



You are the key to a better Housing Service

Update V13 19th June 2014

Action plan 2014/15 Resident Taskforce review Major Works

| Service Area | Objective | Required outcome/success criteria | Actions | Responsible Officer/ Team | Target date | Milestones/ progress |
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| 1 COMPLAINTS | Develop clear guidelines for residents on making a complaint during and after completion of Major Works programme | Improved resident information on the major works complaints process | 1.1 Develop clear guidelines on how residents can make a complaint about Major Works | Consultation Team & Customer Excellence Team (CEXT) | June 14 | <p>Clear guidelines are set out on the Islington Council Webpages and promoted in our Contractors newsletters which are issued to residents monthly whilst improvement works are taking place on site.</p> <p>See links below: http://www.islington.gov.uk/about/contact-complaints/involvedcomplaints/Pages/complaints.aspx \\Lbiuser01\users03\brenda rodney\Brenda Rodney\2012-2013 Cyclical improvements\BP22 - CLERKENWELL\NEWSLETTER\Newsletter - Phase 22 - Brunswick Estate June 2014 - Issue 11.pdf</p> <p>Consultation Team now include information at resident meetings regarding the complaint process.</p> <p>17/6/2014 milestone completed</p> |
| | | Improved resident satisfaction in rectifying major works complaints. | 1.2 Major works complaints should not be signed off until all work to rectify the problem has been completed. | Customer Excellence Team | June 14 | <p>The Customer Excellence Team will re-introduce the follow up action within the complaints process.</p> <p>Monthly report on complaints against contractors and property services to be issued to the Consultation Team to ensure complaints are monitored, lessons are learnt and follow on actions are resolved</p> |
| | | Improved roles and responsibilities for contractors and the council | 1.3 The Consultation Team should be more involved in major works complaints and with the Customer Excellence Team monitor all major works related complaints. | CEXT & Consultation Team | June 14 | <p>Consultation officers actively assist in collating the responses</p> <p>Following meeting on the 16.06.14 The Customer Excellence Team have now agreed to ensure a copy of the final response is sent to Consultation Team so the details can be recorded.</p> <p>17/6/2014 milestone completed</p> |

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| 1 COMPLAINTS | Develop clear guidelines for residents on making a complaint during and after completion of Major Works programme | Improved service from staff to address residents issues at an early stage of complaint | 1.4 The Consultation Team should regularly review onsite complaints book | Consultation Team and Capital Program Delivery Team | June 14 | This is incorporated in Site meetings see item 3.1 under heading Community Issues example in link below: \\lbuser01\users03\brenda_rodney\Brenda_Rodney\2012-2013_Cyclical_improvements\BP22 - CLERKENWELL\Scheme 22 Meeting Notes_March 2014.pdf 17/6/2014 milestone completed |
| | | Improved monitoring and learning from complaints referencing major works made by residents on site and through the Islington Council complaints scheme. | Contracts to be reviewed following completion to discuss where lessons can be learned to improve services. | Capital Program Delivery Team Group Leaders | October 14 | Under Review by the Capital Programme Delivery Team, Property Services. Resident Engagement Team to develop a template review process for this. |
| | Develop clear guidelines for residents on making a complaint during and after completion of Major Works programme | Residents should be aware how and who to contact when making a complaint both during and after Major Works take place. | 1.5 Review roles and responsibilities and ensure that both are complementary between contractor and the Council in dealing with resident complaints. | Consultation Team Customer Excellence Team | Sept 14 | Under Review by the Consultation Team |
| | | | 1.6 Review current information provided on the complaints process at introductory meetings and resident information packs. | Consultation Team and Group Leader's | Sept 14 | This has now been reviewed:- Clear guidelines are set out on the Islington Council Webpages and promoted in our Contractors newsletters which are issued to residents monthly whilst improvement works are taking place on site. See links below: http://www.islington.gov.uk/about/contact-complaints/involvedcomplaints/Pages/complaints.aspx \\lbuser01\users03\brenda_rodney\Brenda_Rodney\2012-2013_Cyclical_improvements\BP22 - CLERKENWELL\NEWSLETTER\Newsletter - Phase 22 - Brunswick Estate June 2014 - Issue 11.pdf Consultation Officer's include information at resident meetings regarding the complaint process. 17/6/2014 milestone completed |
| | | 1.7 Encourage staff to resolve issues at an early stage and to take ownership of situations. | All involved in major works programme | Aug 14 | This is on-going and reiterated at Site Meetings and Team Meetings. 17/6/2014 milestone completed | |

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| 2 LETTERS | Improve written communications with residents undergoing major works improvement programmes | Improved resident satisfaction with communications issued to residents before, during and after major work improvement programmes | 2.1 All letter templates to be reviewed by the SDT and Taskforce Team to ensure they are polite, friendly and written in plain English. | Resident engagement Team & Taskforce Team | June 14 | Under Review by the Resident Engagement Team and residents http://hfisdlsrv01/qms/html/rc.htm http://hfisdlsrv01/qms/html/rcfra.htm |
| | | | Staff training to be provided for all relevant staff in letter writing and plain English principles | Resident Engagement Team | June 14 | Resident Engagement Team to investigate online training for all staff involved in Major Works. |
| | | 2.2 Review timescales for resident letters and ensure that all be sent out addressed to a named individual | Resident engagement Team | Sept 14 | Under Review by the Resident Engagement Team and residents Team refer to latest information when sending out mail merges from Islington. We do not have names for tenants of non-resident leaseholders | |
| | | Improved resident understanding of snagging and defects procedures and timescales Earlier notifications for tenants and leaseholders on indicative costs | 2.3 Review current communications around snagging and defects including clear definitions of each and when and how they will be happening. | Consultation Team/Resident Engagement Team | Sept 14 | Under Review by the Consultation Team and Resident Engagement Team and residents |
| | | 2.4 Investigate current good practice of aftercare booklets currently issued to residents on internal works to see if the format can be replicated for issue for external works | Service Development Team | Sept 14 | Under Review by the Service Development Team. | |

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| 2 LETTERS | Improve written communications with residents undergoing major works improvement programmes | Residents should be able to understand what works are taking place where they live. | 2.5 Investigate if tenants (as well as leaseholders) can be sent an indicative unit costs letter (with the caveat costs changed. | Aiden Stapleton in conjunction with Kevin Byrne | Sept 14 | Following discussion between the Consultation Team and Housing Investment Team it has been agreed that Indicative costs will only be issued to leaseholders , as there is no added value providing this information to tenants. 17/6/2014 milestone completed | |
| | | | 2.6 Investigate if leaseholders can be given indicative cost earlier | Consultation Team, in conjunction with Project Manager (CR) Homeownership & Group Leader. | Sept 14 | This has been looked and it is not possible to get indicatives costs out any sooner. 17/6/2014 milestone completed | |
| 3 PROCEDURES | Improve procedures to show consistent approach in terms of monitoring and timescales as well as contractor information. | Improve resident satisfaction with the communications on major work improvement programmes | 3.1 Review procedures for all contract types so that they show clear and consistent timescales. | Group Leader, Consultation Team, Housing Investment | June 14 Sept 14 | Under Review by the Capital Programme Delivery Team Property Services and The Housing Investment Team Reviewing M&E and Cyclical programme timescales | |
| | | | Improved monitoring of contracts by managers | 3.2 Review how current contracts are monitored by managers and when. | Group Leaders and Project Managers Capital program Delivery Team & Consultation Team. | June 14 | Programme in place Housing Investment Team have monthly call overs with project Managers and Consultation officers on all live contracts. Project managers have monthly site meetings on each contract to monitor progress Quarterly Core group meetings are held on Mears and Breyer contracts Under Review by the Capital Programme Delivery Team Property Services and The Housing Investment Team |
| | | | Improved website information | 3.3 Investigate a resident co-produced resident friendly procedure to be put on the website. | Resident Engagement Team | Sept 14 | Webpages went live from the 2 nd June 2014. See link below. http://www.islington.gov.uk/services/housing/counciltenantsandleaseholders/repairs-and-improvements/works-on-your-home/Pages/default.aspx Under Review by the Resident Engagement Team with residents |
| | | | Improved information to contractor before commencement of works | 3.4 Ensure that information is issued to contractors before works commence | Housing Investment Team & Capital program Delivery Team | June 14 | Under Review by the Capital Programme Delivery Team Property Services and The Housing Investment Team |

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| 4 CUSTOMER FEEDBACK SURVEY | Improve Customer feedback and learning for major works improvement programmes. | Review of current feedback mechanisms | 4.1 Review survey questions and assess if current method provides value for money. | Resident Engagement Team | July 14 | Under Review by the Resident Engagement Team with residents |
| | | | 4.2 Publish feedback and actions taken from feedback on the website. | Consultation Team | Jun 14 Nov 14 | Under Review by the Consultation Team This is dependent on feedback been analysed |
| | | | 4.3 Review the defects response card and method for return | Resident Engagement Team | July 2014 | Under Review by the Resident Engagement Team with residents |
| 5 COMMUNICATING WITH VUNERABLE RESIDENTS | Improve service to vulnerable residents when major works programmes are being delivered | Improved satisfaction from vulnerable residents when they are undergoing major works improvements | 5.1 Review how aids and adaptations are taken into account when carrying out major works. | Resident Engagement Team & Consultation Team | Oct 14 | Under Review by the Consultation Team and Resident Engagement Team |
| | Improve information provided to contractors where works involve vulnerable residents | Improved customer care standards from contractors especially when accessing homes where there are vulnerable residents | 5.2 Review the timescales and improve the information provided to contractors on vulnerable and disabled residents | Resident Engagement Team & Consultation Team | Oct 14 | Under Review by the Consultation Team and Resident Engagement Team |
| | Improve information is provided to vulnerable residents. | | 5.3 Review information provided to vulnerable and disabled residents about snagging and defects procedures | Resident Engagement Team & Consultation Team | Oct 14 | Under Review by the Consultation Team and Resident Engagement Team and residents |

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| 5 COMMUNICATING WITH VUNERABLE RESIDENTS CONT. | Improve customer care provided by contractors for vulnerable residents. | Vulnerable residents provided with the required customer service levels to meet their needs. | 5.4 Review contractor customer care standards | Resident Engagement Team | Oct 14 | Under Review by the Resident Engagement Team and residents |
| 6 WEBSITE | Improve resident information on the Islington website | Increased number of residents accessing the major works area of the website. | 6.1 With residents review the major works area on the website. Publish plans for and outcomes of review. | Service Delivery, Consultation Team, Housing Investment Team. | Oct 14 | Under Review by the Resident Engagement Team and residents |
| | | | 6.2 Investigate how estate profiles can include minutes of meetings | Consultation Officer | Oct 14 | Consultation Team add minutes to the relevant block on work on your home webpages. Minutes of public meetings are sent to all residents at their postal address. |
| | | | 6.3 Provide the Asset Management and Capital Improvement Plan on website | Housing Investment Team | June 14 Sept 14 | Under Review by the Consultation Team and Housing Investment Team Require additional time to prepare |
| | | | 6.4 Ensure that the website has clear, regularly updated information which allows residents to see what works are planned for their estate and when | Consultation Officer/Housing Investment and Homeownership Team | June 14 | Under Review by the Resident Engagement Team and residents |

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| 7 CONSULTATION MEETINGS | Improve the format and attendance at consultation events | Improve information, publicity and attendance at estate consultation events. Improve information, publicity and attendance at estate consultation events. | 7.1 Ensure that all residents are actively encouraged to attend estate consultation meetings. | Consultation Officer, Service Development, Housing Investment & Capital Programme Delivery Team. | Sept 14 | Under Review by the Consultation Team and Resident Engagement Team and residents |
| | | | 7.2 Review how minutes are issued and publicised to all residents. Ensure a consistent approach instigated | Service Development Team | Jun 14 | Under Review by the Service Development Team. |
| | | | 7.3 Work with the Residents Engagement Team to explore how residents can be encouraged to attend meetings and make them more friendly and interesting. Also how to engage TRAs/estate groups | Consultation Officer, Service Development Team & Homeowners hip | Sept 14 | Under Review by the Consultation Team and Resident Engagement Team and residents |
| | | | 7.4 Investigate good practice seen by Taskforce at Half Moon re: resident consultation events and on site information | Consultation Officer, Service Development Team & Homeowners hip | June 14 | This practice has been adopted. We have used the facilities of the TMO for site meetings and resident consultation 17/6/2014 milestone completed |

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| 7 CONSULTATION MEETINGS CONT. | Improve the format and attendance at consultation events | Improve information, publicity and attendance at estate consultation events | 7.5 Review how residents are 're-consulted' where there are changes to major works programmes. | Resident Engagement Team | April 14 & on-going Sept 14 | Under Review by the Resident Engagement Team and residents Residents are written to where there are delays in getting projects on site |
| | | | 7.6 Plan consultation meetings with TRAs/interested resident groups using different ways to get people involved. | Resident Engagement Team | Dec 14 | Under Review by the Resident Engagement Team and residents |
| | | | 7.7 Review checklist with staff to ensure that venues are accessible and make full use of local venues | Consultation Officer & Resident Engagement Team | Sept 14 | Under Review by the Resident Engagement Team |
| | | | 7.8 Investigate how to use current media techniques to let residents know about upcoming meetings. | Consultation Team | Dec14 | Under Review by the Consultation Team and Resident Engagement Team |
| 8 ONSITE | Improve resident communications when major improvement works are on site | Improved access for residents to key staff and facilities when a major works programme is on site | 8.1 Increase and publicise availability for residents to consultation officers, site managers and RLOs. | Capital Programme Delivery | | Contract Project sign Boards erected whilst works on site. 17/6/2014 milestone completed |
| | | | Improved appointments process for residents. | 8.2 Investigate the provision of Freephone number. | Consultation Officer | |

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| 8 ONSITE CONT. | Improve local estate knowledge to enhance contractor knowledge and improve | Improved local information for contractors, estate services and consultation staff | 8.3 Review local facilities are used for respite during works. | Consultation Officer/Capital Delivery and Service Development Team | Dec 14 | Under Review by the Resident Engagement Team and Consultation Team |
| | Improve resident communications when major improvement works are on site | Improved support from RLO's and contracted staff | 8.4 Review on site appointment process, flexible appointments and include how residents sign off work. | Capital Programme Delivery and Consultation Officer | Dec 14 – on-going | Under Review by the Capital Programme Delivery Team, Property Services. |
| | Improve local estate knowledge to enhance contractor knowledge and improve. | Improved support from RLO's and contracted staff | 8.5 Review process for pre work walkabouts to include local reps, estate services and contractors. | Capital Programme Delivery/ Service Delivery and Consultation Officer | June 14 | The Consultation Officer organises this. 17/6/2014 milestone completed |
| | | Improved access for residents to key staff and facilities when a major works programme is on site | 8.6 Review the process of how each RLOs work is agreed so that a more local service is delivered. | Group Leaders from capital Program Delivery Team | Sept 14 | Under Review by the Capital Programme Delivery Team, Property Services., |

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| | | <p>Improved appointments process for residents.</p> <p>Improved local information for contractors, estate services and consultation staff</p> <p>Improved support from RLO's and contracted staff</p> <p>Improved sign off process with estate representatives and improved satisfaction in this area</p> | 8.7 Review the sign off process for estate works with residents | Capital Programme Delivery/ Service Delivery and Consultation Officer | Dec 14 | Under Review by the Service Development Team. |
| 9 LEASEHOLDERS | Improve communications with leaseholders when there are major work improvement programmes | Increased satisfaction from leaseholders before, during and after major works programmes | 9.1 Review timescale for contacting leaseholders before works begin. | Resident Engagement Team | Dec 14 | Under Review by the Resident Engagement Team |
| | | Improved information and methods of information provision to leaseholders | | Home Ownership Services | | Under Review by the Home Ownership Team |
| | | Improved information on non- resident and sub-letting leaseholders | | | | |
| | | Improved website information for leaseholders | 9.2 Review current information provided to potential leaseholders including potential costs, some FAQs and projected plans | Home Ownership Team | July 14 | Under Review by the Home Ownership Team Frequently asked questions being reviewed by Resident Engagement Team |

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| LEASEHOLDERS CONT. | Improve communications with leaseholders when there are major work improvement programmes | Improved publicity regarding the leaseholder Pledge | 9.3 Ensure the Pledge is marketed more widely and effectively. | Home Ownership Team | July 14 | Under Review by the Home Ownership Team |
| | | Increased satisfaction from leaseholders before, during and after major works programmes | 9.4 Review contact methods for leaseholders | Home Ownership Team | July 14 | Under Review by the Home Ownership Team |
| | | Improved information and methods of information provision to leaseholders | 9.5 Include and involve absent leaseholders in consultations | Service Development Team | July 14 | Under Review by the Service Development Team. |
| | | | 9.6 Review surveys so they are less generic and more specific for individual blocks and before indicative costs are sent. | Capital Program Delivery | July 14 | Under Review by the Capital Programme Delivery Team Property Services |
| | | | 9.7 Review ways to make initial/indicative costs more realistic from the outset. | Capital Program Delivery | Dec 14 | Under Review by the Capital Programme Delivery Team, Property Services. |
| | | Improved information on non- resident and sub-letting leaseholders | 9.8 Review current database of non-resident and sub-letting leaseholder | ICT | Dec 14 | Report already setup to generate a Tenants and Leaseholders list from I-World every two weeks. 17/6/2014 milestone completed |
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