

Local Customer Involvement Update



ISSUE 1 APRIL 2009

Nexus has been involved in many customer involvement activities of a wide and varied nature, over the last 12 months, these are summarised over the next few pages:

Customer Panel

This panel meet frequently and they have been involved with many changes to the service we provide to our customers. They have discussed and agreed local performance indicators, revised service leaflets, policies and procedures and have implemented the use of 'Ground 8' a possession ground in rent arrears.

Editorial Panel

The customers and staff on this panel review each edition of Nexus Connects and put forward suggestions for future articles and ways in which the newsletter can be improved.

Web Panel

This panel consists of customers and staff, who review the web pages and make improvements to its content and design. There are also younger members involved in this panel and they have suggested and helped design a children's area on the website, which includes a variety of games.



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If you are interested in Customer Involvement, please let us know by calling: 01905 342 600

Environmental Improvements Panel

This panel of customers, make decisions on which environmental improvements to approve. After consulting with customers, staff put forward recommendations for improvements that they would like to see on their schemes. The proposals have covered items such as replanting of areas, additional lighting and fences. They have an annual budget of £33,000 to utilise.



Gardening and Cleaning Service Review

Customers and staff were involved in the whole process of this review and the customers assisted in interviewing the shortlisted contractors.

Grounds Maintenance Monitors

Customer Monitors have been appointed at the majority of our schemes to assist staff monitor the new contractors and ensure they comply with the specifications set and perform to a high standard.

We now have over 100 Nexus customer monitors who have attended training sessions and were invited to a meeting with one of the contractors for an overview of what they can expect at different times of the year.

Anti-Social Behaviour Service Review

This review has recently been completed and customers assisted us in this process.



Youth Forum

This new group consists of our younger customers. They have met twice so far to review the services that they receive and talk about the services that they would like to see in the future.

Gardening Competition

This was held in the summer and was a huge success with dozens of green fingered Nexus customers entering from all over Worcestershire.

Design Brief

A few of our customers met with our Spectrum Design Partnership colleagues to help review the design brief, which will improve the homes that we build.



Governance

We have had an application from one of our leasehold customers to join the Nexus Board of Management.

Scrutiny Panel

A scrutiny panel has recently been set up to check the effective operation of the Nexus Board and two of the customers have already attended one of the Board meetings.



West Mercia's Got Talent

Above are the Nexus customers, staff and (centre) Mayor of Worcester who took part in the judging of the Talent Competition and to the right are our talented 12 acts that made it through to the photo shoot in Bromsgrove.



Whitefriars Consultation

As part of Whitefriars Housing joining West Mercia Housing Group, customers were involved in the process, including helping to set the Vision and Values for the wider Group, and they are now helping to review the Customer Involvement service for the Group.

Recruitment of Nexus Staff

A resident recently participated in the assessment stage of candidates for new Contact Centre.

Resident Associations

Over the last year we have increased the number of Resident Associations:

- Park Court and Park Street, Kidderminster (Unity Residents Association)
- Betjeman Court, Kidderminster
- Whinchat Grove, Kidderminster
- Blackthorn Court Residents Association, Redditch (B.R.A)
- Deansway House, Kidderminster
- Lowesmoor House, Worcester

- Temple Mews, Evesham
- Swallowfields, Worcester
- Glebe Fields, Belbroughton
- St. Peters Court, Droitwich
- Vicarage Court and Willow Court, Worcester
- Hallow Youth Residents Group

The Resident Associations allow the customers who live on the schemes to get together and discuss issues arising on their schemes such as environmental problems, grounds maintenance, improvements, Anti-Social Behaviour issues as well as holding events such as: fun days and community BBQs.

Whinchat Grove recently held a fun day which was a great success and has brought the community together.

The Residents Group at Lowesmoor House and Deansway meet on a weekly basis to take part in exercise classes which are taken by another of our residents from Lansdowne Rise.

In addition to the above Associations the Blackpole Resident Association is still in operation.