

Inspection	Ref.	Recommendation	Soha's response	Date due	Responsible	Progress at 1 Nov 2012
9 Development & Environment		9.1 Co-ordinate and streamline surveys and involve tenants in doing the questions [ref. conclusion 3]	Agreed.	Apr-12	CL	Complete
9 Development & Environment		9.2 Include survey questions regarding eco features where relevant and make this consistent – we are not clear if all development staff have the same level of personal contact [ref. conclusion 4]	Agreed. This is currently not on the main moving in survey, as it impacts on a limited number of properties and we need to make sure that the question is only asked in relevant cases (it's a phone survey that covers new build and relets).	Apr-13	CL	Working out the best way to do this. Currently development continue to ask questions re: eco features where relevant.
9 Development & Environment		9.3 Check that qualitative comments are addressed by including this on the Survey impact report [ref. conclusion 5]	Agreed.	Sep-12	CL	Complete
9 Development & Environment		9.4 These are not robustly substantiated weaknesses, but we request that Soha looks at:		Sep-12	CL	Complete
9 Development & Environment	i	benchmarking materials and monitoring environmental features	Benchmarking tends to take place on the whole and not just materials and environmental features. No further action.			Complete
9 Development & Environment	ii	an individual having clear ownership of environmental advice and information available to staff and tenants.	Nigel Frappe has responsibility for the Environmental Action Plan and currently talks to each department through the Environmental Action Plan. Richard Smith is the link for the Tenants' Forum Environmental Champion.		SL	Ongoing/Complete
9 Development & Environment	iii	Better communication on eco fittings and consider introducing a spread sheet of the equipment used to enable better repairs, as requested by the Assistant Director of Customer Services.	Steve Lynch, Lee Hayward and Adrian Brunskill have met regarding this point. Maintenance is involved with the design briefs for new builds and it has been agreed that if there any changes from the original brief then this will be communicated to all concerned parties		SL/LH/AB	Complete

9 Development & Environment		9.5 Create a role description for the Environment Champion and set up training and an agreed structure of input. [ref. conclusion 11]	Agreed. Job description for Environment Champion will be similar to the Design Champions job description		SL/CL	Draft JD done for discussion with Environmental Champion.. However, review of role is underway, as good training has been hard to access and the Champion has expressed strongly the need to improve the role's impact.
9 Development & Environment		9.6 We ask Soha to consider how to make sure RI takes place in this area and how this is evidenced, e.g.. Through impact report, checking staff objectives etc. and feedback to TIs how they will do this [ref. conclusion 12].	A systematic review of RI objectives across the organisation to be carried out with managers and the RI manager. The Community Places project worker is increasing the community development carried out on large sites such as Great Western Park and Cholsey Meadows.	May-12	LM	Complete, although progress continues to be checked and the impact of RI on development will be included in RI Impact report.
9 Development & Environment		9.7 Tenant Inspectors be given access to budget for independent advice.	Agreed	Mar-12	CL/LM	Complete. £500 in 2012/13 budget (reduced from original bid of £1000 by tenant panel).
ODI1 Repairs	ODI1.1	Data capture should update on a live basis	Agreed	Jun-13	PR	This will be done in stages. Some information will be updatable from January 2013. Other key attributes such as disability etc. will be in place by June 2013.
ODI1 Repairs	ODI1.2	The prize draw needs to be advertised better and we recommend an increase in the incentive scheme to at least £25	Not enough budget to increase. However, will soon move to 100% Soha response - phone surveys and do many as contractor leaves property.	n/a		
ODI1 Repairs	ODI1.3	We would like to see continuous customer services training across the organisation	Agreed. We continue to offer Mary Gober training for all new staff and refresh staff knowledge, for example through Customer Services Week activities.		KL	Ongoing/Complete
ODI1 Repairs	ODI1.4	We would like to see the repairs customer satisfaction form on the webpage	Need to be careful about dual completion, but will consider when we see how many phone surveys completed.		LH	100% Phone surveys completed.

ODI1 Repairs	ODI1.5	We would like to see an increase in the amount of satisfaction surveys completed over the phone as people are more likely to complete it.		01/08/2012	LH	This has been postponed due to IT difficulties in linking contractor diaries to our system and due to the repairs contract re-tender. However, we hope to implement phone surveys in August 2013.
			Introducing 100% phone surv			
10 Sheltered Housing	10.1	Improve consultation with residents of sheltered schemes. We would like to see better consultation and thorough recording procedures put in place.	The report suggested that some schemes thought they had not been consulted regarding Community Voice. MA confirmed that each scheme had been visited on at least 2 occasions and that letters had been sent to every household. However, we agree that consultation with residents of sheltered scheme is important and will track this more carefully through the RI Impact report. The survey of all sheltered tenants in early 2012 is an example of this.	01/03/2012 (survey) Oct 2013 RI Impact Report	MA / LM	Sheltered survey completed and results reported to Tenants' Forum.
10 Sheltered Housing	10.2	Provide clarity on staff duties and service standards for residents.	Agreed. This will be included in the scheme newsletter	31/10/2012	MA	On target. First scheme newsletter includes outline of scheme manager role. Second will include Community Voice role. Service standards are no being discussed in a systematic way at scheme surgeries
10 Sheltered Housing	10.3	Encourage the use of the complaints procedure.	Agreed. This will be encouraged in the sheltered scheme newsletter. Complaints forms will also be provided in each scheme.	31/10/2012	MA	Complete. A new complaints form aimed at older people is being delivered to all schemes. It invites complaints, concerns and compliments.
10 Sheltered Housing	10.4	Improve image of sheltered schemes for the benefit of residents and the general public.	Soha's website has been updated to help with this. Sheltered housing is being brought under the umbrella of Housing for Older People, with a range of housing options available.	30/09/2012	MA	On track.

10 Sheltered Housing	10.5	Consider the introduction of a regular sheltered scheme newsletter.	Agreed.		MA	Newsletter complete, with input from the Seniors Group. This is now being hand delivered by scheme managers.
10 Sheltered Housing	10.6	Look into how communal repairs are reported and how feedback is given.	Agreed. This is a difficult area as our current systems do not allow us to record a communal repair and connect it to all tenants concerned. For the time being, repairs can still be reported individually, but each monthly scheme surgery will also pick up on any outstanding repairs and will report back to scheme residents. We will continue to investigate other ways of doing this - e.g. would a web based solution be an option where you could log in and check the progress of a communal repair	31/03/2013 for discussion	MA	Scheme surgeries now include systematic recording and reporting back on any outstanding repairs.
10 Sheltered Housing	10.7	Involve residents in any design or maintenance changes to grounds etc. This should include all aspects of change proposed for the communal environment.	There is an improvement plan in place for each scheme developed by the estates portfolio holders. We will communicate this directly to scheme tenants. Communal cleaning issues are raised on site with the contractors by the Estates Manager. Choice is already offered to tenants on communal improvements (e.g. colour scheme on internal decorations). We continue to work on refreshing cyclical maintenance around scheme changes	On-going	MA	Complete

10 Sheltered Housing	10.8	Where there is a lack of community activity or spirit, scheme managers should be involved to assist in introducing these activities.	We have investigated BLOOM - software to help scheme managers and residents easily rate their scheme and make improvements. It includes a bank of ideas from other providers across the country.	Apr-13	MA	We have had a demonstration of the software (which a TI attended) and would like to introduce this next financial year.
10 Sheltered Housing	10.9	Improve the image of sheltered housing – consider a new name – and look at the role of the scheme manager.	Agreed. Sheltered housing is being brought under the umbrella of Housing for Older People.	On-going	MA	Met with Scrutiny Group who have a similar view, and talked about the need to continue to build on a range of options for Housing for Older People. This approach has been set out in a new Older Persons Housing Strategy.
10 Sheltered Housing	10.10	Raise the profile of the seniors group, using the suggested newsletter to reach all sheltered scheme residents.	Agreed.	31/03/2013	CL	Working with the Chair - ideas include article in the newsletter, continuing to hold meetings in different schemes
		Health and safety				
10 Sheltered Housing	10.11	Check that all tenants have the most up to date fire safety information. This would be the notice that superseded notice 24/3/2009 Fire Evacuation Procedure dated December 2010.	Soha confirms that a copy of the new fire regulations were sent to every household. Not everyone has chosen to display them within their property, this is their personal choice. Fire regulations will be discussed at future scheme surgeries.	31/12/2012	MA	Complete. Fire alarms are now being upgraded in many schemes.
		Value for Money				
10 Sheltered Housing	10.12	Consider how to benchmark the scheme manager service to check the Value for Money	Agree. This information isn't available on House mark (our usual benchmarking system), but we will undertake a small study with other similar providers.	31/12/2012	CL/AB	Ongoing

10 Sheltered Housing	10.13	Address system of communication between Soha and Community Voice.	We will work with Community Voice so we have an updated list of people receiving their support. We can then also see whose support has been stopped. We have requested that Community Voice staff are provided with uniforms to help with clarity over the role of different staff	On-going	AB	Ongoing
----------------------	-------	---	--	----------	----	---------