



## Quarter Three South Customer Promise Scrutiny Report January 2019

### Supported Assessments

Between October and December 2018 customer assessors visited seven services speaking to 50 customers. Three services scored gold and four scored silver. Two of these were reassessments.

### Reassessments

We reassessed Gloucester mental health; Devon Enhanced Clinical Recovery Services (DECRS) and Medway Court, Cheltenham because they scored bronze in 'safe place to live' last year. All services had improved their safe place to live score; DECRS and Medway from bronze to silver and Gloucester to gold. All three services improved their overall score from bronze in 2017, to silver.

Service	Region	Overall standard	A decent home	Value for money	A Safe Place to Live	Choice of products and services	Reliable services	Clear information & opportunities to influence	People Who Care
Waveney and Suffolk Coastal Community Support, Lowestoft	East	Gold	N/A	Silver	Gold	Gold	Gold	Silver	Gold
Southampton Housing related support	London and South East	Gold	N/A	Silver	Gold	Gold	Gold	Silver	Gold
Ipswich Community Support	East	Gold	N/A	Silver	Gold	Gold	Gold	Silver	Gold
Rosemead - Southend on Sea	London and South East	Silver	Silver	Silver	Gold	Gold	Gold	Silver	Gold
Gloucester mental health REASSESSMENT	Midlands	Silver	Silver	Silver	Gold	Gold	Silver	Silver	Gold
DECRS, Devon REASSESSMENT	South West	Silver	Silver	Silver	Silver	Gold	Silver	Silver	Gold
Medway Court, Cheltenham REASSESSMENT	Midlands	Silver	Silver	Bronze	Silver	Silver	Silver	Silver	Silver

## Themes identified at assessments

- **A Decent Home** -services need to use Hotel@home tools and involve customers in making choices and decisions on colours, furniture etc.; use more durable options for bedroom furniture rather than flat-pack furniture; resolve plumbing issues; keep customers informed on cyclical upgrades and let customers know how they can personalise their flats
- **Value for money** -service need to be transparent about how the budget is spent; run value for money workshop with customers and invite families to take part if they support customers with finances to improve scores in this standard.
- **Safe Place to Live** - services need to source local personal safety and fire safety training; consult with customers about adding CCTV through service charge and put out of office hours contact information on the backs of the doors in all flats
- **Reliable services** - services need to promote the formal complaints procedure and run the 'complaining with confidence' workshop and resolve individual repairs to improve in this standard
- **Clear information and opportunities to influence** services need to promote the new menu of involvement to customers; promote the website and digital involvement; set up a KISS group to influence local policies or communications

## Summary of actions and outcomes at service level from previous three months (July to September 2018)

Between July and September 2018, customer assessors assessed five services in the south.

- **A Decent Home** -customers involved in retendering ground maintenance contract; carpet cleaning included in cleaning costs; improved quality of beds ; bathroom improvements
- **Value for money** customers involved in making choices on furniture and redecorations; budget discussed at house meetings
- **Safe place to live** fire safety plan and procedures and health and safety discussed at house meetings,
- **Reliable services** -complaints procedures displayed on notice board and standard agenda item at House meetings; repair log to track and communicate outstanding repairs
- **Clear information and opportunities to influence**- Home Group website and Homelife promoted to customers.

## Overall up to September 2018 we have received feedback from 100% of services assessed in the south

### Rented and leasehold Assessments

Between October and December 2018 assessors visited four neighbourhoods and one leasehold scheme speaking to 41 customers

### Reassessments

We reassessed Clearview Court as it scored bronze (rented) and no standard (leasehold) in 'safe place to live' in 2017. The score for 'safe place to live' has improved to silver for rented and bronze for leasehold. The overall score for rented has remained bronze due to long standing cracks and leaks. The overall score for leasehold has improved from no standard to bronze

Neighbourhood	Region	Overall standard	A decent home	Value for money	A Safe Place to Live	A choice of products and services	Reliable services	Clear information & opportunities to influence	People Who Care
Nettlecombe, Milton Keynes	Midlands	Silver	Silver	Silver	Silver	Silver	Bronze	Bronze	Bronze
Woolguard, Peterborough	East	Silver	Silver	Silver	Gold	Silver	Bronze	Silver	Silver
Eagle Way, Peterborough	East	Bronze	Silver	Silver	Gold	Bronze	Bronze	Bronze	Bronze
Clearview Court, Harrow (rented) REASSESSMENT	London & South East	Bronze	Bronze	Silver	Silver	Silver	No standard	Silver	Silver
Clearview Court, Harrow (leasehold) REASSESSMENT	London & South East	Bronze	Bronze	Bronze	Bronze	Bronze	No standard	Bronze	Bronze

## Themes identified at assessments

- **A Decent Home** -we need to resolve outstanding repairs at Clearview Court and regularly update customers; contact royal mail about post; provide notice boards on each floor with health and safety and fire evacuation procedure
- **Value for money** -we need to consider installing 'dummy' CCTV and CCTV warning notices; resolve individual issues about grounds maintenance and window cleaning to improve scores in this standard
- **Safe place to live** we need to resolve lighting issues; involve customers in estate inspections and clarify fire evacuation process
- **Choice of Products and Services** we need to manage cleaning contractors better and ensure customers have clear and realistic expectations; provide fire safety information; resolve individual issues with parking and adaptations
- **Reliable services** -we need to resolve individual repairs and keep customer informed of progress; clarify to customers who is responsible for painting exterior doors; conduct a reassessments in 2019; involve customers in estate inspections and let customers know when the Housing manager is visiting.
- **Clear information and opportunities to influence** we need to promote involvement as part of the sign-up process; send 'You Said We Did' document to all customers at Clearview Court; arrange a neighbourhood day; send customers an update on the current maintenance and repairs and grounds maintenance contracts; run editorial panel in Milton Keynes area
- **People who care** -we need to ensure notice boards are up to date; inform customers when we will be visiting the neighbourhood; keep customers updated on progress of issues raised; provide a named colleague for all customers to improve

communication; 6 monthly estate inspections

## Summary of actions and outcomes from previous three months (July to September 2018)

Between July and September 2018, customers assessed two neighbourhoods in the south. The Mayings in Reading received platinum so no outcomes required. We have not received outcomes for Camelford Close, Reading.

Neighbourhood	Region	Operations Manager	Head of Service Delivery	Date of assessment	Overall standard achieved
Camelford Close, Reading	South West	Kiron Murphy	Carol Harrowell	26/07/2018	Silver

Overall up to September 2018 we have received feedback from 67% neighbourhoods assessed in the south