance reporting in every issue of residents' magazines.
- Increase of information available in reception including leaflets and performance information.
- Staff contact pages on the websites updated with improved contact details.
- Improved online publications library, now includes summaries of policies.
- Voice members have had a direct influence on the content of the residents' conferences, including:
 - The main theme of the event focussing on the new First Wessex Service Standards to provide an opportunity for discussion on all service areas.
 - Representatives from other agencies including the Local Authority, Citizen's Advice Bureau, local services for senior citizens and the Police service being invited to provide information stalls.
 - Two guest speakers including a member of the First Wessex Executive Team and someone who has played a part to make a difference in their local community.
 - Up to ten workshops providing opportunities for residents to try something new and experience a fun activity. These workshops will include those that were most popular in the feedback including energy saving advice, basic DIY, home interior design and gardening ideas.
 - A prize draw of several smaller prizes in gift vouchers provided for all residents who attend on the day.
 - A free crèche and kids club being provided with free children's entertainment to enable families with children to attend.

Value for Money (Resources and Costs)

Postage Costs	£458.73
Incentive Costs	£450.00
Residents' Time equivalent to	45 days
Staff Time equivalent to	6 days