

Meeting: Scrutiny 11 th April 2022	Author: Paul Walsh
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Subject: Together with tenants Quarter One monitoring report**Discussion points:**

This is the first monitoring report by scrutiny on the Together with Tenants action plan. Scrutiny have selected six areas and asked for explanations / evidence for (see below).

1. Under 1. Relationships, how you are currently reviewing customer satisfaction feedback to improve your services (particularly as rant and rave is not yet operational)?

Rant & Rave is the new way we will collect customer satisfaction data. After some a number of delays due to technical (and other) reasons, the Rant & Rave feedback platform went live on 30th March 2022. CSN previously carried out independent customer research and reported the findings quarterly with the final quarterly results presented in September 2021. There has been a six-month gap where we have not had any customer satisfaction measurement, while originally the change was meant to be seamless.

Since the CSN contract ended, we have not had direct independent customer research, but the following activities have taken place:

- Tracking complaints about repairs and the wider services we offer, which have declined. Where specific issues have been identified, we've been able to address them.
- Complaints and staff feedback monitored daily by staff and managers at "huddles". Huddles are short daily team meetings used to raise any problems staff are having.
- Customer conversation 2021. This was not independent but asked customers for their views on a range of issues including quality of home.
- The repairs service has, as one of its key objectives, been focusing on bringing down repairs work in progress and we believe that this has fed through to a reduction in complaints about repairs.

Nevertheless, we are disappointed with Rant & Rave for the delays caused by technical issues.

2. Under 2. Communication, how you meet the commitment for: Scrutiny teams annual report and reviews are published online and promoted?

We publish our scrutiny team's annual report online every year alongside recent review updates, including the team's review report and the management response. We also offer 'completion wheels' for each review which are updated each quarter once evidence is offered on the delivery of agreed recommendations. [Our scrutiny team - Selwood Housing](#)

The Get Involved pages of the website were relaunched in December, with more clear and concise content and a simpler navigation structure. Over the following three months there were 460 unique page views – 257 by returning visitors and 203 by new visitors.

Together with Tenants was promoted in January via our [website, customer update](#) and appears on our digi-screen in reception (below).



3. Voice and influence, what are the technical problems (high level) behind rant and rave's delay and how are you currently delivering Satisfaction surveys are carried out by an independent research company to ensure customers can be open about our services?

The Rant & Rave implementation has taken longer than planned for the following reasons:

- Configuration of the perception and new build surveys was more complex than the Rant & Rave team had anticipated.
- Allowance for Selwood staff absence during the Christmas holiday period – both the project management team and operational staff availability to respond to customer feedback
- A technical issue arose during a training session in mid-January. It took some time for Rant & Rave to identify the problem which caused data in the user dashboards to be hidden from view. This turned out to be a relatively minor issue around the use of the asterisk symbol in the censored terms feature, which allows offensive terms used by customers in their comments to be blurred out. Although Rant & Rave identified the issue and the problem could be avoided by disabling the censored term feature.
- The Selwood IT team required further reassurance from Rant & Rave including a recent penetration test and action plan for resolving any vulnerabilities, along with evidence that Rant & Rave have robust testing processes in place for the release of updates.

At the time of writing, the platform has been “live” for two days and we have received feedback from 74 customers in total. The first Rant & Rave perception survey will launch on Monday 4th April using the same questions that were asked for the previous CSN telephone surveys.

The emphasis of the customer satisfaction project will now shift from technical implementation to making best use of the insights from Rant & Rave: embedding real time customer feedback in our day-to-day operational activities, analysis and reporting, and communication of outcomes.

4. Please could you clarify under 4. Accountability Development grant funded spend over £500 on grant funded schemes is published online? – we weren't sure what this meant.

Grant funded development spending for new build homes over £500 is published on our web site. This is any development related spend and includes expenditure on land, building work, planning fees, design work, site checks, in fact any single item of expenditure over £500. This is a requirement of Homes England. This is commercially sensitive, so we publish expenditure by supplier which is in line with the rules for publishing the information. See the links to the web site.

[Building new homes - Selwood Housing](#)

[Expenditure over £500 - Selwood Housing](#)

5. Quality, how is the Selwood Housing Decent Homes Standard monitored?

We use a data bases system called Orchard. This is commonly used across the housing sector. Orchard contains details about every home we have a maintenance responsibility for. It is updated for every new build and as major repairs are carried out and compliance work.

The system checks and reports on:

- Building components. Reasonable state of repair. Wall, roof, internal (electrics, gas and plumbing).
- Modern facilities and services. Must fail on 3 counts. And sets out minimum period that a bathroom / kitchen can last.

Data in the Orchard database is updated via:

- Components updated for programme works (kitchens, roofs, windows etc)
- Compliance components updated following completion of servicing programmes (e.g. electrical testing)
- Rolling stock condition surveys (every property surveyed over a 5- year cycle). This has been interrupted by Covid.

Savills do a sample survey every 5 years to validate this and the programme.

The Orchard database calculates the number of Decent homes failures using the following information:

- Install year of components
- Renewal year of components (renewal year is used as a proxy for “poor condition”)
- Heating type
- Insulation type (depth of loft insulation, present of cavity wall insulation).

6. And lastly for 6. When things go wrong – how is the Housing Ombudsman complaints code being used in practice/what does it entail on behalf of the business (having said you have adopted it)?

We have adopted the Housing ombudsman service complaint code enabling us to have a consistent, fair and timely framework to support complaint resolution.

See the link to the complaints and compliments section of the web site and the self-assessment.

<https://www.selwoodhousing.com/contact-us/complaints-and-compliments/>

<https://www.selwoodhousing.com/wp-content/uploads/2022/02/Complaint-handling-self-assessment.pdf>

Some of the changes we have made because of adopting the Housing ombudsmen's complaints code are:

- ✓ Reviewed and updated our Complaints Policy to ensure alignment to the Housing ombudsman code.
- ✓ New complaint tracker implemented which gives us clear oversight of all complaints within the organisation.
- ✓ Adopted the same complaint reason codes used by the Housing ombudsman which will enable us to have a like for like performance comparison.
- ✓ Complaints triaged from day 1 to give a higher level of consistency – they are allocated to our Customer complaints specialist who reviews the complaint, acknowledges in writing to the customer and allocates to the appropriate Manager within 48 hours.
- ✓ The Housing ombudsman service details are provided at all complaint stages, we promote our commitment to the Housing ombudsman complaints code, it gives the customer transparency on what they can do, and who they can contact if they remain dissatisfied.
- ✓ Adopted all Housing ombudsman service timescales in complaint resolution, to ensure adherence, automated notifications are sent to the case Manager when the complaint is nearing its 'due date'. Additional notifications are sent to Heads of service and Directors if a complaint becomes overdue.
- ✓ New training material created for all service users, including updated guidance on the code.
- ✓ Complaints customer panel starts in April 2022, currently running recruitment campaign and preparing training.

The work just doesn't stop there, this is what's to come:

- ✓ Direct feedback from customers who have gone through our complaints process via our rant & rave platform, this is due to be implemented from March 22.
- ✓ Developing a mobile app to enable colleagues to complete Complaint training on their mobile devices – this will be available June 22.