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| **Area Of****Service** | **Getting The** **Basics Right** | **High Performing Repairs Service****SW9 – Better on Your Doorstep!****The 2023 SW9 Community Housing Service Improvement Plan****SW9 – Better On Your Doorstep!** | **Creating An Exemplar Estate** | **Your Rent and Service Charge Account** | **A Dynamic And Reflective Complaints Service** | **Putting The Resident At The Centre of SW9** |
| **Resident Impact**  | Provide an excellent housing service, meeting contractual and legal responsibilitiesQuicker and smoother transactions, more efficient diagnosis of problems, and residents not having duplicate conversations  | Residents will see a higher quality and timely works completed by repairs contractors, with significantly reduced incidences of repairs having to be chased by residents | A cleaner and greener Stockwell Park with residents’ choices at the heart of decision making, and addressing communal repairs more quickly | Improving communication with our residents and ensuring that clear advice is given on your account, and if residents need some extra support | Residents will see improved response times to complaints raised, with each complaint being taken as an opportunity to learn and improve service delivery | A motivated, knowledgeable, and empowered colleague cohort will deliver a better service to our residents |
| **Action** | * Training for all frontline staff on repairs systems, housing policies and procedures
* Set up compliance and governance reviews particularly around housing provision
 | * Invest in online portal to allow tracking of repairs
* Implement and maintain repairs aftercare process for residents
* Raise regular reports on outstanding repairs
* Improve the contract management of repairs contractor, ensuring they are held to account
* Create dynamic contract management meetings which have minutes and are published
* Ensure contractor is providing regular compliance information, such as H&S data
* Once new phone system is in place, review call back data to ensure contact meets
 | * Provide regular updates on Parkguard activities
* Welcome new grounds maintenance and window cleaning contractors and embed with KPIs
* Start regular estate contract management meetings which are minuted and published
* Ensure estate officers and cleaners are supplied with the correct and sufficient equipment and materials to conduct their job effectively
* Ensure correct use of systems, and use of iPads and associated applications to deliver optimal reporting
 | * Deliver effective communication, incorporating the Customer Promise
* Create framework of partnership agencies and signposting to help enhance the wellbeing of residents and provide holistic advice
* Consultation framework established for leaseholders as service charge estimates are developed for 23-24
* Following resident feedback, a full 12-month review of existing service charge, and line by line analysis of charges
 | * All staff receive training on complaints targets, and how to learn from complaints to develop a culture of reflective practice
* Ensure all timescales within the Complaints Policy and associated KPIs align with the Ombudsman’s Complaints Code
 | * Ensure that all customer actions are delivered with empathy and warmth with regular updates
* Ensure the SW9 Customer Promise is embraced and celebrated in our day-to-day work
* Implement our responsive new telephone system,
* Seek accreditation with TPAS
* Implement visitor and staff management system
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