

# Residents' Scrutiny Panel (RSP) Summary

**Since January 2019, the RSP has been working hard on behalf of all residents.**

The RSP has conducted several scrutiny exercises and have made recommendations to CCHA. CCHA has acted upon each recommendation to improve the services delivered. Below outlines the recommendations made, the actions taken and how these actions continued to be monitored by the RSP and CCHA.

## Scrutiny Exercise 1 – Equality & Diversity

Following the merging of Two Castles and Derwent & Solway Housing Associations, CCHA Board approved a new Equality & Diversity (E&D) Strategy. The RSP conducted an exercise to review and positively challenge the current E&D documentation to create recommendations to support the deliver of the new strategy.

You Said	We Did	Review
Create an Equality & Diversity (E&D) Charter.	In partnership with the RSP, CCHA developed an E&D Charter, based upon the best practice of the Chartered Institute of Housing (CIH) and CCHA's Corporate Values utilising CIH's Charter and Association's values.	The E&D Charter will be reviewed in line with the E&D Strategy Review during 2021.
All representatives of CCHA to sign up to E&D Charter.	All contractors and representatives of CCHA have signed up to the E&D Charter.	Each year, contractors have to confirm their commitment to the charter. All new contractors and representatives have to sign up to the charter.
Introduce and train E&D Champions.	CCHA trained 7 volunteers to become E&D Champions. These Champions are available for all staff to approach and work with.	The E&D Champions hold regular meetings to promote and share best practice across the Association.

## Scrutiny Exercise 2 – Grounds Maintenance and Communal Cleaning

Following the merger of Two Castles and Derwent & Solway Housing Associations, CCHA was keen to agree a consistent standard and approach to Grounds Maintenance and Communal Cleaning. The RSP conducted an exercise to define the standards of work, that provide an acceptable quality of service to residents' while balanced with providing the best value for money.

You Said	We Did	Review
The current standard set for Grounds Maintenance is acceptable to most residents but needs to be made available to residents. Also, the delivery of the service was inconsistent and could be improved.	Introduction of a new strategic partner, Karbon Solutions Ltd, to provide CCHA's Grounds Maintenance Service across the North East of England.	Satisfaction performance is continuously monitored with action plans created for areas of concern.
	Customer Satisfaction Surveys, for Grounds Maintenance, are now sent to residents.	
	The published Grounds Maintenance Standards are on the CCHA website and are available in paper form, on request, for all residents.	Standards will be reviewed, when required, based upon the Continual Service Feedback.
It is recommended that each contractor is required to take before and after photos for each visit completed.	Roll out of pre & post work photos for each contractor.	Implemented.

## Scrutiny Exercise 2 – Grounds Maintenance and Communal Cleaning continued

You Said	We Did	Review
The current landscape plans for each site, for the completion of works, should be available to residents.	CCHA made each landscape plan available on the <a href="#">CCHA website</a> .	Landscape plans continue to be reviewed and updated, when required.
Although there is a high standard of cleaning, which is acceptable to most residents, there needs to be a documented standard to allow consistency of service, which would support future procurement.	A new Communal Cleaning Standard has been created and is available on the CCHA website. A paper version is available on request.	Standards will be reviewed, when required, based upon the Continual Service Feedback.

## Scrutiny Exercise 3 – Additional Works Process Following The Initial Repair

On review of Customer Satisfaction Data, the RSP identified that dissatisfaction was greatest in relation to repairs where additional works were required. The RSP conducted an exercise to scrutinise the process and associated resident communication to make recommendations to improve the customer experience.

You Said	We Did	Review
Review additional works process and associated customer communication.	Review completed with system changes implemented and staff training provided.	Satisfaction performance is continuously monitored to measure improvements from changes made.
As part of future procurement requirements, contractors must have the facilities to interface with CCHA. Appropriate use of technology must be used to provide live and up to date information.	All major contractors' systems now interface with CCHA.	Now a requirement within the procurement framework.
Contractors need to take greater care in managing customer expectations. Advice to be provided to all contractors with all contractors training staff to adhere to advice.	Advice and training was provided to all contractors about managing customer expectations. Leading to contractors training staff to adhere to advice.	Satisfaction performance is continuously monitored to measure improvements following the training.

## Scrutiny Exercise 4 – Tenancy Sign Up Process

Due to the COVID-19 pandemic and Government restrictions, CCHA adapted the new tenancy sign up process. The RSP agreed to review this process to ensure that it was customer focused from the beginning.

You Said	We Did	Review
Implement and improve technology systems that are required to allow the process to work efficiently.	New Docu sign, digital signing system, has been introduced. Additional advancements currently being considered.	CCHA continues to use the latest technology to capture property data to attract prospective residents.
Utilise the latest technology and marketing methods to capture a property profile that can be used by CCHA and prospective residents. For example, the production of floor plans.	The production of floor plans is currently being trialled in one area.	If this trial is successful, CCHA will look to roll it out across all areas.

## Scrutiny Exercise 5 - Financial Advice & Signposting

Due to the COVID-19 pandemic, more residents faced financial difficulties due to a loss or reduction in income. The aim of this scrutiny exercise was to review the help and signposting available to residents who required financial advice, to ensure that it met the needs of residents during such exceptional times and following the publication of the Social Housing White Paper.

You Said	We Did	Review
For the association to review the current resources available for Financial Inclusion and advice, both staffing and systems.	The resources available to the Income Team have been reviewed, and deemed to be adequate at this time, especially given the excellent performance of the service in terms of arrears reduction.	Arrears performance of Income Team has been superb throughout the pandemic, despite challenges faced by residents and pressures on household incomes.
Provide continuity in the information and advice available to all throughout the Association, to provide the highest and most consistent levels of support to residents, with focus given to 'non-engagers'.	CCHA currently examining benefits to residents of using third party provider to provide advice online through CCHA website 'plug in' to ensure advice on welfare benefit rates remains fully up to date.	Website review is currently being undertaken with Resident Feedback Group as part of our Digital Service Improvement Strategy.
Make available multi-channel support, advice and signposting by the resident's preferred method.	Further communication channels to be made available to residents as part of the roll out of 8x8 communications platform, including web chat.	The 8x8 communications platform has now been rolled out to Customer Services and Income Teams for phone calls and email, future channels to be rolled out as part of phase 2 during 2022.