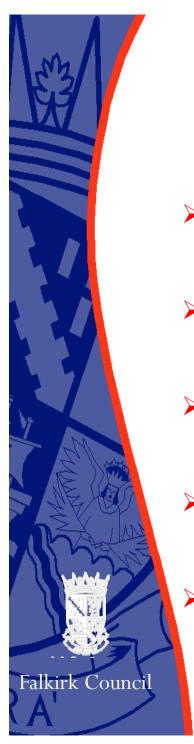


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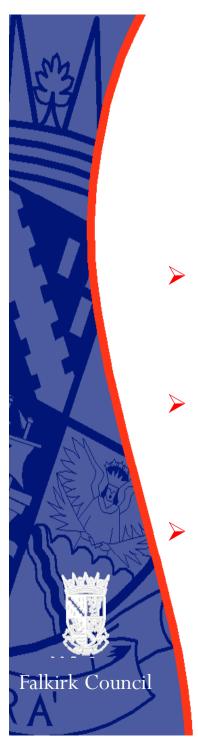
CUSTOMER LED INSPECTION OF NEIGHBOURHOOD SERVICES REPAIRS AND MAINTENANCE SERVICE.





OVERVIEW

- > What is Customer Led Inspection and why we did it
- > How we did it
- > Conclusions
- > Recommendations
- > Our hopes for the future



WHAT IS A CUSTOMER LED INSPECTION?

> Thorough examination of evidence by tenants and residents

> The service is assessed against the SHR's self assessment questions

> It highlights positives, negatives and recommendations

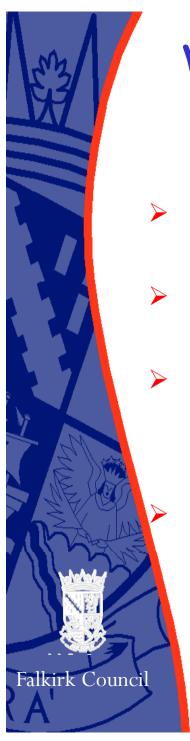


WHY REPAIRS AND MAINTENANCE?

> It is where we spend most of our money (Housing Revenue Account)

> It affects everyone

The group asked to inspect Repairs and Maintenance and we listened to them.



WHY DID WE DO A CUSTOMER LED INSPECTION?

- To scrutinise and improve the service
- > To build on mystery shopping in 2009
- To get involved in self assessment (before the Charter and new Scottish Housing Regulator are introduced in 2012)

Tenant Involvement Group (TIG) oversees tenant participation strategy. It decided what service area to inspect.



WHAT DID WE INSPECT?

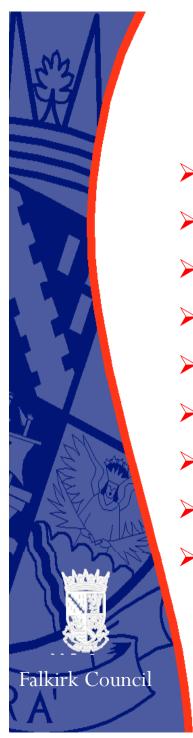
We had an ambitious plan to inspect 6 areas of the property section

- Kitchens and bathrooms, capital works and new builds
- General Maintenance responsive repairs and Contact Centre
- Void Properties Mainstream and Temporary Accommodation
- Council House Adaptations
- Complaints & Responsive Service Users
- > Stock Management and Cyclical Maintenance.



HOW DID WE DO IT?

- Created our own unique approach, using self assessment questions
- > Had training & signed a Code of Conduct
- Reviewed documents and website
- Exit surveys with tenants & owners
- Site visit to new Council housing
- Visual inspection of One Stop Shop
- Mystery Shopping phone calls



HOW DID WE DO IT?

- > Quality Control visits & Tenant interviews
- Observed at the Contact Centre
- > Quality Control visits & Tenant interviews
- > Talking to tradespersons
- > Listening to calls
- Interviewing staff
- Reviewing procedures and documents
- Interviewing tenants and owners
- Full co-operation and honesty from all Property Section Staff



WHAT DID WE CONCLUDE?

Overall we found a number of positives (e.g. openness, transparency, new builds)

> Some negatives or gaps (eg right to repair procedure needs updated, documents not always plain English)

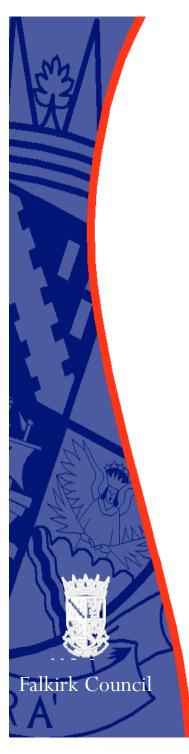
Learned some lessons along the way (eg teamwork, listening, an open mind, TPAS)



DRAFT ACTION PLAN

There are 75 recommendations

- > Tenants should help proof read our local neighbourhood plans
- Publish more information about our planned maintenance schedule
- Raise awareness about the range of repair reporting methods available
- > Keep operating the responsive repair service as it is and keep the repairs reporting service in-house
- > Introduce new local Performance Indicators
- Make sure that our own staff are aware of positive feedback and praise from our customers
- Provide a moving out checklist for our temporary accommodation tenants.



DRAFT ACTION PLAN

- Provide more information in our welcome packs, making sure that the main issues are highlighted ie. keys for doors and windows, door entry fobs and stopcocks
- Consult and review our relet standard within void properties
- Information on adaptations webpage should be included in our tenants handbook and in the newsletter to make it accessible to tenants
- The plasma screens and kiosks in one stop shops should be checked regularly so that faults can be reported and dealt with straight away
- > Increase the opportunity for customers to influence our stock management plan
- Involve tenants and other services in setting service standards for repairs services, including cyclical maintenance.



> We have an action plan

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- > We are committed to the way forward
- > We have trust and respect for each other
- > We are confident we are taking Falkirk Council in the right direction
- > We have a trusted method to critically appraise all services provided by Falkirk Council led by the users
- > We can agree that both Falkirk Council and our customers have the same goals for better service provision.



WHAT HAPPENED NEXT?

- > An action plan
- > Main themes
 - o Get the message out there
 - o Get our Customers involved
 - o Continually review, challenge and improve what we do just now.

SERVICE VIEW OF THE INSPECTION

> The inspection was balanced and without prejudice

> The teams welcomed the chance to express their ownership and pride for their service

> They welcomed the openness and transparency of the inspection team

They can't wait till they come back and visit us so that we can show them the improvements we have made

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DOES IT STOP HERE?

NO!

Our action plan is fluid and requires to be continually challenged

We need to have follow up meeting to ensure we are delivering on our actions and timescales

> Set a date for a re-inspection of our repairs and maintenance section.



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