

Customer engagement activities

Events

Total
number
of events

16 (Q3-25)



Broken down by type of event:

Door knock	11 (Q3-20)
Scheme openings / 1:1 conversation	04 (Q3-04)
Group conversations/forums	01 (Q3-01)
Large scale social events	00 (Q3-00)



Number of
customers
engaged with

201 (Q3-300)

Number of
recorded
conversations

190 (Q3-224)



Breakdown of the customers we've engaged with

Gender

(all optional completion)



Male

30

(N/A FOR Q3)

Female

59

(N/A FOR Q3)

Other

2

(N/A FOR Q3)

Disability

20 (Q3-34)

Average age

26-54 (Q3-55 +)

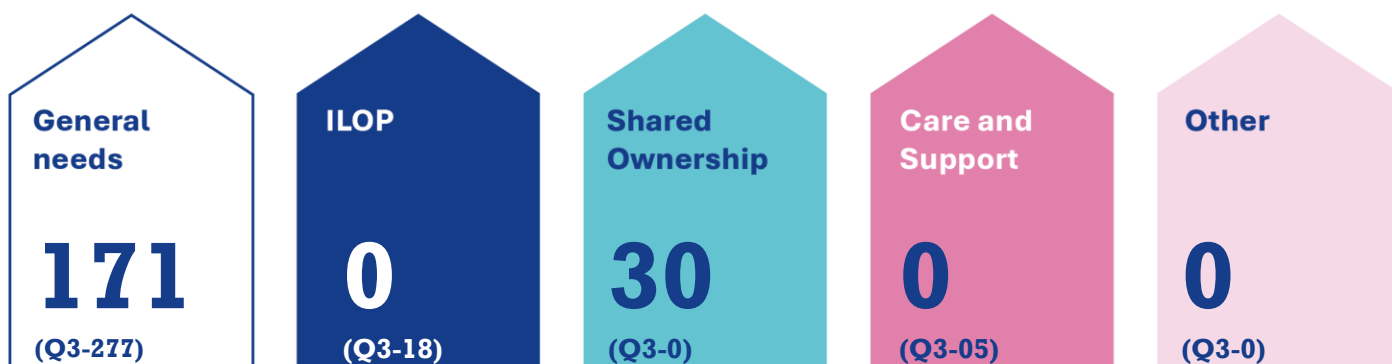
Breakdown of the customers we've engaged with



Ethnicity – we record it as below:

Asian or Asian British	09 (Q3-03)
Black, Black British, Caribbean or African	03 (Q3-01)
Mixed or multiple ethnic groups	00 (Q3-01)
White	49 (Q3-20)
Other ethnic group	02 (Q3-03)
Unknown / not disclosed	138 (Q3-196)

Engagements broken down by tenure



Total registered
Community of Customers

179 (Q3-138)

Customer involvement activities



**Number
of panel
meetings**

6 (Q3-4)

**Number of
current panel
members**

18 (Q3-12)



Customer oversight group

- The first Customer Oversight meeting was held on 29th January 2026. This consisted of previous members of the Homes & Neighbourhood Panel, together with the Scrutiny Lead. This was a low-key meeting as the process of recruiting new members ready for the March meeting was ongoing.
- A launch event was held at Nottingham Central library to recruit new members to the Customer Oversight group. This was well attended and resulted in the recruitment of a diverse group of customers, bringing the COG group to its capacity of 16 members
- The first COG meeting was held successfully at the end of March with full capacity attendance, including the Chair and Scrutiny lead. Members were given a tour of the Clifton office and given talks by 3 seniors colleagues from various departments, followed by a short COG meeting.

Scrutiny report project

- The scrutiny review into internal communal spaces was conducted between January and March 2026. The final draft report was produced and is with senior management for their comments before going before Customer Committee in May.
- The next scrutiny review will be on decants and take place between April and June. A completed report will be available for review in July.

Names of policies sent out for customer review

- No policies required customer review in Q4

Customer voice

- The Care and Support Customer Voice group met twice in Q4 .A new additional member , Will, joined with HNP experience, care and support service experience as both a colleague and service user.
- The group are working with Comms to actively promote C&S case studies /experiences
- The group continue to work with L&D in the development of training which will provide colleagues with the tools to be aware of how to responding to the increasing concern of cuckooing. Training is planned to be completed in May/June for colleague role out.

Outcomes

You said, we did, so what?

- Customers and colleagues raised concerns over the lack of specialist training regarding cuckooing, a bespoke internal training e learning course is being designed in conjunction with C&S customer voice group
- Tenant satisfaction surveys (TSMs) showed low satisfaction from our shared owners, so we contacted those who were particularly dissatisfied individually to discuss their experiences and learn from these experiences for the future
- Concerns raised over the use of the 'Orbit' ordering system for C&S supplies has meant a review which will mean service users gets the goods they need (beds etc) sooner
- We've been back visiting schemes with higher than usual ASB issues to undertake community cohesion activities and proactively try to reduce reoccurrences over the summer. This saw good numbers of engagement and positive feedback.