

Review 1. Changes to Social Housing November 2011				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
1. Consultation procedures were not followed. The Scrutiny group recommends that this is regarded as exceptional and that mechanisms for rapid consultation are put in place for the future.	Put in place rapid consultation mechanism. These do exist (e.g. connect club, ability to call in quick focus group, but there is clearly a need to 1) communicate these well to staff and 2) keep a good overview that they are working	RLP / LM	Achieved	Achieved
2. The Group recognises that: The Executive were not happy at having to take this course of action, and that the decisions made were in the best interests of Soha's tenants. It also acknowledges the confidence demonstrated in the group by providing the team with informing this decision.the confidential Board papers	Noted	None	Noted	Noted
3. Flexible tenancies: The situation regarding flexible tenancies has changed since the beginning of the review. The group requests that further consultation take place before a final decision is made on introducing flexible tenancies. If Soha wants to introduce flexible tenancies, they must be clear about the reasons for this.		RLP	Achieved	Achieved
4. Risk management: The group would like to see real-time reporting to the Tenants' Forum, via the Portfolio Holders for Housing Management, of the monitoring of risk and actions to mitigate risk.	Keep housing PF holders up to date.	MA	Achieved. The Housing portfolio has recently been restructured to make it more effective. The focus on updates has been largely on changes to welfare benefits, which have been both to Portfolio Holders and to the Tenants' Forum in general. Tenants were also funded (partly by Trafford Hall and partly by Soha) to have training around changes to welfare benefits. A tenant sounding board is starting in November 2012. The balanced scorecard risk reports and there are regular meetings in place with housing management portfolio holder.	Balanced Scorecard is reported regularly at Tenants' Forum meetings.
5. Communication to tenants regarding changes. The group recommends Soha develop an action plan for communicating key messages about changes to tenancies and the differential rents, their likely impact on tenants and communities, and Soha's approach to possible and in consultation with residents managing this. This should be done as soon as possible.	Develop Comms strategy and use key publications to get out messages about changes to tenancies and changes to welfare benefits.	RLP / LM / MA	Achieved - Articles have included Tenant Times and Hometalk pieces on the changes (basically saying 'don't worry'). Communications focus is currently on welfare reform and has included articles in Hometalk, an insert in the next Hometalk and other communications channels (including direct contact with people affected and developing a short film for use). Soha has been shortlisted for Housing 24 Award for communications around welfare reform. Tenant Sounding Board / mystery shopping banks in place.	Achieved

Review 2 - Local Offers - November 2011				
Finding	Action	Responsible	Progress	Update as at July 2013
1. Interviews with tenants confirmed that no-one knows what 'Local Offers' means and recommend Soha change the name. The group notes that this change has already been agreed.	Change the name of Local Offers - Name changed to New Services		Achieved	Achieved
2. The group notes that Soha effectively had 'local offers' in place before the TSA required housing providers to do this. Soha's service standards were developed in detail with tenants in 2009 and Soha already has in place many of the enhanced standards that form other providers' local offers.	No action	None	Noted	Noted - no action needed
3. The timetable for local offers was imposed by the TSA. Consultation was undertaken with tenants but the group notes that existing representative groups (AFA, Seniors Group) could have been more involved in shaping the offers. The group also notes that while Directors and Managers were consulted extensively, front line staff could have been involved more.	No action	none	Noted	Noted - no action needed
4. Soha is not visible enough to many of its tenants. Interviews suggest people don't feel Soha is 'local' to them - even where satisfaction is good. The feeling of isolation from Soha was especially strong in Witney. More personalised communication such as texting may help this.	Improve our high visibility approach to neighbourhood management, with a focus on community impact and supporting victims of ASB. Measure the impact through the percentage of tenants who: see Soha staff out and about in their local area feel that Soha is making a positive difference in their local area	MA Chris Irons CEX	Ongoing - Built into the Corporate Plan 2013/14 Estate inspections advertised and 97% completed in 12/13 Estates survey carried out Older persons survey in general needs and sheltered accommodation captured views Developing postcards to say we visited messages in 2013/2014	still ongoing
5. Soha needs to be creative with communications on the local offers, for example Herald adverts, pieces in Parish magazines.	Create links with local parish magazines and journalists?	LM	Noted	Noted - no action needed
6. Soha's local offers are specific and SMART. This compares favourably with local offers from some other providers. However, further information is needed regarding piloting offers, monitoring, and what will happen if local offers are to be withdrawn.	No New Services (Local Offers) withdrawn.	MA	Achieved - All New Services (Local Offers) are in place and are now business as usual	All new services are still running.

Review 3. Older Persons Housing Strategy - May 2012				
Finding	Action	Responsible	Progress	Update at July 2013
<p>1. The group welcomes the proposed scope of the strategy to include people and services as well as reflecting the 'bricks and mortar' strategy. Members feel strongly that caring for existing tenants is as important as looking at new ways of providing homes and services and are pleased that Soha's outline includes both. The group encourages Soha to include partnership working within its strategy, including access to services and information(e.g. Good Neighbour Scheme and Age UK's directory of information.</p>	No action	MA	Soha have wide ranging partnerships (Age UK, Mind ect). In 2013/14 Soha will be developing an Older Persons Housing and services booklet as requested by the Seniors Group	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
<p>2. The group welcomes Soha's active gathering of Tenants' views to inform its Older Person's Housing Strategy. This pre-scrutiny review has been carried out at a time of: *New initiatives - the Thame Extra Care Scheme *Continuing research - Older Persons Visiting Scheme, Sheltered Housing Survey, Tenant Inspection of Sheltered Housing The group would therefore like to revisit this (6-12 months?) when the strategy is complete to review the outcome of this research and the impact of RI on the strategy</p>	Scrutiny Group to review report recommendations within 12 months of intitial report	MA	Agreed - To be reviewed by the group in 2013 / 2014	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
<p>3. The group finds the Thame Extra Care Scheme is a very positive development and a 'good news' story for Soha. Specifically: *Early Handover, on budget *Good contracts and contract management *Good intial briefs, well informed and researched *Quality of finish and snagging</p>	No action	None	Noted	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
<p>4. The group understands that the scale of the Thame Extra Care Scheme is based on current research which suggests that 40 units are required for economic efficiency. *Will Soha continue to use this data for future development? *Will Soha assess and review if this is the case in practice, to inform planning? The panel request that information on the cost of running the scheme be available for future scrutiny.</p>	Thame Extra Care running costs to be available to the group for review.	MA	Achieved: Costs explained to the Scrutiny Group Soha uses best practice and current research on Extra Care Housing schemes in any development	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013

Review 3. Older Persons Housing Strategy - May 2012				
Finding	Action	Responsible	Progress	
<p>5. The group would like a better understanding of the relationship between Soha and care providers at Thame EC - if, and how, this is different to the provision by Community Voice in other sheltered schemes and how it appears to residents. The group is concerned about the potential for reputational risk to Soha if the quality and consistency of care is not maintained. Will Soha incorporate lessons learned from Thame Extra Care into its management and provision in other sheltered housing?</p>		MA	<p>Achieved: Care provided by Housing 21 is under contract with Social Services. Soha was part of the panel choosing the contractor. H21 have been assessed as running a good service by the regulator Care Quality Commission</p>	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
<p>6. The panel's own visits and the information presented by the Tenant Inspectors, raise concerns about the consistency of service and support provided by scheme managers and Community Voice. The strategy should include mechanisms to address these concerns, particularly in relation to: *Fire safety and fire alarm testing *Clear communication so that residents understand what they should expect from Soha and other agencies (including how to contact them) *Sense of isolation among residents</p>	Group to review in 2013 / 2014	MA	<p>Fire alarm systems have been reviewed and renewed in 2012 / 2013. Scheme Managers deal with housing management issues. Community Voice provide care to those assessed by Social Services. Older persons visiting scheme addressed issues of isolation.</p>	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
<p>7. Barriers to downsizing should be addressed, and the group understand that the criteria are being reviewed to see if Soha's information can be more clear about the support that is available. Information in 'black and white' about incentives, costs and help with moving would reassure older people.</p>	Review of downsizing criteria	MA	<p>Soha has reviewed downsizing in light of the bedroom tax. An increase in downsizing has been experienced in 2012 / 2013. We continue to support older people downsizing into sheltered or older persons housing.</p>	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013

Tenant Scrutiny Group: Action Tracker

Review 4. Complaints - October 2012				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
<p>1. The review finds that Soha's complaints procedure is broadly fit for purpose. However, some major changes are needed going forward to:</p> <p>a. Meet the requirements of the Localism Act, in particular forming a Tenants' Panel by April 2013, and</p> <p>b. Keep up with current best practice in complaints, keeping bureaucracy to a minimum, concentrating on quicker resolution and efficient administration and ownership by all staff.</p>	No action	RLP	Noted	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
<p>2. The review notes the positive emphasis on quality in interviews with the Chief Executive and Director of Customer Services and Operations on the approach to complaints</p>	No action	RLP	Noted	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
<p>3. The approach taken in Customer Services and Operations of a Director spending time at the early stages of a complaint appears to reap dividends in the quality of response and the reduction in the number of complaints that escalate. We would like to see an ongoing focus on resolving complaints quickly and effectively.</p>	No action	RLP	Noted and this has been built into the Complaints Review	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
<p>4. The time limit for tenants to continue with a complaint could be reduced, ensuring that focus is kept on the original complaint.</p>	Time limit to be reduced	RLP	Noted and this has been built into the Complaints Review	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
<p>5. The review finds that Soha staff have a broad awareness of the difference between formal and informal complaints, though it is difficult to be precise about the distinction.</p>	Noted	RLP	Noted and this has been clarified in the Complaints Review	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review

Review 4. Complaints - October 2012				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
6. Informal complaints are not recorded systematically across the company, with the exception of Repairs. However, the repairs system is separate from the main CRM system, making it difficult to pick up trends across the organisation and for the co-ordinator to have an overview of trends in informal complaints. Having a separate system also means there is potential that Customer Services staff aren't aware of an informal complaint, as there is not easy access to information. However, we don't want to see the baby out with the bath water and urge that any improvements do not increase time spent on admin too much.	Improve recording of informal complaints	RLP	This remains a problem. We are experimenting with a way of recording. However much further work is needed on this part	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
7. The review recommends that informal complaints should continue to be dealt with at departmental level rather than by the Complaints Co-ordinator, with an emphasis on getting resolution. However, this is subject to recommendation 6, ensuring that there is access to this important information.	Agreed	RLP	Please see Complaints review	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
8. We would like reassurance as to how complaints from Berinsfield tenants are treated. If they come to the BCB, does Soha see them? Are informal complaints coming through to Soha.	Clarify recording of BCB complaints	RLP / MA	Ongoing - More work is needed on this point. Soha monitors BCB complaints when received by customers.	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
9. Responsive repair's system approach to recording and resolving informal complaints enables trends in complaints about repairs to be identified and dealt with. The Director and Assistant Director and the Complaints Co-ordinator all have good knowledge about patterns in complaints and should pool knowledge.	No action	RLP	Noted	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
10. The procedures used by Repairs for logging and resolving informal complaints is a useful model for the rest of Soha (subject to recommendation 6).	Agreed	RLP	Please see Complaints review	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review
11. The review notes that fewer complaints have gone to stage 2 or 3 in the period 2011-12, suggesting better resolution at stage 1.	No action	RLP	Noted	No change - Scrutiny Group will decide at their meeting in October 2013 when they will follow up on this review

