

Service Improvement Action Plan 2021 -2022 (18 months)

Ref.	Improvement projects	Source of improvement	Responsible service area	Expected outcomes?	How will the team benefit?	How will our customers benefit?	How will we measure success?
Providing safe, quality homes and neighborhoods to live in							
1	Complete review of Fire Strategies for tower blocks and other high risk blocks	Fire reform Act 2005. Building regs	Compliance	Increased confidence in fire safety at our tower blocks and higher risk blocks, assurance to KFRS, RSH & residents	Ease for officers to find information on what they should do in terms of fire safety for the units they are responsible for	Feel safe in their home	Completed strategies
2	Identify a heating solution for the Tower blocks	Home Standard The Green agenda complaints regarding service charge and breakdowns	Planned Maintenance , C&T	Greener, more efficient energy solution found & installed	Reduced complaints regarding heating less day to day repairs for heating in the tower blocks	Improved heating lower utility bills less service charge (if communal)	reduction in day to day repairs reduction in revenue budget for heating repairs at towerblocks customer satisfaction
3	Responsive Repairs Review	Resident Consultation	Repairs	A service to be proud and confident of. Ensuring officers take responsibility for repair issues and ensure they are seen through to completion	Better working with contractors, more insight to repair issues and ensuring control is taken over resolving these issues	Allocated officer to oversee works and take responsibility and ensure contractors are held accountable for poor performance	Customer satisfaction and other repair KPI's
4	Estates strategy	Consumer standards - neighbourhood and community standard tenant survey Fire reform Act 2005/Fire policy Recent Ombudsman Complaint outcome Complaints	Housing	Greater TDC presence on estates visual improvement as areas are cleaner, tidy - free from rubbish, litter. enough bins available to reduce overflowing & suitable bins for area (ie seagulls) Review of parking on estates to either provide more or prevent people from parking on grassed areas. to be able to remove abandoned vehicles more easily Greater sense of community as residents take pride in their homes and work in partnership with TDC to promote social well being.	More resources & improved contractors will improve working conditions	nicer/safer place to live	customer satisfaction staff satisfaction
5	Tenancy & Property Audits	Residents Consultation Housing White Paper Consumer Standards HHSRS Tenants Charter	Housing & Maintenance	Completion of an audit of 10% of properties each year.	Fewer complaints to be dealt with by all members of the teams, Housing Officers will no longer have to note repairs and then report these/raise a property inspections. Potentially reducing void times as tenants clear on their responsibilities, fewer calls to C & T as repairs proactively identified. Help to identify tenancy fraud.	Tenants will feel listened to and will feel that issues in their homes are being tackled proactively. Able to discuss issues with correct person i.e the Surveyor in one visit rather than wait for calls/emails to be sent. Increase in customer satisfaction and they will start to build trust that TDC cares about their homes and the environments they live in	10% of properties audited annually Fewer repairs complaints, increased tenant satisfaction with the repairs service and their home environments.
Communicating and engaging residents							

Service Improvement Action Plan 2021 -2022 (18 months)

Ref.	Improvement projects	Source of improvement	Responsible service area	Expected outcomes?	How will the team benefit?	How will our customers benefit?	How will we measure success?
6	Improve information for tenants and leaseholders	Tenant survey Consumer standards White Paper customer self service - staff workshops Compliance policies	all	Improved and relevant information that is fit for purpose and engaging will be available on our webpages Customer will be able to find the information they want easily Review tenant handbook Publish information about surveys and improvement plans.	Customers may be able to find the answers they need on line and therefore reduce phone/email transactions	They can find the info they need on line, find transacting on line more efficient	customer satisfaction Analysis of use/clicks on web pages
7	Planned Maintenance	Residents Consultation Housing White Paper Consumer Standards	Planned Maintenance , C&T	Improved knowledge amongst the whole team as to the planned repairs being undertaken across our estates. More Information provided to tenant about upcoming contracts , areas of work. Increased accessibility of information for tenants regarding their homes and when works are due to be carried out.	All staff will be more informed and able to deal with tenants queries or concerns when out on estates. Increased information should lead to a reduction in complaints as tenants should be aware of the rolling maintenance programme so will understand when their homes are due for improvements.	Tenants will have clear information as to when major repairs / improvements will be carried out to their homes. Will increase tenant confidence that these works will be done and within what timescale.	Improved customer satisfaction around repairs on tenants consultation. Increase satisfaction surveys upon completion of planned works.
8	Resident Involvement Strategy	"White paper TI&E Standard Resident consultation Staff consultation"	resident involvement	We have a clear strategy to ensure residents voices are heard and acted upon. Residents have a wide range of opportunity to influence and scrutinise. Residents are supported to be effectively involved. We are compliant with the TI&E Consumer Standard Review of transactional customer satisfaction Quarterly customer insight report Online forum to engage residents engaging hard to reach groups - equality/diversity Acces to training and resident empowerment	Resident involvement will infom improvements that meet their needs, and help shape our services.	Residents have opportunities to make their views known and that we listen and act upon them to improve services that meet their needs.	Customer satisfaction increases: The opportunity to make views known. Listen to views and acts upon them.
A culture of respect transparency and fairness							
9	Service Standards	white paper and TI&E consumer standard	ALL	Have a set of service standards which are published. Residents and staff know the standard of service that is expected. Residents have clear expectations and can hold us accountable if we do not deliver the service standards.	Staff have clear level of service standards to achieve	Residents will have clear expectations of the service they should expect.	Level of customer satisfaction with the overall housing service increases
10	Publish performance information	white paper and TI&E consumer standard	All	Residents are able to hold us to account, they know how we are performing and what decisions we are making. This will allow them to challenge us when things are not working as they should.		Residents know how we are performing and can hold us accountable	Performance information is published

