

Housing Scrutiny Committee

6th February 2018

Introductions

- Tom Irvine, Interim Managing Director
- John Venning, Head of Asset Management
- Doug Pope, Head of Housing

Requests received

- Survey of members – outcomes
- Resident Scrutiny note
- Details of Partners' asset management plan, the results of any stock condition survey, and any plans for upcoming works in Partners properties.
- Partners' views on the Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill 2017-19. Members would like to know if the Bill would have any specific implications for Partners.

Councillors survey

Background (1)

“Both Partners and the council’s PFI clienting team have received recent feedback that the improved resident satisfaction performance experienced directly by Partners, has not been mirrored in the conversations that members are having when meeting residents face to face through door knocking or at surgeries.

“We would really like to better understand the type of feedback you are receiving so that we can seek to improve customer perceptions and experiences of the services residents receive from Partners. Your help would be very much appreciated and we have put together a short survey which we hope will capture the issues and feedback you are hearing from residents but in addition, if you have any other comments or feedback that you would be able to share, that would also be very welcome.”

Councillors survey

Background (2)

- We received 11 responses. Thanks to all who responded.
- We have carefully considered the detail of individual responses.
- We have identified some themes.
- We have planned some actions.

Councillors survey

Theme	Action
Communication about more complex or major repairs	Review the communication protocol on major repairs to identify opportunities for improvement.
Cyclical decorations / maintenance	<p>Continue to monitor quality of work through inspections.</p> <p>Continue to monitor resident satisfaction with cyclical work through surveys.</p> <p>Repeat the recent successful consultation / information event at the Town Hall for residents who are about to go through Cyclical work.</p>

Councillors survey

Theme	Action
Management hearing directly from residents	<p>The Managing Director will telephone ten residents each month to hear directly their views about Partners services.</p> <p>Regular briefings to members and resident newsletters should include information about the dialogue with residents.</p>
Attitude of staff	<p>Brief Councillors about how we manage this, including what we do if we identify an issue with a member of staff.</p> <ul style="list-style-type: none">- 1to1s, training and development- Call recording- Learning from complaints- HR procedures where appropriate

Councillors survey

Theme	Action
Quality of complaint handling	We have introduced a regular complaint handling quality audit (with effect from October 2017) to help drive learning and improvement in complaint handling.
Learning from complaints	All upheld and partially upheld complaints are reviewed by Senior Management at a monthly learning meeting.

Councillors survey

Theme	Action
Working with vulnerable residents	We are in contact with a Director in IC Social Services to discuss how we can work together more closely and effectively. As a result we are now invited to attend monthly Housing / Adult Social Services meetings.
Managing Anti-Social Behaviour	<p>Our ASB officers are undertaking a re-accreditation training programme.</p> <p>We would be happy to invite any councillors who have concerns about our approach to Anti-Social Behaviour to speak directly with our Anti Social Behaviour Team about their concerns.</p>

Councillors survey

Theme	Action
Quality and speed of responses to Councillor enquiries when Michelle O'Toole, Communications and Complaints Manager, is not available	Amanda Tayler, Communications Officer, is now acting as a back-up for Michelle with the intention that Councillors will receive similar responsiveness in Michelle's absence.
Approach to communication with Councillors	Adopt an approach characterised by humility. Avoid focus on presenting strong performance results. Instead focus on what happens when things go wrong and the challenges we face. Acknowledge and explain what we are doing to put things right and improve.

Housing Management

Case study

- Multiple issues
- Multi agency working
- Complex legal case
- Successful outcome

Resident engagement

- Engagement strategy
- Consultation in 2015
- Positive outcomes from resident engagement
- Reviewing strategy in 2018 – we welcome all views

Asset Management Strategy

Key objectives:

- Maintain properties at Availability Standards
- Meet resident service standards
- Maintain value of stock

Approach differs for each contract:

- PFI1: 2003-2033
- PFI2: 2006-2022

New legislation

- Partners' views on the Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill 2017-19. Members would like to know if the Bill would have any specific implications for Partners.

PARTNERS



excellence through **partnership**

Questions?