



We're Listening

Talking about customer needs and support

Livv
housing group

Who did we talk to?

We wanted to develop our treating customers with fairness and respect policy and improve our services around identifying customer needs and tailoring support.

In July 2024, six customers attended a focus group at the Maggie O'Neil Centre in Huyton. We supported with travel costs where needed to ensure customers from across our communities could attend. We also held telephone conversations with eight customers who had different identified support needs.

We had open conversations to hear about the challenges faced by customers in maintaining a tenancy or accessing services, and the support requirements and adjustments they would like to see.

Customers told us that:

- they faced a broad range of needs and challenges around managing a tenancy
- needs and challenges could be long-term, short-term and changeable
- they faced a broad range of needs and challenges around accessing services including accessing things digitally, systems being hard to understand and low levels of English proficiency
- they'd received a range of practical support including help with benefit maximisation, hoarding, adaptations and cost-of-living issues
- their experience was positive when we kept in touch, were proactive with signposting and worked alongside them to find solutions
- their experience would be better if it were more personal, they saw their housing advisor more or we recorded their needs, so they didn't need to be explained repeatedly.

What did we do?

We've used the information from the focus group and telephone conversations to shape our new 'Treating customers with fairness and respect' policy.

In this policy, we've:

- reflected the type of needs identified by customers and described how they can be short or long-term and changeable
- included how we can adjust our information and communication methods to consider customer's needs, abilities and circumstances.
- provided information about the broad range of support we provide
- described how we work closely with partners to support customers
- included how we will record and review any support required securely on our housing management system.

Thank you

We'd like to thank all the customers who took the time to talk with us.

Your Voice Matters!