

## 2011 STATUS Survey Action Plan

Issue	Next Steps to develop action plan	Who	Deadline	Progress (date)
<b>Profile of Respondents</b>  <b>Account taken of Residents' Views STATUS report being questioned in this area</b>	Compare respondent profile with ISHA overall profile to identify if there are any groups that are significantly over or under represented	MS	End Nov 2011	Analysis of Overall Satisfaction completed on <b>30-11-11</b> using <i>Feedback</i> cross tabulations. Report to SMT in December 2011. Olympic Visit 20 Sept 11 arranged for involved residents to explore key questions
	<p><b>What ISHA has in place already</b></p> <ul style="list-style-type: none"> <li>• ISHA has significantly increased the ways in which residents views are taken into account, and improved feedback to residents on how their views have been taken into account by:</li> <li>• Review of all complaints/feedback to identify where change in service required.</li> <li>• Individuals who have provided a comment on this service change are fed-back to</li> <li>• You Said We Did highlights where services have been changed through feedback</li> </ul> <p>Review with residents examples of when feel ISHA don't take views into account – including Residents' Forum, special focus groups, opportunities to feedback in Newsletter and Website</p> <p>Review with Residents and staff good examples from other industries</p>	CT		
	Review feedback mechanisms to identify additional ways for residents to know their views have been taken into account	JD	December 2011	Extend use of website, ensure notice board updated
	Put in place mechanisms to feedback when and why resident suggestions have not been implemented	JD	February 2012	Extend use of website to include feedback page
	Identify highest performing Housing Association in this area to identify what ISHA can replicate	MS	End September 2011	<b>Completed 14/9/11</b> – Highest in London = Kensington Housing Trust @ 92.3%; highest Nationally

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Quality of Home	3% drop in satisfaction with quality of home, and an increase of 2% in dissatisfaction. Younger tenants, female tenants and Christian tenants were the least satisfied by diversity group. Focus groups to understand what residents not happy about quality of home.	CT	March 2012	= Longhurst & Havelock Homes @ 98.7% Olympic Visit 20 Sept 11 arranged for involved residents to explore key questions
Helpfulness of Staff	Decrease in satisfaction by 5% and increase in numbers saying staff were unhelpful by 4%. BME tenants, younger tenants and non-heterosexual tenants were less satisfied by helpfulness of staff. Customer care actions to be developed with residents	JD	November 2011	In house customer care training set up for whole organisation to cover key concerns to be implemented Feb 2012
Told when workers will call	4% drop in satisfaction and 5% increase in dissatisfaction Partnering Contract to specify performance on giving residents be linked to	JD	December 2011	Appointments kept improved with Chigwell and texting implemented, increase no of appt slots inc evening and Saturday mornings and improved communication visa exception report with Chigwell so that residents are updated. Gas team to use follow on cards and keep SDT updated with progress
Dealing with Anti Social Behaviour	Significant decrease in how ASB initially reported and whilst overall satisfaction on how ASB dealt with increased, three areas have increased dissatisfaction, and a 1% decrease in advice given. Theme of	JD	April 2012	STSM and OD to review and report to HSC April 2012 with action plan

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Communication with ISHA	<p>dissatisfaction appears to be about how residents are kept informed through the process.                      Review of process and communication with residents throughout process needs to be reviewed                      Examination of way ASB reported required to be carried out –Examination to include whether there a relationship between increase in noisy neighbours and harassment a link to how ASB is being dealt with?</p>			
	<p>Review responses to residents KPI to include time taken to respond to email</p>	CT	January 2012	
	<p>Review website development programme to prioritise most popular areas residents would use internet for, and increase publicity of services available on internet</p>	CT	January 2012	
	<p>Customer Care programme for all ISHA staff to improve ease of contact and helpfulness of staff</p>	JD	November 2011	In house customer care training set up for whole organisation to cover key concerns to be implemented Feb 2012
	<p>Carry out diversity impact assessment to identify additional ways to improve customer care</p>	CT	January 2012	
<b>Shared owners and leaseholders</b>				
The Sales process	<p>Review information provided at point of sales</p>	CA/JD	November 2011	Marketing procedures reviewed. Updated leaseholder leaflets completed. Website updated.
Aspect of the home	<p>Understand reason for dissatisfaction with construction quality</p>	CA	January 2012	Charles lamb and belvedere court have had gas flue rectification works carried out in home, which is

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Service Charges				due to change in regulations. This however will be perceived as a faulty construction method in first place
	Understand where improvements to storage would be required, and feed into design of future homes	CA	January 2012	New design brief will reflect demand for higher levels of general storage
	Understand reasons for 28% dissatisfaction with outside space and feed into design of future homes	CA	January 2012	Given nature of schemes majority of outside space will continue to be provided by private balconies the new design brief will increase the desired level of provision
	Improve ability for shared owners to have a say on their service charge before next is set Improve way information is presented Put in place method for demonstrating value for money and ways for residents to have a say in how services are procured	JD	February 2012	Information sent to SO and leaseholders reviewed and new format in place
Customer Care	Identify top performers in service charge satisfaction and look at what they do differently	JD	January 2012	Identified via HouseMark
	Identify how to improve customer care to shared owners and set this standard for all residents	JD	March 2012	Increased Input into cleaning and gardening contracts and partnering contracts
Email contact	Put in place system for residents to request to be contact by email	CT	December 2012	System in place for residents to be contacted by e mail
Opportunities for involvement	Hold focus groups for shared owners to make sure that their concerns are addressed in the action plan	JD	March 2012	