SCHape Panel Review of Communal Areas - Action Plan

Recommendation	Benefits to SCH and customers	Action and progress	Deadline	Proof of change made
1. Pinnacle have been under-performing for a significant amount of time and it is clear that the level of contract management undertaken by SCH has been high. Are these the right contractors for us, considering levels of satisfaction?	Changing contractors should lead to better outcomes for residents. More time for staff as the management of the contract is taking a lot of their time.	Procurement of new contract has commenced. Pinnacle recognised their tender was insufficient to meet the requirements, and therefore budgets have been increased this year, aligned to the other previous tenders. Pinnacle will be given notice with commencement of a new contract tender process, but we will be offering pinnacle the option to re-tender at the correct cost. New contract to be in place.	On-going 01/05/24 01/10/2024	New contractor will be in place 1 November 2024
2. Investigate the frequency of visits to low rises with a view to reducing to two visits in some blocks (but	Residents will receive a more appropriate service for their block. More time will be spent	Trial has started for the existing Pinnacle specification in low-rise blocks changed from	Commenced January 2024.as a pilot with	Letter sent to customers outlining these changes.

with more time spend at each visit). And more visits to others.	in blocks where needed.	current 3x cleans per week to 2x cleans per week. The new contractor specification for procurement includes the 2 x per week schedule	existing contractor.	
3. Introduce more monitoring of the service.	Current monitoring programme of monthly in high rises and quarterly in low rises does not give SCH a true picture of the service provided to residents.	Monitoring and supervision is a weakness of current contractor because they have not resourced enough manpower. The cleaning contract should be a self-monitoring contract. The current level of SCH Estate team KPI checking is sufficient when the contractor fulfils their obligation to monitor service. Monitoring of contract is discussed and reflected in monthly operational meetings between contractor and SCH.	01/10/24 On-going	Can't be measured until new contractor is in place
4. SCH to investigate all dissatisfaction reported about the service	Provide a more transparent service to residents with better	All complaints to be logged via SCH Service improvement process.	01/04/24	Monitor number of complaints received and responses given once

(currently these are investigated by Pinnacle).	management of the contract and ensure we are meeting our regulatory responsibilities with the Housing Ombudsman.	Estates team (EA's and EO's) are involved in dissatisfaction by way of site visits and communication with residents. Joint visits take place between contractor and SCH. New contract specification to ensure accountability for customer dissatisfaction / complaints re the performance of their cleaners.	On-going On-going 01/10/24	contractor has been in place for three months - Feb 2025
5. Introduce surveys to all residents of high & low rise blocks asking residents for their views of the service.	Valued feedback from residents will enhance the monitoring of the contract and help to improve the service.	This can be implemented once new contractor has been appointed and bedded in for at least six months.	Proposed for June 2025	Not yet in place
6. Include more information in the high rise welcome visits detailing SCH responsibilities as well as those of the resident.	Residents will be more informed about the communal cleaning service.	Review the current leaflet and amend in line with the overall notice board update and information improvement strategy.	01/04/2024	High rise welcome leaflet

		Amend to add a QR code directing to the new updated service standards when the review is complete and new document produced.	End of September 2024	Service standard completed
7. Introduce a new volunteer role of High Rise Advocate who new tenants can go to for advice about high rise living.	New residents will be supported by the High Rise Advocate, particularly while they settle into their new home.	Meeting between Estates and Engagement to discuss and progress the initiative	01/05/24	Not yet implemented
8. Issue periodic communications to inform residents of what cleaning is done in their blocks.	Residents will be better informed.	We have display notices in all high and low rise blocks detailing rota's of cleaning days and duties. Develop a quarterly communication strategy in line with production of the tenant newsletter including a recurring article to encapsulate new tenant and associated social media and Web page update. Consider QR code on cleaning rota displays in	On-going 31/07/24 31/12/24	 Implement once new contractor is in place Implement once new contractor is in place

		blocks directing residents to additional info. Disappointing that the implementation of digital information screens has been scrapped. Reconsideration should be made. Explore new options for resident communications via My SCH accounts and the Netcall One SCH platform as it develops	On-going 01/07/25	Not yet due
9. Provide regular communications with residents (especially in high rises) to remind them of their responsibilities regarding keeping areas clear & not leaving rubbish	Residents will be more aware of the importance of this, particularly with regards to fire safety.	Develop a quarterly communication strategy in line with production of the tenant newsletter including a recurring article to encapsulate new tenant and	31/07/24	Autumn 2024 newsletter

(especially in stairwells).		associated social media and Web page update. Provide a recurring article for each High-Rise newsletter.	30/04/24	High rise newsletter
1. Article in spring newsletter about grass cutting, explaining what the service is / isn't.	Residents will have a better understanding of the service provided.	Article published in spring 2024 newsletter. This should be a recurring article in the SCH tenant newsletter to encapsulate new tenants, it should be a full page spread and also displayed on our web pages. Information to be included on Estates service standards / web pages. Link on SCH website to SMBC pages	Completed End of September 2024 Completed	Summer 2024 newsletter Sept 24 - Service standards not yet completed. These will be on website once agreed. Information on website
2. More communications to explain the difference between general waste & recycling.	More communications to explain the difference between general waste & recycling.	Numerous articles have been included in the SCH tenant newsletter by Estates and occasionally by SMBC W&R team.	Completed	Information on website

		Link on SCH website to SMBC web site / publications. Collaboration with SMBC waste and re-cycling team to combine resources and communications.	01/08/24	
1. Share SMBC's timetable of fly tip removal and weed spraying on our website so that residents are more informed.	Information will be more accessible to residents.	Request for information to be provided by SMBC as soon as available. However their delivery can be flexible. Recurring newsletter articles to cover spring/summer works and winter works. And / or link to SMBC website Fly-tip task force collaboration with SMBC and Veolia.	01/04/24 On-going 01/04/24 Completed	Spring 2024 newsletter Information on website
1. Add some narrative to the survey question.	Residents will be clearer about what is meant by the question.	Unable to add narrative before question so wording agreed for a follow on question.	Completed	To be implemented from October 2024

2. Investigate better working practices for Estate Assistants when bulk removal of soft furnishings is needed.	The current procedure involves multiple visits by the Estate Assistants. Better working practices will free up more time for them, allowing them to focus more time on other duties.	Review the current process in line with legislation and SCH waste management practices. Neighbourhood Services restructure to consider Estate Assistant roles and resourcing.	01/07/24 01/10/24	Part of the restructure – still ongoing Part of the restructure – still ongoing