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**Agenda: Scrutiny.Net**

**Date:**     **Wednesday 11h April 2018**

**Time:**     **10.30 – 14.30**

**Place:**    **Habinteg Housing, Chapman House, Unit 1, Adwalton Business Park**

**132 Wakefield Road, Drighlington, Bradford, BD11 1DR**

**Drivers:**

It is easy to access from the M62.

There is another meeting event at the venue so parking is tight, you may need to park at the side of the road, or in the village and walk in if there is no parking at the venue or adjoining disused pub.

**Train travellers**

A few are getting a taxi from Leeds Station at 9.45 - if anyone wants to share at taxi on me– let me know asap

Bradford station is closer.

* 1. **Welcome and Introductions**

**10.35**  **Presentation and discussion**

**Regulator of Social Housing - New value for Money standard**

**How can we engage tenants?**

**Yvonne Davies**

The new standard directive is out. The indicators are mainly financial, but we know that customers are good at spotting waste and identifying changes which lead to improved services and reduced costs.

There is still a need to demonstrate VFM to stakeholders and to publish this in any easy to understand way. How can we do this?

How can we focus customers on VFM in their work with us?

How can we engage customers in setting and measuring the qualitative indicators on value for money?

**11.15 Tea and coffee break**

**11.30 Presentation and discussion**

**Customer Satisfaction: Views taken into account and acted upon**

**Yvonne Davies**

Generally, we don’t do that well on this Housemark Indicator.

Southway have been doing some research into “best in class”.

We will share what we have learnt so far and discuss together what we do and might do increase this satisfaction indicator

**12.15 On the couch – requests from members**

* Update on discussions at CfPS with the National Tenant Organisations and HACT (YD)
* Block Champions – identification, support, success and challenges (Leeds Homes)
* Social Media – How are we all using it for customer engagement? (All)

**1.00 Lunch.**

**1.30** **Presentation, Demonstration and Discussion**

**Rant and Rave – instant customer feedback tool, Together Group**

**Daniel Klemm, Policy and Communications Manager at the Together Group**

Rant and Rave is used by half of the FTSE 100 companies to proactively communicate with and gather fast feedback from their customers, through customer engagement. Together introduced the tool in 2017/18 and have been using it to get quick and active feedback from their customers.

Daniel will tell us about what Together set out to do and how they use the tool and will demo in real time what customers are saying about their service.

How do we get instant feedback and how helpful is it/could it be for customer insight?

**2.20 Future events**

**Tenant Advisor Unconference – 26th April 2018 in Manchester**

www.[manchesterunconference.eventbrite.co.uk](https://manchesterunconference.eventbrite.co.uk/)

*Info: Publication of HACT customer satisfaction report**is**planned for week com. 23rd April*

**2.25 Future meetings for 2018/19**

**Any early agenda items?**

* Wednesday 4th July, **Weaver Vale Housing Trust**, 10am - 2pm
* Thursday 4th October, **Trafford Housing Trust**, 10.30-2.30
* Wednesday 23rd January, **Southway,** 10.30 – 2.30

**2.30 Close**