



PEABODY

## Customer Panel end of Year Summary 2008-9

---

The Customer Panel has enjoyed another busy and productive year, with all 182 members being involved in a wide range of consultations and projects.

We received many valuable suggestions, comments and questions and we have used this feedback in all of the consultations we have carried out with you.

This document briefly summarises the main Customer Panel consultations that have been carried out between April 2008 and March 2009.

For more information on any of the projects mentioned here, or on other Customer Panel consultations, please contact the Policy Helpline on 020 7021 4457 or email [policy.helpline@peabody.org.uk](mailto:policy.helpline@peabody.org.uk).

Thank you to everyone who participated in the Customer Panel last year. We look forward to working with you during 2009 / 2010.

### What you said: Key points

When you filled out your Customer Panel application form, you had the opportunity to let us know your key areas of interest. The following consultations involved those of you who indicated an interest in the areas of Customer Service, Resident Inclusion, and Tenancy Management.

### Customer Involvement Service Standards

#### You said

- Please include timescales for feedback to residents following consultation
- Alert residents to important changes / events
- Please remove abbreviations

#### Our response

- We will provide details of how and when we will provide feedback to residents following consultation
- We will include regular articles in the newsletter and also advertise new opportunities / events on the front page of the Peabody website
- Our response 'We will explain or remove abbreviations to make the document easier to understand.

## Resident Conference Themes

We asked you what you wanted the main themes to be at last year's Resident Conference.

### You said

- 'Use more value for money venues
- Try to use a less formal venue that would allow residents to socialise together more
- Residents and Peabody should work together more

### Our response

- This year we are holding two conferences at venues that are better value for money – Imperial War Museum (free venue) and London Zoo
- This year we chose to use London Zoo offering free childcare and free access to the zoo and the Imperial war museum offering free childcare and the opportunity to visit the Bond exhibition for free
- We are consulting on various aspects of the business plan with the use of individual handsets for residents

## Draft Customer Involvement Strategy Consultation

### You said:

- "The strategy is clear and easy to understand"
- "Clear information needed about the mechanisms for involvement"

### We did:

- Consultation fed into the strategy
- The Customer Involvement Strategy and action plan was approved by the Diversity Forum
- The Diversity Forum monitor the action plan on a quarterly basis and request feedback / further information on the actions and reasons why an action has not been implemented.
- The action plan is used as the basis of the annual impact assessment and action plan which is presented to the diversity forum for consideration, comment and recommendation

## National Housing Federation Code of Conduct Consultation

### You said:

- "The Code may prove to be 'toothless' as landlords do not have to sign up"
- "Chapters need to be in more logical order"

### We did:

- The feedback was forwarded to the NHF. All findings from the national consultation were taken into consideration when revising the final draft of the Code of Conduct.

## **Single Equality Policy and Action Plan Focus Groups Volunteers**

Seven residents attended the focus group.

### **You said:**

- “Not sure if Peabody considers equality and diversity within its performance monitoring”
- “Stronger approach to harassment and bullying needed”

### **We did**

- The focus group findings were feedback into draft policy
- Peabody performance indicators that are reported to the board now include the 6 strands of diversity
- Staff and resident focus groups and training set up to identify and resolve the specific issues around harassment and bullying for both staff and customers.