

RESPONSE TO NORTH PANEL SCRUTINY RECOMMENDATIONS

SCRUTINY RECOMMENDATION	PROPOSED ACTIONS	LEAD PERSON	WHEN
<p>1. Offer appointments – the current approach doesn't work for people who work or have a life. Given the Welfare Reform push to get people back into work, we see this as becoming more of a problem moving forward.</p>	<p>We are proposing to introduce the offer of appointments at first point of contact. This will require changes to technology to support it and changes to our arrangements with our external contractors. There will be a phased introduction starting in July 2014.</p> <p>Phase 1 - the majority of the external routine repairs contractors.</p> <p>Phase 2 the internal contractors (DLO teams)</p>	<p>Head of Asset Management (H of AM)</p>	<p>August 2014</p> <p>April 2015</p>
<p>2. Review the role of the surveyor. Doing an administrative role of 'releasing jobs' may not be the best use of their skills and time. Permission levels on what a tradesperson can make a decision on and what needs a surveyor to assess; don't seem to be at the right level.</p>	<p>We will review the maintenance surveyor role in relation to:</p> <p>Releasing jobs</p> <p>The financial control permission levels for Surveyors and across the whole Asset Team.</p>	<p>H of AM</p> <p>H of AM</p>	<p>July 2014</p> <p>September 2014</p>
<p>3. Tied into the previous recommendation, keep trades staff up to date on planned maintenance and upgrades, to help them make effective decisions on what to repair and what to replace.</p>	<p>We will increase the number of briefings we carry out with staff and the style of delivery to reinforce the messages.</p> <p>We will implement regular briefings to the in-house and external contractors.</p>	<p>H of AM</p>	<p>July 2014</p>

<p>4. In the course of our investigation, we also discussed the security aspects of contractors entering customer homes, and weren't sure whether we require contractors to have DBS (previously CRB) checks and provide formal identification to customers. This was outside the scope of the review, but the organisation may want to consider this further.</p>	<p>Since changes in the Law, DBS are now not carried out for the internal maintenance staff or external contractors. We undertake reference checks on all our staff and expect the same of any agency who provide temporary agency cover. All staff have ID badges and name badges. We will monitor the use of these through our satisfaction surveys.</p>	<p>H of AM</p>	<p>December 2014</p>
<p>5. While we hope there has already been steps taken to learn from the situation where a contractor let us down at the end of the last contract, we would expect that the organisation has taken appropriate steps to safeguard the organisation in future</p>	<p>We monitor contracts closely throughout the period especially approaching the end of a contract. Recent procurement exercises for routine repairs will reduce the number of external contractors we work with. This allows us to focus our staff resources on closely managing contracts. We have a greater level of confidence in the contractors. Whilst we cannot remove the risks of contractor failure altogether, the arrangements we now have reduced our risk.</p> <p>To build on this progress we will involve customers in major contract reviews. We will work with Service Improvement Groups (SIG's) to timetable such reviews.</p>	<p>H of AM and Head of Customer Engagement (H of CE)</p>	<p>2015-18</p>

Recommendations in respect of Morrison's depot are:

6. We recommend that all contractors identify themselves as representing or visiting on behalf of Four Housing. Ideally with some form of livery on vans or uniforms, or on a formal identity card.	We will raise this with all contractors at their individual contract meetings.	H of AM	April 2014
	We will insist that contractors do briefings / tool box talks around identifying themselves and ask for evidence of operative's attendance.	H of Am	April 2014
	We will work with SIG's to explore how we can check that all contractors are identifying themselves.	H of AM & Service Improvement Group (SIG)	July 2014
	We will explore the costs associated with the contractor of displaying our Four Housing brand on vans and uniforms.		July 2014

Recommendations for trades people on site are:

7. If calling on spec rather than appointment – phone ahead to check it is ok before just showing up.	We will reinforce phone / text ahead with regular briefings to internal and external contractors (i.e. tool box talks).	H of AM	April 2014
		H of AM	September 2014
8. All Four Housing staff should wear the appropriate uniform – we understand this may have already been addressed in the North of the region during the course of our review.	We agree and we are in a transition period following the re-branding. We will do periodic checks and ask for all TRH and BBH branded goods to be returned.	H of AM	April 2014

Recommendations for satisfaction are:			
9. We recommend that Four Housing put something in place to learn from those contractors providing higher customer satisfaction and share good practice between contractors.	We will introduce this with the new responsive repairs contracts in July. It will take a phased approach. <ul style="list-style-type: none"> • Ph 1 - Responsive Repairs contractors. • Ph 2 - In-house contractor (DLO) 	H of AM H of AM	September 2014 December 2014
Recommendations around measures are:			
10. We recommend that we make better use of the in house ability to analyse data and actually use it to challenge and improve services.	We will be recruiting a Customer Insight Officer to improve the analysis and understanding of management information. They will provide a support to managers and staff ensuring they use the information to challenge and improve services.	H of AM	March 2015
11. We recommend the organisation consult with tenants on tenant focused measures and target times for repairs.	We will implement tenant focused service standards around repairs in consultation with tenants.	H of Customer Engagement & Communication (HOCE&C)	March 2015
12. Review the concept of 'working days' as a key target - this is not Monday to Friday for everyone these days, so can be confusing.	We will use calendar day language at first point of contact i.e. Contact Centre staff and First Call (Out of hours service) and maintenance staff.	H of CE&C H of CE&C	June 2014
13. As there was no evidence of whether it is working or not, look to confirm the phone ahead system is working.	Using the satisfaction survey we will monitor contractors to check they phone or text ahead.	H of AM	Sept 2014