



Quality & Performance Update

Issue 1
Summer 2023

Welcome to the first Quality & Performance Update. It is produced quarterly by the emh Quality and Performance Team to update you on service performance, monitoring and improvements.

Who's who!



Annette Dunwell-Morgan
Head of Quality & Performance



Brian Aubrey
Policy & Compliance Manager



Kelly Lee
Customer Voice Manager

The Quality and Performance Team

The emh Quality and Performance Team was formed last year and consists of the *Head of Quality and Performance, Policy and Compliance Manager, Customer Voice Manager* and a host of hard-working team leaders, officers, advisors, and administrators.

Together, the team is responsible for:

- ▶ Ensuring compliance with the social housing consumer standards
- ▶ Supporting the delivery of high-quality services for our customers
- ▶ Managing and resolving complaints
- ▶ Making sure emh hears your voice



Our achievements over the last year:

- 1 We've introduced new quality management processes to strengthen how we monitor quality, compliance and service performance.
- 2 We've commenced the emh *Quality Enhancement Programme*, to provide a framework for the on-going measurement, recording and monitoring of improvement activities.
- 3 We've increased our pool of involved residents to over 1600 with customers influencing service design, service delivery and service improvement.
- 4 We've doubled the number of residents involved on our core customer groups, taking the number to 25. Our core resident groups are the *Service Quality Evaluation Group, Scrutiny Panel, Tenant Advice and Support Group and Resident Influence Committee*.

Join our growing team of involved residents and make a difference!

We're always looking for new involved residents. If you're interested in finding out more about the different ways you can influence service design, service delivery and service improvement, please contact our Customer Voice Officers at customervoiceteam@emh.co.uk.



First Service Quality Evaluation Group Meeting

The first Service Quality Evaluation Group (SQEG) meeting took place in July. Three customer representatives joined the Policy and Compliance Team at St Mary's House to discuss and review service performance and how our customers are influencing service delivery and decision making. In the coming weeks, our customer representatives will attend complaints 'lessons learned' meetings with Heads of Service to discover more about what actions are being taken to stop repeating the same mistakes and measures being introduced to drive service improvement.



"Having attended the meetings and discussed the plans I am very excited that things will actually happen. The enthusiasm of staff and residents is evident, and I am really looking forward to the future".

David Adams
SQEG Customer Representative

Tenant Satisfaction Measures – what you need to know



- ✓ 10 technical and 12 perception Tenant Satisfaction Measures (TSM) were recently introduced by the Social Housing Regulator so that housing providers can be assessed on how well they're performing.
- ✓ Emh residents can feedback on overall satisfaction, performance around repairs, communal areas, safety, anti-social behaviour, complaints, and engagement.
- ✓ Acuity Research & Practice will conduct the emh TSM perception survey in September 2023, on behalf of emh and we encourage you to take part. **Their number is: 01273 093 939**
- ✓ We've reviewed our TSM data and are formulating improvement action plans for the lower scoring areas, including understanding the drivers behind the scores.

What are we doing to improve?

- ✓ Our stage 1 complaint handling processes have been reviewed and improved.
- ✓ Our stage 2 complaint handling processes are currently under review.
- ✓ Our responsive repairs 'Big Project' is making great progress.

Emh customer satisfaction – how are we currently performing?

Complaint handling	33%	
ASB handling	59%	
Listening	61%	
Time taken to complete repairs	63%	
Repairs service	68%	
Contribution to neighbourhood	64%	
Communal areas	69%	
Overall satisfaction	69%	
Well-maintained home	72%	
Keeping customers informed	73%	
Treating customers fairly and with respect	77%	
Safe home	81%	

Issue 2 – Autumn 2023:
Special Service Improvement Projects Update!