

FALKIRK COUNCIL

CUSTOMER LED INSPECTION OF NEIGHBOURHOOD SERVICES REPAIRS AND MAINTENANCE SERVICE.



Falkirk Council

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.



WHAT HAVE BEEN THE OUTCOMES OF THE INSPECTION?

- We have an action plan
- 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 -**
 - **Get the message out there**
 - **Get our Customers involved**
 - **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



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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