

Update from Accent Residents' Panel for Service Performance Committee

Meeting date: 4 October 2017

Claire Stone briefly joined the meeting to talk to members about her new role and future vision for Accent's customer services. She was looking forward to working with members and we were very positive about her new role and the re-focus on customer excellence.

Paul Dolan updated members on the corporate strategy. It is built around four primary themes

- customer service experience
- quality of homes
- investing in our people
- the aspirations and strength of Accent as a business.

Paul explained the key service priorities around each of these and these were welcomed by the ARP who could see how this would improve the experience for customers.

Paul discussed the changes to the executive team and the recruitment of new executive directors for development and culture which will help to deliver the strategy. Members raised some challenges around inconsistent service at the moment which Paul confirmed would be addressed. They were very positive about the strategy and executive team changes.

Neil Cox presented an update on RAMP following go-live on 25 September. It was early days but things were going well. Members were glad to hear this positive update and asked for an update to form part of the agenda for future meetings.

Heather Eagland, Carol Barnes and a representative from *Geomant* joined the meeting to demonstrate Accent Connect. Heather confirmed the first phase had been working well since it was implemented in July and the project team was now setting up the contact centre solution. Members were very impressed with the demo, particularly around call recording, improved web chat and multi-way communication.

Mags Pearson joined the meeting to reassure members about how business risks are identified and subsequent action plans are developed. Work planned for this year revolved around business continuity and new property handovers. Gas safety and fire management were also current priorities for Accent, following Grenfell, and forthcoming actions were planned for warden call monitoring, current tenant arrears and major incidents. Members were appreciative of the presentation and reassured with our approach to risk.

Rachael Walsh updated members on the work of the co-design group, which formed part of the resident engagement review. Accent is working with consultancy Altair on the governance review. Patrick Harkness had been retained as an independent

facilitator for the focus groups. Members were informed there would be some proposals for the Accent board to consider in December, and some initial proposals for consultation prior to that at the November Board and Committee Conference.

The next meeting is planned for Thursday 4th January 2018.