SCHAPE
Residents Panel
Solihull Community Housing
Achieving Performance Excellence

# Consumer Standards - Self-Assessment

## 1. Introduction

As a Panel we have developed a process whereby we choose a subject for review based on performance and feedback from residents. We focus on an area where there may be poorer performance or gaps in services and where the panel could add value in terms of making recommendations for improvement.

However, this time SCH has asked us to look at the Consumer Standards Self-assessment, to help provide resident input and clarification.

## 2. Overview of review process

### Working session 1: Discovery session

During this session, Barbara Griffiths attended and presented the self-assessment to the panel. They were given copies to take home, have an in depth read and write up any notes or feedback they may have.

### Working Session 2: Review of consumer standard self-assessment

SCHape worked through the self-assessment with the Engagement team and Barbara Griffiths. All points were worked through, and the feedback has been provided below:

**Safety and Quality Standard**

- Ensure the responsible person delivers and there should be another member of staff noted as a deputy
- Residents must be kept informed
- Repairs improvement plan must be implemented
- Review of the website
- Increase specific surveys on the areas listed
- Face to face sense checking of residents that have just had an interaction
- Get residents involved in stock condition surveys letters about visits as they are not clear

- Involve residents in Capital Programmes priorities, if their input can make a difference in any way

**Transparency, Information and Accountability Standard**

- ASB team must ensure they get back to people in a timely manner
- Deliver all improvement plans
- Ask staff what improvements could be made – like you did for the tenant conference session with repairs
- Ensure no access process is implemented and communicated
- More toolbox talks to learn from complaints
- Customer experience training needs to be embedded
- Look at promoting staff compliments, encourage good behaviours
- Introduce a 'how did we to today?' question
- Interpreter, documents in braille and audio

**Tenancy Standard**

- No comments

**Neighbourhood and Communities Standard**

- No comments

## 3. Recommendations

SCHape feel the self-assessment reflects the current position and what SCH need to be doing. Where there are gaps the improvement plans are sufficient.

However, there are some key areas where they have drawn out some priorities:

- Ensure staff are consulted with on the self-assessment
- Deliver toolbox talks to learn from complaints
- Customer experience training needs to be delivered and embedded
- Residents must be kept informed and be responded to in a timely manner

SCHape would like elements of the self-assessment tested by engaging the mystery shoppers in activities.

Following on from SCHape's recommendation, the Engagement Team have been setting Mystery Shoppers various tasks such as;

- Call the Contact Centre and ask for the balance on your rent account
- Visit our customer website and perform a few checks to test our accessibility
- Browse on the aids and adaptations page of our website
- To submit online query forms to gauge their efficiency including the quality of the information provided and timescale in which they were responded to.
- Within these tasks, residents have been making sure safety procedures were followed testing the ease of services, use of the website, and response times.
- The feedback received has been very informative helping to highlight success and areas of improvement.

## 4. Next steps

A debrief session will take place to assess what has gone well with the process and methods of the review and what could be improved for the next review. Both the Terms of Reference and the process we use will be updated.