



Customer Excellence Panel

Promises

January 2013



“We have taken the feedback we received and used this to develop a new set of promises that reflect your priorities in 2010. Some of these things we can do straight away. Others will take longer. Our aim is to continue to improve our homes, our services and our neighbourhoods over the next 5 years.”



Responsive Repairs (HF)

From April 2010:

	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
1	We will shorten the timescale for “planned” repairs (usually external works such as guttering or fencing) from six months to three.	Completed	Customer Charter Extract Customer Excellence KPI’s Repairs and Maintenance Service Review Extract July 2009	Evidence confirms the promise has been kept	Complete
2	We will introduce a target for the number of repair jobs we complete right first time and let you know how well we are performing against our target.	Completed	Customer Excellence KPI’s, Annual Report 2011/12 and CEP Target Setting 2012/13	Evidence confirms the promise has been kept	Complete
3	We will offer appointments until 6pm during the week.	Completed	Helena Headlines Extract Autumn 2010 and Helena <i>Partnerships</i> Website information	Evidence confirms the promise has been kept	Complete

4	For those not at home during the day, we will offer appointments between 6pm and 8pm on a Wednesday, and on Saturdays from 9am until 12 noon.	Completed	As above	Evidence confirms the promise has been kept	Complete
5	We will let you know if your repair is delayed for any reason, and when it will be completed. This includes “follow on” repairs that are needed to finish a job.	Completed	Extract from Quarter 2 Repairs and Maintenance Satisfaction survey, comments from Ste Garner and Debora Winstanley	Evidence confirms the promise has been kept	Complete



Tackling Anti-Social Behaviour / Neighbourhoods (GJ)

From April 2010:

From April 2010:					
	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
6	We will be stricter with tenants about enforcing the rules of their tenancy, and make it easier for you to tell us when there is a problem.	Completed	Headlines Extract Autumn 2012	Evidence confirms the promise has been kept. The Panel did also comment on the fact that this promise is difficult to have complete control over, they acknowledged that Helena are doing what they can to tackle ASB.	Complete
7	We will publish a calendar of estate walkabouts in your area so that you can help us highlight the issues that need tackling on your estate.	Completed On website and Headlines. Monitoring attendance and issues reported. Turnout is low. Developments like Environmental Inspectors to be implemented. Discussed with TIMg who support withdrawal. TRAs to be approached.	Helena Homes screen shot advertising upcoming estate walkabouts. Note comments in progress column.	Evidence confirms the promise has been kept	Complete

8	We will keep you informed about what we are doing to tackle anti-social behaviour, and successes we have had, via a regular newsletter.	Completed A Communications plan agreed with the Comms team	Update articles in every Helena Headlines. 'Local newsletters have been used. 'Also updates in Annual Reports to tenants. See also community news.	Evidence confirms the promise has been kept	Complete
9	In areas where there are more serious problems with anti-social behaviour, we will agree a local standard for dealing with it, including local lettings policies where these would help.	Completed	Appleton Road – A case study. This initiative is being monitored on a quarterly basis.	Evidence confirms the promise has been kept	Complete
10	If you report anti-social behaviour, we will contact you within 48 hours, or within 24 hours for more serious cases. You will be given the name and contact details of the officer dealing with your case.	Completed	Example of ASB survey saved (survey to pass to Voluntas 12 13 funding secured). See also CEP review.	Evidence confirms the promise has been kept	Complete
11	We will give you an appointment with that named officer within 5 working days, offering you advice and support.	Completed	Example of ASB survey saved (survey to pass to Voluntas 12 13 funding secured). See also CEP review.	Evidence confirms the promise has been kept	Complete
12	Each week your named officer will contact you about your case and let you know what progress we are making.	Completed Possible area for service standard reduction.	Example of ASB survey saved (survey to pass to Voluntas 12 13 funding secured). See also CEP review.	Evidence confirms the promise has been kept	Complete

13	We will invest more in sound recording equipment which will help us deal more effectively with noise nuisance.	Completed	We purchased four new sound boxes a while ago. Procurement will have a copy of the information if required.	Evidence confirms the promise has been kept	Complete
14	We will train our staff to provide better support for those involved in more serious cases, including victims of domestic violence and hate crime.	Complete Domestic Violence completed. Learning and Development sourcing trainer for Hate Crime.	MERIT form training has been delivered (completion of referral to MARAC) by Wendy Wright DV Co-ordinator St Helens Council. Also Afterthought training. Speak out Against Stigma - 2 x 3 hour briefing on 28/7/11 attended by 20 people. Safeguarding Adults Foundation Certificate Safeguarding Adults Breakfast Briefings Housing Hate Crime Conference Putting Customers First (Safeguarding Adults)	Evidence confirms the promise has been kept	Complete
In the next 12 months					
15	We will do more to help keep young people out of trouble including: <ul style="list-style-type: none"> • Activities for young people in problem areas, particularly during the school holidays 	Completed	Officer Witness Statement	Evidence confirms the promise has been kept	Complete

	<ul style="list-style-type: none"> Working with the Prince's Trust and others to provide development programmes for young people who need support Listen to young people about the kind of activities they would like Provide opportunities for young people to get into training or work Give young people support to help them make a success of their tenancy 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Copies of St Helens Princes Trust report updates</p> <p>Officer Witness Statement</p> <p>Copy of Evolution Progress Spread sheet</p> <p>Under 25 staff and their role maybe Job Description. Appleton Road</p>	<p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
16	<p>We will introduce a new lettings policy which reduces the risk of a new tenant causing a problem for their neighbours. We will do this by:</p> <ul style="list-style-type: none"> Closer checks on those applying for a home. Local lettings policies in some areas where there is a particular need. 	<p>Completed</p> <p>New policy introduced April 11. Introduced verification process for increased checking</p> <p>Completed</p> <p>Appleton Road, High Cross and Ratcliffe Place.</p>	<p>Copy of the new policy highlighting relevant key changes</p> <p>Various examples of Local Lettings Policies attached as well as overall policy.</p>	<p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p>	<p>Complete</p> <p>Complete</p>

	<ul style="list-style-type: none">• More intensive management and better support for applicants and new tenants who are at greater risk	Completed Under 24s assessments introduced and tenancy support increased.	Link to success in tenancy promise	Evidence confirms the promise has been kept	Complete
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Improving the environment on our estates (GJ)

From April 2010:					
	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
17	We will make improvements on some of our worst affected estates to make them safer and feel more secure.	Completed Four Acre, Brunswick Road, Westfield and Parr	Personal testimony of Panel member living on one of these estates. Extract from Annual report on 4 Acre	Evidence confirms the promise has been kept	Complete

18	<p>We will publish a clear standard for our estate caretaking service, including how we will maintain flat blocks.</p> <p>We will give tenants clear information about how they can get hold of the estate caretaker in their area, as well as about other services such as bulky rubbish collection.</p> <p>We will measure how well we perform against this standard and publish the results.</p>	<p>Completed</p> <p>Standards to be circulated in Headlines in October 2010 Monitoring system is now in place.</p>	<p>Customer Charter and Headlines Promises Update extract.</p> <p>Measuring up (No independent publication of performance.)</p> <p>Paul Smith has confirmed there a number of opportunities to monitor performance:</p> <ul style="list-style-type: none"> - inspection sheets in each block which the caretakers complete on a monthly basis. - There is also 12 month surveys completed with residents – first survey Dec 2011. - Letter was sent to all residents when blocks refurbished with Paul Smith’s direct contact details. 240+ blocks. 2 complaints received both unfounded. - Officers also carry out block inspections. 3 concerns raised about caretaker activity. 1 found to be correct. 	<p>Evidence confirms the promise has been kept</p>	<p>Complete</p>
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19	<p>We will introduce a new Green Space Service across all of our areas, aimed at delivering better environmental services and improving landscapes.</p> <p>We will publish clear service standards for the Green Space Service so you know what you can expect in your area.</p> <p>We will monitor our performance against these standards and publish the results.</p>	<p>Completed</p> <p>Standards to be circulated in Headlines in October 2010</p> <p>Monitoring system is now in place and Environmental Inspectors being recruited.</p>	<p>Headlines Launch of Green Base & various associated news & articles. Environmental Inspectors recruited.</p> <p>Service standards published.</p> <p>Spread sheet assigned to evidence monitoring is taking place.</p>	<p>Evidence confirms the promise has been kept</p>	<p>Complete</p>
<p>In the next 5 years:</p>					
20	<p>We will invest more in the environment around our homes.</p>	<p>Completed</p> <p>Linked to first point above</p>	<p>Headlines Launch of Green Base & various associated news & articles. Environmental Inspectors recruited. Additional – expenditure monitored see Board Report extract.</p>	<p>Evidence confirms the promise has been kept</p>	<p>Complete</p>



Better services for those who need extra support (HF)

From April 2010:					
	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
21	All new tenants will be offered a welfare benefits check.	Completed	Sign up information details of process	Evidence confirms the promise has been kept	Complete
22	New tenants under the age of 25, and new tenants into homes specifically for older people, will be offered a full "life check" including support and advice to help them live independently	Completed	Sign up information details of process	Evidence confirms the promise has been kept	Complete
In the next 12 months:					
23	We will use the information we hold about our tenants, including that gathered through the tenancy audit, to target services such as benefits and debt advice, advice on training and employment, and fuel efficiency initiatives.	Completed Operation Titan	Proactive approach within CRM Operation titan questionnaire, Helena headlines Autumn and Summer. Comments and statistics from Roy Williams, Worklessness Officer	Evidence confirms the promise has been kept	Complete

24	We will develop a more comprehensive assessment of those applying for a home, so that we can target support and advice before the tenancy begins. Higher risk applicants will be provided with more intensive support to help them live independently.	On-going	Details of support package available	Evidence confirms the promise has been kept	Complete
25	We will develop a range of services for more vulnerable people under the Helena Extra banner, aimed at providing better support for those tenants that need it and promote independent living.	Project plan in place Overarching strategy to go to Board in September 2010 changing direction slightly (agreed at SMT 12/08/10)	Witness statement from the Service Manager	Evidence confirms the promise has been kept	Complete
26	We will work in partnership with other agencies such as the local council and voluntary organisations to help direct support to our tenants where it is needed.	Links to customer insight project. Improved partnership established with Making Space supporting tenants with mental health and Learning Disabilities. Relationship in development with Adullam to support ex-offenders. Staff from St Helens Women's Aid transferred to Helena to provide an improved offer to those enduring domestic violence.	Witness statement from the Service Manager	Evidence confirms the promise has been kept	Complete



Making it easier to get in touch and have your say (HF)

From April 2010:					
	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
27	We will make it easier to get in touch with your neighbourhood officer and to see them face to face. If you ring One Call and ask to speak to your neighbourhood officer we will either put you through straight away, make you an appointment for them to visit you in your home or give you a time when they will call you back.	Completed Customer Service Support Team introduced and referrals to Neighbourhood Officers reduced due to this	Make appointments or send referrals through the CRM system. Letter (<i>Unable to obtain due to IT difficulties</i>)	Evidence confirms the promise has been kept	Complete
28	We will tell you who your neighbourhood team is and how to get in touch with them, including the times and places they will be available to meet you face to face on your estate. We will make it easier for you to speak to someone outside of office hours, for example, if you are at work all day	Completed	Autumn Helena Headlines, Sample Community News,	Evidence confirms the promise has been kept	Complete

29	We will change the message when you ring One Call so that it doesn't take as long to get through.	Completed	Extract from Customer Inspector Mystery Shop of One Call 2009	Evidence confirms the promise has been kept	Complete
In the next 12 months:					
30	When you ring One Call we will try to resolve your enquiry straight away. If we can't, we will either put you through to someone who can help or give you a time when they will call you back.	Completed	Right First Time Indicator from Quarter 2 report to Board. Performance continues to improve and CEP has recognised this. Second part – This is becoming less important as calls are being resolved at First Point. Mystery Shop/ personal experience?	Evidence confirms the promise has been kept	Complete
31	We will introduce more services that you can access online or via your digital TV. We will develop the use of text messaging as a way of keeping in touch.	Completed	Digi TV/UoR improvements HH Connect information and hits, Digi TV information and hits, use of texts Second part – texts used by Works Planners to confirm appointments. Mystery Shop.	Evidence confirms the promise has been kept	Complete

32	<p>We will give you clear information that tells you how you can have your say and how you can get involved. This will include opportunities for:</p> <ul style="list-style-type: none"> • Joining One Voice, the tenants panel • Training as a customer inspector • Being an environmental inspector on your estate • Getting involved in an estate walkabout • Filling in surveys or answering a telephone questionnaire • Taking part in a focus group about a particular service <ul style="list-style-type: none"> • Being part of the Customer Excellence Panel • Getting involved in a tenants group in your area 	Completed	Menu of Opportunities, promotion within Helena Headlines and Helena Homes website	Evidence confirms the promise has been kept	Complete
33	<p>We will publish a new complaints procedure that is clear and easy to use. We will be clear about the timescales by which you can expect to get a response. When we get it wrong we will say sorry and do what we can to put things right. We will monitor how well we do against this standard and publish the results.</p>	Completed	Complaints Quarter 1 2012/13 CEP Service Review, Promotion in Helena Headlines and Performance published in Headlines. Housemark article on best practice.	Evidence confirms the promise has been kept	Complete



Investing in your home (GJ)

From April 2010:

	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
34	We will publish a new standard for our empty homes, agreed with tenants, that ensures the property is clean and the garden is tidy when a new tenant moves in.	Completed	The standards you can expect when you move into a Helena Home booklet	Evidence confirms the promise has been kept	Complete

In the next 12 months:

35	<p>We will improve the way we manage blocks of flats by:</p> <ul style="list-style-type: none"> Improving the way we allocate flats to reduce the risk of new tenants becoming a nuisance Improving communal areas such as entrance hallways and courtyards 	<p>Completed Links to local lettings policy work at Appleton Road</p> <p>Completed Programme in place</p>	<p>See Evidence 9. Appleton Road – A Case Study</p> <p>See Annual Report page 6. Extract also included as evidence.</p>	<p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p>	<p>Complete</p> <p>Complete</p>
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	<ul style="list-style-type: none"> Give residents opportunities to let us know what needs improving Tackling problems caused by residents who do not comply with the rules of their tenancy 	<p>Completed Focus Groups held</p> <p>Completed</p>	<p>Service manager Paul Smith has confirmed that there are a variety of opportunities to let tenants of flat blocks have their say, including an inspection sheet available in the communal are of each block. Tenants are encouraged to make comments which are reviewed and actioned by estate caretakers and Neighbourhoods staff.</p> <p>See evidence presented in part 6.</p>	<p>Evidence confirms the promise has been kept</p> <p>Evidence confirms the promise has been kept</p>	<p>Complete</p> <p>Complete</p>
36	<p>We will develop a new standard for our homes, building on our investment over the last 7 years. We will consult with tenants about their priorities and pilot new approaches.</p>	<p>Completed Asset management strategy completed and reviewed by Board.</p>	<p>Board Agenda. CEP Chair & Vice Chair attended and should be able to evidence consultation and new approaches. Strategy available on request.</p>	<p>Evidence confirms the promise has been kept</p>	<p>Complete</p>
In the next 5 years:					
37	<p>We will target investment in our existing homes to improve safety, for</p>	<p>Completed Linked to asset management</p>	<p>Board Agenda. CEP Chair & Vice Chair attended and</p>	<p>Evidence confirms the promise has been kept</p>	<p>Complete</p>

	example by providing new security measures such as lighting or improved fencing where there are particular problems.	strategy above.	should be able to evidence consultation and new approaches. Strategy available on request.		
38	We will invest more in homes that do not meet modern fuel efficiency standards, for example, because of poor insulation.	None provided	Copy of 11 12 Annual Report published Autumn 2012. Page 6. Extract included also. See PV, CH boilers, Insulation etc.	Evidence confirms the promise has been kept	Complete
39	We will improve the quality of homes specifically for older people to ensure that they meet their needs in future.	None provided	We have revised our bathroom specification for sheltered accommodation schemes in future to include slightly different taps and to fit level access showers instead of baths. Would expect more progress in the next 12 months	Evidence confirms the promise has been kept	Complete



Investing in new homes (HF)

In the next 5 years

Our promise		Helena progress and comments	Evidence	CEP Comments	CEP Progress
40	We will build 500 new affordable homes in St Helens, either for rent or shared ownership.	On target On target Tenure type may change due to cuts in public subsidy and outcomes of land use strategy work.	280 units built. 160 units on site. Further 116 units identified in programme. Total 556 units to Oct. 2014. Progress also reported to Board on a quarterly basis.	Evidence confirms the promise has been kept	Complete
41	Where we build new rented homes on our estates, we will give preference to local people when we let them.	On target	Local lettings policies for new build homes – Fairbrothers, Ratcliffe Park Chancery Lane	Evidence confirms the promise has been kept	Complete
42	All new homes built with government grant will meet the lifetime homes standard, meaning that they are accessible and can be adapted to meet the changing needs of tenants.	On target	HCA grant funded units meet LHS. Document ref 42.1 provided to demonstrate statement included in the building contract.	Evidence confirms the promise has been kept	Complete

43	All new homes built with government grant will be built to meet targets for sustainability, meaning that they will meet high standards for energy and water consumption.	On target	HCA grant funded units meet Sustainability Code Level 3. Document ref 43.1 provided to demonstrate scheme meets Code for Sustainable Homes Level 3.	Evidence confirms the promise has been kept	Complete
44	A third of the new homes we build with government grant will be designed specifically to meet the needs of those with a specific support need.	On target	Of 254 units built with grant to date, 144 meet specific support need (57%). Document ref 44.1 to demonstrate scheme built to meet specific need.	Evidence confirms the promise has been kept	Complete



Providing value for money for your rent (GJ)

In the next 12 months:

	Our promise	Helena progress and comments	Evidence	CEP Comments	CEP Progress
45	Our Customer Excellence Panel will review the value for money we provide, compared to other organisations like ours. They will agree targets for improvement where they feel we could provide better value for money	Completed	CEP own personal experiences as Panel members. VFM Training provided. Review of ABC exercise and subsequent target setting based on performance and benchmarking against others. See also Copy of Annual Report 11 12 P.3.	Evidence confirms the promise has been kept	Complete
46	We will publish an annual report which tells you how your rent money is used and how our costs compare to those of similar organisations.	Completed	Copy of 11 12 Annual Report published Autumn 2012	Evidence confirms the promise has been kept	Complete

47	We will invite tenants to get involved in choosing the services and goods we buy from other providers, so that they can help assess whether they provide value for money.	Grounds maintenance Warburton Hey, BISO, Community alarm, Furnished accommodation Include in calendar of CEP reviews. VFM training for CEP carried out.	Witness statement. Also contractor questionnaire BISO. In complex contracts we appoint tenant champions who contribute to the contractor appointment questionnaire taking an active role in contractor selection.	Evidence confirms the promise has been kept	Complete
Over the next 5 years:					
48	We will compare our costs to those of other similar organisations and strive to make sure our costs are in the top 25% in terms of value for money.	On target ABC Work scheduled	Link to information on ABC held on the Customer Excellence website. Cost information used to determine priorities at annual CEP Planning Day (Planning Day agenda).	Evidence confirms the promise has been kept	Complete
49	We will give you opportunities to have a say in how we prioritise spending your rent money.	On target Listening events	CEP members attended listening events. Photo evidence also available.	Evidence confirms the promise has been kept	Complete
50	We will work with partner organisations to get the best deal when buying materials and services.	On target	Witness statement. Either via Fusion or otherwise cost and quality are always key considerations.	Evidence confirms the promise has been kept	Complete

