

## Customer Engagement Impact Assessment 2015-2016

What we did	What improved
Carried out walkabouts on individual estates	Better relationship with our customers and giving customers the opportunities.
We had 3 Sheltered housing panel meetings	The panel ensures that customers in the schemes are consulted about how the schemes are run.
Customers took part in a consultation about Nehemiah's publications and marketing	Customers were able to give their opinions about what they liked and also what they thought could be improved about our publications. This will be used to inform our future marketing publications.
Volunteering	A customer currently volunteers for Nehemiah. This has allowed her to gain valuable skills that can be used in the workplace.
Offered traineeships through the Nehemiah Academy	We are committed to investing in young people and have offered a graduate traineeship to help increase skills and knowledge that will improve chances of employability.
Customer consultations in regards to service charge increase	Staff met with customers on various occasions to discuss the increase in the service charge and the reasons why this was necessary. This allowed staff to answer any customer questions and queries.
Customer involvement with staff recruitment	Allowed our residents to develop their skills and confidence and also have an

	active role in the recruitment of the staff that will be providing key services to them.
Policy reviews including the lettings policy, harassment and hate crime, domestic abuse and the rechargeable repair policy	Customers reviewed several new and updated policies. This gave customers the opportunity to help shape the policies-where possible comments/feedback received are incorporated into the policy. Customers also get a better understanding of the procedures that we work by.
Scrutiny panel review -repair and maintenance/ digital services	The findings from the review will be carried forward and taken in account when the new repair and maintenance service is procured to ensure that the service is fit for purpose.  The digital services review will be used to form the basis of a new website.
Carried out satisfaction reviews of new tenants, customers that had used the complaints service and the anti-social behaviour complaints service	We are able to monitor customer satisfaction with these services and also use customer feedback to improve service.
Customer Annual Report	Customers receive information about Nehemiah's successes over the past 12 months and also key performance information.
An open day took place at our retirement scheme Henry court in August 2015.	This enabled Nehemiah to invite stakeholders from around the Dudley area and promote the scheme with the help of the customers, families and staff it was a very successful day.  Better relationships with stake holders from around the Dudley area and to promote Nehemiah's retirement schemes.
Redecoration of Henry Court and refurbishment of Plummer House retirement living scheme.	Having the schemes redecorated and refurbished has given it a new look and have enabled customers to have a sense of pride about their home.
Black pool trip August 2015	Customers from Henry Court and their families went on a trip to Blackpool. They had a great day out enjoying the sea air

	and spent the day with their children and grandchildren. This is important for combating isolation.
Working with the Disability group in Dudley	The disability group do not have access to their own kitchens and so Nehemiah have allowed them to use the kitchens at Henry Court. This is beneficial to the customers at Henry Court as it means that there is now a meal provision service for an extra day bringing it up to five days a week.
Dementia café at Henry Court	The dementia café takes place every month every month for customer's visitors and their families to take part in fun and engaging activities, improve wellbeing and reduce social isolation.
Complaints Training	All staff have received refresher complaints training enabling them to deal with complaints more effectively.
Raffle	Henry court had a raffle to enable customers and their families to have a Christmas party with food and entertainment it was a lovely evening.
Black history month activities	Adult learning visited Henry Court to celebrate black history month with customers. This reduces isolation and encourages customers to socialise in the communal areas of the scheme.
Exercise class	An exercise class takes place at Henry Court on a weekly basis. This improves the health and wellbeing of customers.
Shop	Henry court has set up a shop enabling customers and volunteer's to run the shop giving them help to promote their independence.
Joint working with the Caribbean & Friends Day Centre	This is a day centre for disabled customers and carers. Customers at Henry Court visit the day centre weekly, joint working with this agency has provided support for a number of families & their carer's.

<p>Guest speaker from the black country museum visited Henry Court to talk about black history in the midlands area.</p>	<p>Increased customer knowledge and prevent isolation by helping customers to socialise in the communal lounges rather than stay in their flats.</p>
<p>Visits from Dudley Health Watch to checking blood pressure, sugar levels and weight for customers at Henry Court</p>	<p>Promotes health and wellbeing for customers and potentially prevent long term health problems and any health concerns can be acted upon straight away.</p>
<p>Healthy Eating workshops</p>	<p>Six weeks free course for healthy eating from Age UK for customers and people in the community. This promotes health and wellbeing for customers.</p>
<p>Cook and Eat Session at Seacole Court</p>	<p>Customers completed 6 week Healthy eating taster sessions. This helped to promote healthy eating habits.</p>
<p>Steve Tate Home Safety Project</p>	<p>10 customers completed home safety Workshop that covers a wide variety of information from electrical safety to what to do should a family member receive a burn and/or scald.</p>
<p>Close working with Wolverhampton College for customers at Seacole Court.</p>	<p>1 young person completed Health and social care level 2 with distinction.</p> <p>2 customers profiles used on website for their achievement of gaining food hygiene certificate.</p>