



Customer Voice Report Quarter 2

2023/2024

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Executive summary

Quarter two – This report summarises where Beyond Housing has made positive changes to services following feedback from customers and the most recent and planned engagement activities.

Enhancements to services



Several changes and enhancements have been made, including revising the repairs policy to expand on how it supports disabled and vulnerable customers, and a menu of engagement options to further support customer accessibility and understanding of how to get involved. Read more on page 5-6.

- Communal cleaning: Customers are less than satisfied with the quality, frequency and understanding of what is included in their communal cleaning service
- Repair expectations: Customer satisfaction with repairs overall is 72%, however satisfaction with the time it takes to complete repairs and the need for follow-on work is lower at 64%.

Spotlight – Improving neighbourhoods



Beyond Housing continues to consult with customers, reviewing and updating policies and procedures, launching initiatives to improve safety, community spirit, and access to amenities and introducing customer care visits. Read more on page 7.

What we are doing



What customers are telling us



Overall, 68% of customers are satisfied with the services they receive. The key areas for quarter two, where satisfaction is low include:

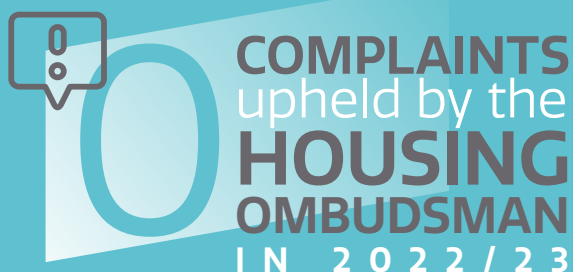
- Repeat contact: Customers are frustrated when they need to contact Beyond Housing multiple times to resolve an issue
- Service charges: Customers are looking for clarity on how service charges are calculated and what services they cover

- Repeat contact: Customers want to resolve their issues at the first point of contact. We are working to improve this by requiring all routine jobs to be given an appointment at the point of contact and all major jobs to be given an appointment within 20 days of being logged or a referral made
- Service charges: We will provide clear and fully itemised explanations of services paid for in the upcoming annual statements
- Communal cleaning: A review and evaluation of the service (following outsourcing) to make sure it meets customers' expectations
- Repair expectations: We will examine repeat contact into the service centre and customer communication to identify opportunities to improve the customer experience.



Celebrating great customer service

Here is some examples of the great customer service we provided in Q2:



Some customers escalate their complaints to the Housing Ombudsman, who determines whether we have handled their complaints correctly. If we are found to have fallen short, the Ombudsman may consider it maladministration, or even severe maladministration in some cases. In 2022/23, all cases referred to the Ombudsman involving Beyond Housing were returned not upheld. This makes us one of only five housing associations in England with such a record.

Helping rough sleepers move into independent living

The Rough Sleepers' Accommodation Programme (RSAP) provides intensive 'wrap around' support to customers referred to us through the homeless route. This support helps them to sustain their tenancy and move on to long-term, independent living in a general needs tenancy with us, without any need for ongoing support.

In September, we received great feedback from a customer who had received intensive support through the RSAP. They said: "Our quality of life and mental wellbeing drastically improved. The support received enabled us to become gradually more independent to the stage where we are now living our first long-term tenancy and we are keeping up to date with our bills."

Helping customers maximize their income

Recognising the importance of maximising customer income, a member of the Income team discovered a missed opportunity for a customer to receive over £20 a week more in Pension Credit. A backdated Pension Credit request resulted in an increase to the weekly entitlement and a backdated payment of over £2000 that would have otherwise been missed out on.

Ensuring new customers have the support they need

During the sign-up process for their new home, the housing officer realised that the customer had no belongings or furniture, and was unable to sort out their utilities. Without hesitation, the housing officer put the sign-up on hold and began working with the customer to put the necessary support in place.

The housing officer worked closely with the customer to identify their needs and connect them with the appropriate resources. They also provided the customer with emotional support and guidance during a difficult time. Thanks to the housing officer's dedication and compassion, the customer now has the support they need to thrive in their new home. They have signed the tenancy agreement and are enjoying a fresh start in their new (and now furnished) home.

Going the extra mile to help customers

Bricklayers undertake challenging joinery jobs on a daily basis, but a recent job showcased collaboration, customer concern, and quality workmanship. A joinery job that started as a rotten bathroom floor replacement turned into a whole adjacent bedroom floor replacement, including all floorboards and joists with dry rot, wet rot, and woodworm. The tradespeople replaced all the affected materials and created airflow under the flooring to prevent future problems.

To facilitate the work:

- The dedicated housing officer assisted by decanting the customer at short notice
- A gas engineer worked alongside the joinery team to remove the original bathroom suite and reinstate it after the floor was down
- The schedulers altered other jobs to accommodate this urgent job.



Customers said, we did:

Engagement with customers has influenced several changes and enhancements to our service.



Repairs policy review

Customers told us:

The policy covered everything that they expected but they wanted the policy to be more specific about how we support disabled and vulnerable customers. They also wanted to make sure that we treat all customers fairly and as individuals.

What we did:

We have revised the policy to expand on how we support disabled and vulnerable customers during repairs. We have also committed to creating an easy-to-read version of the policy for customers to access.

Neighbourhood policy consultation

Customers told us:

Customers told us that community spirit and having friendly neighbours is the most important aspect of a neighbourhood, followed by feeling safe and secure.

What we did:

We used this feedback to shape our neighbourhood policy, and we have created a stronger partnership relationship with Redcar & Cleveland Council, and organising neighbourhood improvement activities.

Anti-social behaviour (ASB) policy consultation

Customers told us:

Who they believe is responsible for different levels of anti-social behaviour and how they want to be communicated with and involved in the process to resolve it.

What we did:

We used this feedback to create a new anti-social behaviour policy and updated procedure. We also refreshed the content on the ASB webpage. The

policy and website clarify what customers can expect from Beyond Housing and what Beyond Housing can do to tackle ASB.

Spencerbeck House consultation

Customers told us:

They would prefer to be permanently rehoused and the building demolished, rather than be decanted for an extended period while we brought the building up to new building regulations.

What we did:

We decided to demolish the building and permanently rehouse all customers. All existing customers have been moved.

Adaptations policy review

Customers told us:

They wanted more adaptation options and better communication throughout the process.

What we did:

We revised the adaptations policy to focus on improving communication with customers, both before and during the adaptation process.

Customer engagement policy review

Customers told us:

They were pleased with the existing customer engagement policy and that it met their expectations. They also wanted to be assured that Beyond Housing would continue to provide opportunities for them to participate in shaping services in a way that is suitable and accessible.

What we did:

We amended the policy and procedure to reflect customer feedback. We then commissioned an independent peer review by Tpas, who were impressed with the changes we had made

Customers said, we did:

Engagement with customers has influenced several changes and enhancements to our service. (Continued)



and commented that Beyond Housing was "moving forward" in its approach to customer engagement.

We also refreshed the 'Be involved' web page to make it clearer how customers can get involved and to incorporate a summary of previous customer involvement activity. In addition, we will design and publish a menu of engagement options in Q4 2023/24 to further support customer accessibility and understanding of how to get involved.

Damp and mould prevention leaflet

Customers told us:

The leaflet and the supporting information were informative and would help customers. Tweaks to the wording and phrases used were suggested to ensure it was easy to read.

What we did:

Amended the proposed leaflet (due to be published in Q4 23/24). The leaflet now carries the customer stamp of approval.

Birkdale Community Centre

Customers told us:

They wanted Beyond Housing to maintain a presence at the centre but were also open to the idea of leasing it to a partner who would manage and operate it. They also provided feedback on how the centre could be used.

What we did:

We created a proposal for the future use of the centre based on customer feedback, which was approved. The centre was leased to Grangetown Generations on Monday 30 October 2023.

Communal planter consultation

Customers told us:

They would like the planters removed so they could benefit from the additional space.

What we did:

We removed the existing planters from the communal area.

Communal space painting options

Customers told us:

They prefer purple and blue paint colours for the communal spaces.

What we did:

We will be repainting the communal spaces purple.

Information governance policy review

Customers told us:

They were pleased with the existing policy, privacy statement and booklet and that it met their expectations.

What we did:

Approved and published the policy, privacy statement and booklet.



In the spotlight

Reviewing tenancies, neighbourhoods and anti-social behaviours

In February 2023, we consulted with 781 customers to develop and update the policies and procedures for managing tenancies, neighbourhoods, and anti-social behaviour.

Customers told us that safety, great neighbours, a sense of community spirit, and a well-designed community with easy access to all types of amenities would make a great neighbourhood.

The feedback has been instrumental in shaping the new policies, procedures, and initiatives aimed at improving neighbourhoods. These initiatives will prioritise the creation and delivery of tier one and two regeneration locality plans, fostering collaboration between key stakeholders such as local authorities, police, and community organisations. The plans will target key issues and concerns raised by customers, with a strong emphasis on maintaining safe and well-maintained estates.

In response to customers expressing a desire for increased visibility of colleagues in their communities, we have relaunched the 'feet on the street' initiative. Each quarter, all housing officers will complete estate walkabouts to connect with customers, identify areas for improvement, and strengthen community ties.

Recognising that each customer has different needs and priorities, the Housing Operations team implemented customer care visits in July this year. Taking a data-led approach, housing colleagues visit customers' homes to discuss concerns or opportunities to support customers in their community and sustain their tenancies. Since the launch in July, 500+ visits have been completed.



Customer voice

Using customer insight and data from across all contact channels, including complaints and solicited feedback, we aim to improve the customer experience.

In Q2, four main themes emerged: repeat contact, service charges, communal cleaning, and repair expectations. Communication remains the key area of opportunity for change across all themes.

Customer voice

"I need to contact again..."

"Understanding my service charges"

"Communal cleaning not meeting my expectations"

"Getting my repair completed"

Key opportunity for change



Communication



Timely and quality communication is important in delivering a great customer experience and building trust while demonstrating empathy and understanding of an individual's needs.

Impact



Trust



Satisfaction

Customer voice



Trust

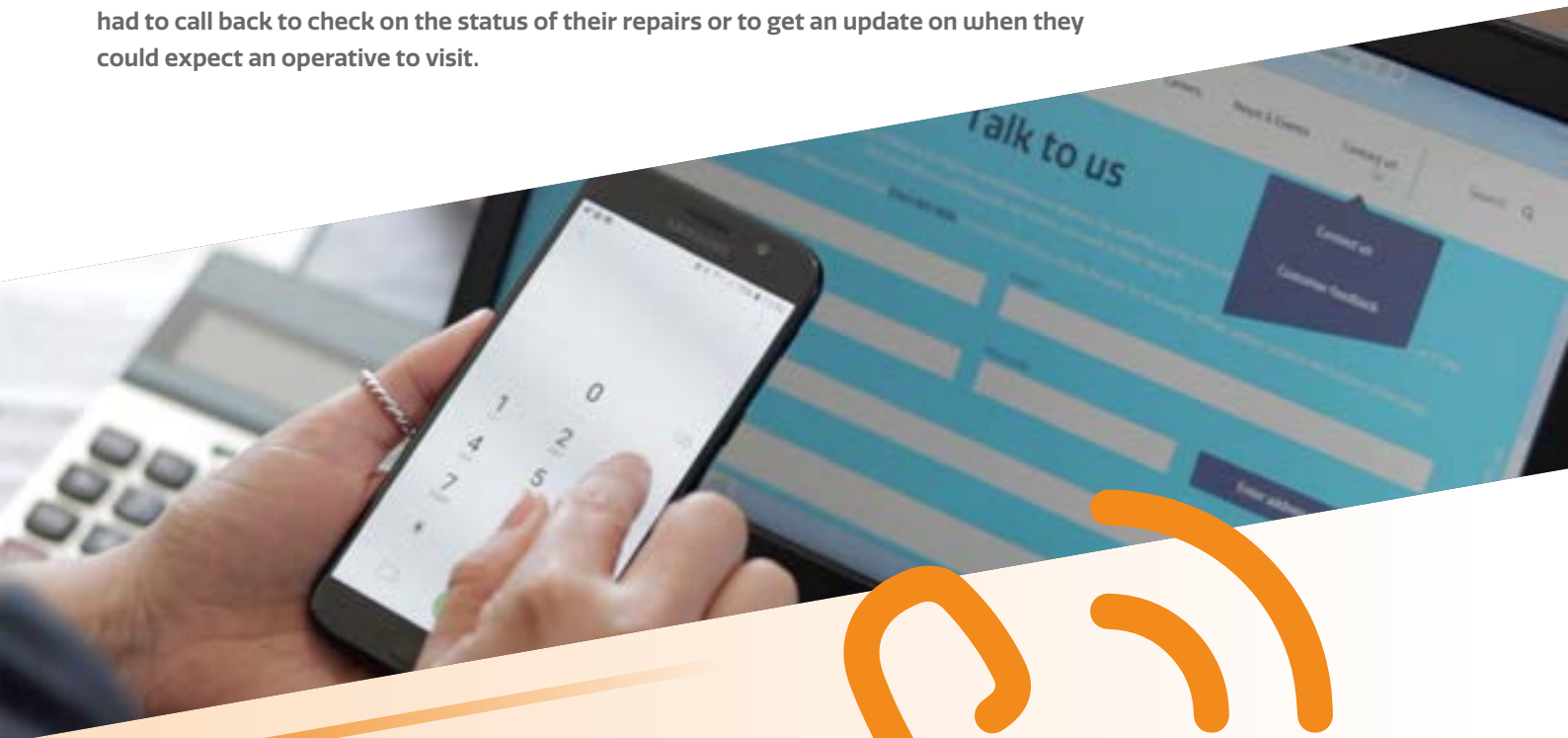


Satisfaction

"I need to contact again..."

Repeat contact

In Q2 (23/24), 46% of customer contact was repeat contact. In August 2023, only 34% of contacts to the service centre were resolved on the first contact, meaning that many customers had to call back to check on the status of their repairs or to get an update on when they could expect an operative to visit.



“ I was very satisfied. The lady on the phone was very helpful. Gave me a date for my repair. She was polite and very nice. ”

Customers feel we could be more proactive in communication and follow through with agreed actions. In addition, customers perceive that colleagues and service areas could work more effectively to achieve an outcome and inform them when that outcome has been reached.

A repairs project group was set up in September 2023 to address these areas of dissatisfaction and include two key process changes for repair appointments:

- 1) All routine repairs must be allocated an appointment at the point of contact
- 2) All major repairs must have an appointment within 20 days of being logged or a referral made.

These steps, along with the use of the new CRM to improve communication and coordination between colleagues and service areas, will help improve customer trust and reduce the need for customers to contact Beyond Housing multiple times.

Customer voice



Trust



Satisfaction

"Understanding my service charges"

Service charges

We all understand the emotion of receiving and being satisfied with services that we pay for. This feeling is even more important when customers are facing rising costs of living in all aspects of their lives. As such, customers are more invested in cutting costs and ensuring they are getting real value for money.

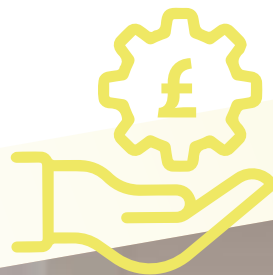
When Beyond Housing fails to deliver a service or a service does not meet customer expectations, we should expect contact and challenges from customers. In the last quarter, the number of customers who contacted us with concerns or complaints about uncut grass and unclean common areas increased. For example, grass cutting was the primary reason customers contacted us to raise a concern this financial year, accounting for 13% of all concerns.

As these services are itemised under a customer's service charges, customers have started to contact and challenge payment for these services. Due to the interventions taken to mitigate contract performance issues with grass cutting, we communicated to all customers that service charges will be assessed and reflected in future annual statements.

Upon receiving this communication, some customers contacted us seeking additional clarity as confusion arose in relation to charges being calculated and based on last year's running costs.

With the new annual statements due in April 2024, customers will expect a clear and itemised explanation of services that are paid for, not just for grass cutting, but for other services such as communal cleaning, lift services, and communal aerials.

Although this year's grass cutting issues have not yet impacted the long-term relationship between customers and Beyond Housing, early indications from the 23/24 collection of TSMs suggest that if we fail to provide clear communication in relation to resulting service charges, this could have an impact on levels of trust and in turn customers' perception of Beyond Housing.





Trust



Satisfaction

“Communal cleaning not meeting my expectations”



Communal cleaning

While not yet at the levels seen over the summer regarding the grass cutting service, similarly, customer sentiment is shifting, and satisfaction with communal cleaning is being affected.

The latest TSMs show that only **44%** of customers are happy with how well the communal areas are cleaned and maintained. This is a **10%** drop from the previous year.

Customer dissatisfaction stems from a perceived lack of cleanliness or poor quality of cleaning in common areas.

Customers want to know more about:

- What services are included in the communal cleaning
- When and how often these services are provided
- How to report any issues or complaints about the cleaning (and request a re-clean if needed)
- How to hold Beyond Housing accountable for delivering the promised services.

The sentiment from customers is clear, they care about their communal areas as much as their own homes, and they expect to receive the services they are paying for.

The service was outsourced in June with the goal of providing better and more consistent service to customers. This is an opportunity to evaluate the service offer and make sure it meets the key expectations. As with service charges, where we failed to deliver a service or a service did not meet our expectation, we should expect contact and challenge from customers.

Customer voice



Trust



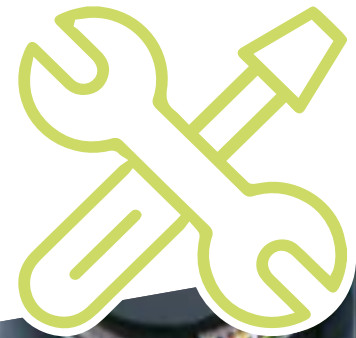
Satisfaction

"Getting my repair completed"

Repair expectations

Customers tell us their home is important to them and want to enjoy it hassle free. They understand there are times repairs when are needed, and when these occur, they expect it to be an easy and timely process.

Current customer satisfaction with the reporting stage of the repair process has fallen to 57%, a significant decrease from a peak of 78% during the summer months. This decline can be attributed to customer dissatisfaction with the provided repair timescales.



Recent tenant satisfaction measures (TSMs) show that overall satisfaction with repair services has returned to previous levels, but satisfaction with the time it takes to complete repairs remains low. This is due to two main factors:

- 1) The average wait for routine (excluding emergency/urgent) is increasing
- 2) The need for follow-up work is increasing, with the average number of visits per job being 1.23.

Customers' repair needs change with the seasons. During certain times of the year, we see a noticeable increase in requests for repairs to lighting, heating systems, radiators, and external leaks and roof issues. This demand is especially critical for families with children, individuals with disabilities, and the elderly.

During these periods, it is crucial to make informed decisions to maintain trust and satisfaction. Effective

communication is vital to managing expectations correctly. If we need to reschedule an appointment, we must give customers ample notice and clear explanations about the reasons and subsequent steps. This is key to a positive experience.

Conversely, while completing repairs ahead of schedule can boost satisfaction, unannounced early attempts are not always welcome. It is essential that customers are informed and agree to an earlier visit to avoid inconvenience and the frustration of missed appointments.

Attending earlier is a great opportunity to delight customers, but only when the customers are made aware and can decide if this earlier appointment is suitable. Otherwise, it may result in the visit being classed as a no-access visit if they are not at home when not expecting the visit.

Customer engagement – The year so far

April

Bankfields, Middlesbrough – Pulse check:

Customers and former customers were engaged with to gather feedback about living in the area, which included anti-social behaviour, crime, and support within the local community. The feedback will be used to inform neighbourhood improvements.

Loftus town area – Drop-in session:

Beyond Housing and the police held a joint drop-in session for local councillors and customers to report anti-social behaviour, share feedback and get help with managing their tenancies.

May

Church Lane North, Grangetown – Community walk around:

We held a neighbourhood walkaround with customers and partners to identify areas of green space, opportunities for partnership working, funding and future community engagement.

Church Lane North, Grangetown – Open space project:

We sought local customer views on the options for open spaces an architect had created and held a drop-in session with residents given the opportunity to discuss updates on the regeneration.

June

Mould and damp prevention leaflet:

We gathered customer views on our mould and damp leaflet to verify the readability and understanding from a customer perspective. The feedback helped us make changes to the leaflet which now carries the customer stamp of approval.

Whitby – Feet on the street:

Board members, directors, and senior leaders joined housing colleagues on estate walkabouts, where they engaged with customers and responded to their questions.

Robin Hood Close, Castleton – Communal planter consultation:

Following discussions with the local residents' group, we engaged with customers to understand their preferences for existing planters within the communal area. The discussions will inform options to create additional space in the communal area and the future of the communal planters.

Helredale area, Whitby – Grass cutting:

Housing officers visited customers in their homes to discuss grass-cutting concerns and opportunities in their neighbourhood.

2023

October

Concerns, complaints and compliments policy:

We consulted with customers to gather feedback on the policy content and adherence to commitments. The feedback will inform policy revisions.

Church Lane North, Grangetown – Estate walkabout:

We held an estate walkabout in partnership with the East Cleveland Police and local residents to identify opportunities to reduce anti-social behaviour on the estate.

Feet on the street:

Ward councillors and senior leaders, joined housing colleagues on estate walkabouts, where they engaged with customers and responded to their questions.

Dormanstown and Redcar area – Neighbourhood walkaround:

Members of Beyond Housing's Executive team, the director of property and commercial operations, and colleagues from the Housing team met with the local ward councillor on the estates to review opportunities to address reoccurring maintenance issues. Opportunities identified will feed into the creation of the localised action plan.

Communal space painting options:

We surveyed customers to understand their preferred colour palette before starting the redecoration of their communal areas. We selected the colour palette with the highest number of votes.

Consumer Standards consultation:

Beyond Housing customers were invited to provide their views on the Regulator for Social Housing's proposed new standards.

Chestnut Grove, Redcar – Open space consultation:

Based on customer and community feedback about increased anti-social behaviour, we collaborated with customers and partners to review and revise the proposed plans for improving open and garden spaces to reduce anti-social behaviour.

Beech Walk, Eastfields – Green space consultation:

We held collaborative discussions with local customers and Eastfield Town Council to understand their views on the future of the green space.

Seaton Close, Whitby – Parking consultation

Housing officers visited local residents to discuss parking concerns and opportunities for improvement.

Customer engagement – The year so far (continued)

July

Information governance policy:

We gathered customer views on our Privacy Notice and the booklet that explains how we handle their data to verify the readability and understanding from a customer perspective. We learned from the feedback how our customers perceive our data practices. Based on the feedback, we revised the policy, the privacy statement and the accompanying booklet.

Equality, diversity and inclusion policy:

As part of the review of our equality, diversity, and inclusion policy, we gathered customer feedback to assess customers' understanding of our statements and commitments. The feedback will help shape the policy and improve the experience for customers.

Loftus town area – Drop-in session:

Beyond Housing and the Police held a joint drop-in session for local councillors and customers to report anti-social behaviour, share feedback and get help with managing their tenancies.

Danes Dyke, Scarborough – Residents' meeting:

Beyond Housing, Joseph Rowntree Housing Association and local residents discussed opportunities to offer support based on the needs of customers.

August

Service hours consultation:

Customers provided feedback via an online and postal survey on how they want to contact Beyond Housing, how they want to be contacted by Beyond Housing and when they want Beyond Housing's presence in their homes. The feedback collected will be used to tailor and inform future service offers for customers.

Hungate Court, Scarborough – Liaison event:

In partnership with Eon, we held a session to discuss proposed energy efficiency improvements for Hungate Court residents, allowing them to ask questions about the changes coming to their homes.

Feet on the street:

Board members, directors, and senior leaders joined housing colleagues on estate walkabouts in Whitby, where they engaged with customers and responded to their questions.

September

Tenant satisfaction measures:

To measure Beyond Housing's performance in delivering high-quality homes and services to customers, we started the first round (of two for the financial year 22/23) to gather data for the Regulator of Social Housing's TSMs.

Thrushwood, Redcar – Open space project:

Beyond Housing hosted a community forum with residents and partners to explore tree planting options for Thrushwood open space.

Birkdale Community Centre, Eston:

We gathered residents' opinions on the future use of the building and the types of support that could be provided to customers at the location.

Redcar and Eastfield areas – Community 'clean-up' day:

Beyond Housing, in partnership with local councillors, hosted a successful community clean-up day. Colleagues from across the business joined volunteers to support the day and provided skips and cleaning equipment.

High Street flats, Eastfield – Safety improvements:

We collected residents' feedback on how to improve safety in the area, based on the recommendations of the local police's report and our partnership work with the police and North Yorkshire Council. This feedback will help form the locality plan for the area.

Church Lane North, Grangetown – Residents' group meeting:

We held an open session for customers to discuss and give feedback about the current regeneration taking place on the estate.



Customer engagement – What's coming

November

Rent setting consultation:

Customers will be consulted on the expected rent increase in April. The consultation will be via a survey, with feedback collected via a digital and postal survey. Alongside the survey, customers will be directed to the Beyond Housing website where they can find additional information on how the rent is set and options for additional support.

Digital services customer consultation:

We will engage with customers to learn about their satisfaction with our digital services and understand their needs and expectations for an online portal. We will conduct several digital research campaigns over the next couple of months to achieve this.

Dormanstown, Redcar – Neighbourhood investment consultation:

To support the development of the locality plan for the Dormanstown area, we will consult with customers to identify investment opportunities and prioritise them.

Feet on the street:

Beyond Housing colleagues will complete estate walkabouts, engaging with customers and responding to their questions.

December

High Street flats, Eastfield –

Neighbourhood investment consultation:

To support the development of the locality plan for the Eastfield area, we will consult with customers to identify investment opportunities and prioritise them.



February

Feet on the street:

Beyond Housing colleagues will complete estate walkabouts, engaging with customers and responding to their questions.

Tenant satisfaction measures:

Following on from the first round of TSM collection data in October 2023, the second round of data collection will commence.

Customer summit:

This year's customer summit will bring together customers and colleagues to discuss opportunities for digital services.

Customer scrutiny:

Building on the collaboration with Tpas in developing Beyond Housing's new approach to customer engagement, we will launch our new scrutiny approach. The new scrutiny approach will focus on two key service areas: Neighbourhood management and asset/property management.

Leasehold management policy review:

Customers will be asked to provide feedback on the content of the policy and their existing experience. Customer feedback will help shape revisions to the policy.

March

Church Lane North, Grangetown – Open space project:

Following on from consultation earlier in the year, residents will be given the opportunity to discuss updates on the open space enhancements and the regeneration.



APPENDIX

APPENDIX 1

Tenant satisfaction measures

TSM ref	Question	21/22	22/23	23/24
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Beyond Housing?	65%	66%	68%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Beyond Housing over the last 12 months?	61%	64%	72%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	64%	63%	64%
TP04	How satisfied or dissatisfied are you that Beyond Housing provides a home that is well maintained?	65%	65%	69%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Beyond Housing provides a home that is safe?	73%	71%	74%
TP06	How satisfied or dissatisfied are you that Beyond Housing listens to your views and acts upon them?	47%	48%	56%
TP07	How satisfied or dissatisfied are you that Beyond Housing keeps you informed about things that matter to you?	56%	54%	61%
TP08	To what extent do you agree or disagree with the following "Beyond Housing treats me fairly and with respect"?	58%	62%	71%
Addition	How satisfied or dissatisfied are you that Beyond Housing is easy to deal with?	67%	67%	65%
Addition	How strongly would you agree or disagree with the following statement, "I trust Beyond Housing to do what they say they will do"?	59%	54%	53%
TP09	How satisfied or dissatisfied are you with Beyond Housing's approach to complaints handling?	17%	25%	30%
Addition	How satisfied or dissatisfied are you with the outcome of your complaint?	22%	25%	35%
TP10	How satisfied or dissatisfied are you that Beyond Housing keeps these communal areas clean and well maintained?	53%	54%	44%
TP11	How satisfied or dissatisfied are you that Beyond Housing makes a positive contribution to your neighbourhood?	36%	41%	52%
TP12	How satisfied or dissatisfied are you with Beyond Housing's approach to anti-social behaviour?	22%	39%	53%

*23/24 TSM scores are based on the mid-point collection. (collection 1 (sept-oct) and collection 2 (Feb-March) will be combined to create an overall score for the year)

** Previous year's scores and questions have been mapped to the most relevant TSM question to allow a comparison of customer perception and satisfaction levels.

*** Where the TSM ref equals 'Addition', these questions are asked as part of the collection but are not questions set by the RSH

APPENDIX 2

Below are the ways the new approach to customer engagement was carried out in 2022/23:

April 2022

Leasing of Wykeham Court Community Centre, Skelton:

Prior to the leasing of Wykeham Court Community Centre to TEES (Together Engage, Encourage, Support), customers in the nearby area were consulted to capture views on what they would like to see TEES offer to the local community, with TEES welcomed into Wykeham Community Centre in June 2022.

Development of land:

Local customers within the Manham Hill area in Eastfield were given the opportunity to provide feedback on the improvement proposals for the communal area. Feedback was used to inform the final designs for the area.

Church Lane North, Grangetown:

Customers were asked about opportunities to improve the community spirit and employment opportunities in the local area. This feedback informed the bespoke community plan for the estate and partners we needed to engage with.

May 2022

Sleights Community Centre:

We sought local customer views on the opportunity of a SEND family voice group (a group of parents and carers of disabled children) delivering their service out of Sleights Court Community Centre (Guisborough).

June 2022

Customer Summit event:

Opportunity for customers to attend an event focusing on reviewing the services they receive, giving feedback on case studies, and how improvements could be made.

Anti-social behaviour policy (phase 1):

We held face-to-face and online meetings to ask customers what they felt constitutes ASB. Themes were pulled from the revised ASB policy and discussed with customers.

Musham Bank development consultation:

Customers' feedback was reviewed on the proposed plans for a development at Musham Bank in Eastfield. Feedback was reviewed, collated and submitted in the North Yorkshire Council planning process.



Below are the ways the new approach to customer engagement was carried out in 2022/23: (continued)

July 2022

Church Lane North, Grangetown:

As part of the regeneration process at Church Lane North, through partnership work with Grangetown Generations, You've Got This, and Barefoot Kitchen, local residents attended sessions to design their ideal green spaces as well as learn new gardening and cookery skills.

Fountains Close, Whitby:

We obtained local customer views on the potential use of land following the demolition of garage sites at Fountains Close, capturing what customers would like to see the land used for with parking spaces created as a result.

August 2022

Stair lift:

We consulted with customers to establish their wants, needs, and expectations for a new stair lift provider, incorporated their feedback into the tender, and used it to frame the questions we asked potential providers.

September 2022

Anti-social behaviour policy (phase 2 – policy review):

We shared the final draft of our anti-social behaviour policy with customers for their final approval, following a number of previous consultations with them.



Below are the ways the new approach to customer engagement was carried out in 2022/23: (continued)

October 2022

Church Lane North residents' group meeting, Grangetown:

We held a face-to-face introduction with the new community engagement and partnership manager for the area. We liaised with the residents on their perception of changes in the area over the last few months. We also discussed how they wish to proceed with the content of their monthly meetings.

Hungate Court Community Centre, Hummanby:

Following feedback from customers, we gained opportunities for improvements. We identified both short and long-term improvement actions for the space.

Grounds maintenance contract:

A Beyond Housing customer sat on the tender interviewing panel, asking potential providers questions from a customer perspective. This highlighted stronger bid offers from contractors as a result.

Cleaning service:

We engaged with customers to understand their needs, wants, and expectations in relation to our communal cleaning services. The feedback fed into the tender process for the new service.

Broadway West, Dormanstown fencing project:

We gathered feedback from customers who were affected by the proposed removal of dead-end alleyways and the gifting of the space to residents for their gardens.

November 2022

Affordability:

We obtained customer views on our 'Let's start a conversation' affordability webpage to check readability and content from a customer perspective. This feedback helped us to make the page more user-friendly and informative.

On-hold music:

We established customer preferences for the on-hold music and voice type used for recorded messages. This feedback was used to inform the development of our new customer telephone system.

Anti-social behaviour:

We conducted a website review of our ASB services. Customers provided feedback on their expectations and what's most important to them about our ASB services. This feedback was incorporated into our ASB webpage to ensure that it meets the needs of our customers.

Church Lane North, Grangetown perception survey:

The annual survey took place to measure the perception of customers who live within the Church Lane North regeneration area.

December 2022

Repairs policy:

We reviewed our repairs policy with customers to ensure it is clear and easy to understand. We also asked customers what is most important to them when they need a repair to their home. The importance of communication and keeping customers informed of the next steps with their repairs was a significant theme for inclusion in the policy.

Rent increase:

We gathered feedback from customers on our proposed rent increase for April 2023. This feedback was used to inform our decision to cap the rent increase below inflation at 7%.

Customer feedback response times:

We conducted a post-consultation survey to ask customers when they would like to receive information on how their feedback has been used. We have committed to providing an update within 30 days after the completion of a consultation.

Church Lane North, Grangetown:

We held an informal event at Church Lane North to encourage customers to visit their community hub, meet the team and local partners, raise any enquiries and discuss the progress of the works.

Cleaning contract:

A Beyond Housing customer sat on the tender interviewing panel, asking potential providers questions from a customer perspective. This highlighted stronger bid offers from contractors as a result.

Tenancy management policy:

We consulted with customers on the tenancy management policy to ensure that it was clear, concise, and met their needs. We used the feedback we received from our customers to revise our policy and ensure that it was the best it could be.

Below are the ways the new approach to customer engagement was carried out in 2022/23: (continued)

January 2023

Neighbourhood policy consultation:

We conducted a consultation with customers to create a view of what customers feel is most important in creating a successful neighbourhood, and Beyond Housing's role in supporting this. The consultation received a positive response and we are using the feedback to shape our future plans for neighbourhoods.

Spencerbeck House, Ormesby consultation:

We consulted with customers who live within Spencerbeck House about the long-term future of the building. Two options were presented to customers. The feedback from customers will help us decide the future of the building.

Birkdale Community Centre:

In partnership with a charity, we surveyed warm space users to gather their feedback on how to maximise the use of the building in the future.

February 2023

Adaptions:

We collected feedback from customers on the current minor adaptation services available to them and what they would like to see available in the future. This feedback was fed into the recent adaptations policy review, which is exploring new service opportunities to improve the existing service provisions for customers.

March 2023

Engagement policy:

We consulted with customers to ensure that the existing ways that they could participate in shaping our services were suitable and accessible. We also established whether the policy document was easy to read.

Church Lane North, Grangetown public open spaces:

We presented the designs created by the landscape architect to customers for their thoughts and suggestions. We sought feedback on the overall layout, the use of materials, and the inclusion of any features or amenities.

