



Bitesize Assessment

Visibility and Communication of Community Housing Officers to Customers

01/06/2023





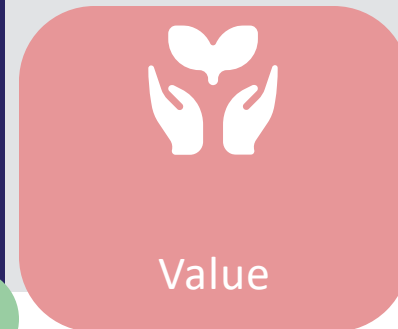
- Feedback from the Tenant Satisfaction Measures (TSM) consultation with customers highlighted a specific theme that customers feel we could improve our service on.
- At JJH we want to ensure we are listening to and acting on the feedback we receive from customers, as to not do so is a failure to continuously improve our services to our Customers.



Outstanding



Outstanding



Value



Outstanding



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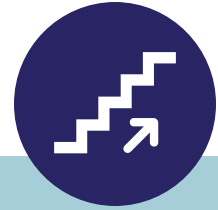
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Bitesize Assessment Background



- An outcome of the TSM consultation highlighted that customers felt the communication channels used for how and when they can contact or have visibility of the Community Housing Officer in their Schemes required improvement, as it is currently inconsistent - as a result, JJH facilitated a Bitesize Assessment with customers, to understand more around this feedback and enable a deeper dive scrutiny of the service.
- The Customer Performance Team contacted customers who provided feedback around this topic in the TSM consultation via email or telephone and invited them to get involved with the Bitesize Assessment.
- All information required for the review was shared with attendees one week prior to the meeting, to give customers the opportunity to read, digest and formulate any questions they may have ahead time.
- The Bitesize Assessment was held on Thursday 1st June 2023 online via teams.



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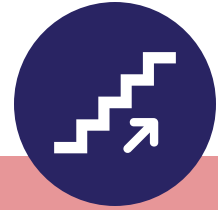
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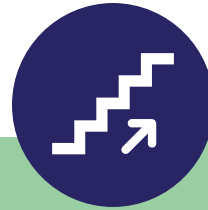
Bitesize Assessment Aims



- To provide involved customers the opportunity to review current processes, have meaningful discussions around how they feel it's currently working and feedback recommendations on how JJH can improve the service
- JJH to provide an overview of the service, answer any questions and listen to feedback and implement approved recommendations.
- To feedback to JJH Customers the outcomes of the Bitesize Assessment via the website, noticeboards etc.



Bitesize Assessment Information



- Prior to the Bitesize Assessment, all attendees were shared the information report which included:
 - Information around Supported Housing Grant Funding; how this has changed
 - Roles and responsibilities of CHO's, detailing their daily, weekly, monthly and adhoc tasks
 - Process maps detailing current procedure when there are CHO absences
 - Posters currently displayed in schemes, on how to contact your CHO and JJH.
- The meeting was attended by The Customer Performance Manager, Customer Performance Lead and Regional Neighbourhood Manager.
- The meeting was attended by 6 customers, with an additional 3 customers provided feedback via telephone and email as they couldn't attend the meeting on the day – there was representation from each of the three regions covered by JJH.



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Findings Feedback

The following slides are the feedback from the Bitesize Assessment attendees around what is currently happening.



Findings - Consistency

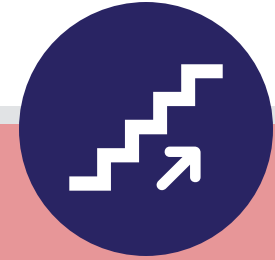


CHO Posters are currently displayed on the Office door, however there is a lack of consistency on information and them being regularly updated.

Language used across different schemes is inconsistent. for example, "floating" or "Cover"



The rotas in the posters are vague, eg. AM/ PM slots opposed to timeframes on site and not always updated, resulting in customers not knowing when a CHO is on scheme.



Customers are not getting the same message or service, as there is an inconsistency around scheme meetings being delivered.



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Findings - Communication



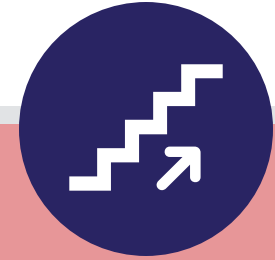
Customers are unclear about when their CHO is onsite and available and how to contact them if they're not in the office.

Communication when CHO is absent (sickness) is not always clear.



Customers are unclear about how to feedback around issues on the scheme.

Some customers are unclear about what the CHO role is.



Customers who are unable to get to scheme meetings need to be considered on how they can provide feedback in other ways.



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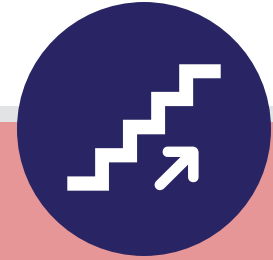
Findings - Expectations



Some residents who have been living in a JJH property for a long time, are not clear about the changes in regard to funding etc and what this means for the service they receive and why it's changed



Customers need to be clear about all the different roles and tasks that a CHO is responsible for, meaning why they may not always be in the office.



CHOs need to have clear expectations set, as to being accessible to customers in their working hours, either face-to-face, via telephone or email.



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Recommendations

The following slides are the recommendations of
the Bitesize Assessment attendees



Recommendations - Consistency



A redesign to the CHO posters currently in schemes, undertaken by the attendees, and to be rolled out to all schemes to ensure consistency for all independent living customers.



Posters to be updated with any changes when they happen around working hours, annual leave etc. To ensure customers are fully informed.



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Recommendations - Communication

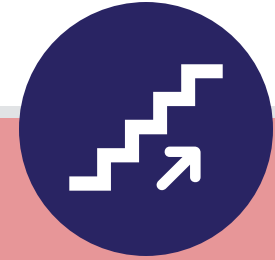


CHO poster to be redesign to include times that the CHO is on site and standardised, based on attendee feedback.

Ensure contact details of all CHO on Website so customers can access at any time.



A communication "resource pack" to be created for CHO's to use when out of office, i.e., 'signing up a new customer' or when they are in the office but unable to talk 'In a meeting', to ensure customers understand why they might not be available at that time.



Communicate to customers through "All call" when the CHO is off sick and who is covering their scheme in the absence.



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Recommendations - Communication

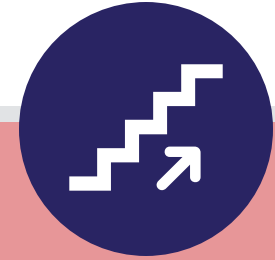


JJH to use digital notice boards to communicate messages where possible.

Feedback 'suggestion' box to be in schemes to enable all customers to feedback.



Neighbourhood Lead monthly audits to include checking posters are up to date, ensuring consistent and clear communication is happening in the schemes.



Standard agenda to be set across the regions at Neighbourhood Lead quarterly meetings, with inclusion of opportunity to raise concerns around communication.



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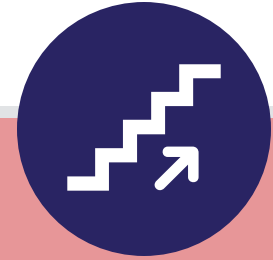
Recommendations - Expectations



Design a poster to be displayed in schemes, detailing who their CHO and Neighbourhood Leads are, and what their roles include, to enable more understanding for customers.



Cultural training piece to be developed and delivered to all CHO's, around expectations around communication and service provided to customers.



Cultural training piece to be included in new CHO induction, to ensure all colleagues received the same training and message around expectations.



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Action Plan

The full action plan of recommendations and timescales, can be found in Appendix 1 of this report.

