



Action Plan arising from the Customer Satisfaction Survey 2016

Satisfaction with Ochil View's Service Overall

Main findings of the Survey

1. The percentage of tenants who are satisfied with Ochil View's overall service has fallen from 91% to 87% from 2013-2016
2. The three service elements that are most closely associated with overall satisfaction are "keeping tenant's informed," "repairs quality" and "housing quality"
3. We have set out below a programme of measures to address improvements in our information, repairs service and housing quality, and overall service

What we will do to address these findings

1. Low levels of overall satisfaction in some developments is due to related causes which are linked. Addressing underlying issues will lead to improvements across the board
2. Where customers have made specific responses in the survey that can be addressed on an individual basis they will be addressed

	Satisfaction with the Repairs Service
	Main findings of the Survey
	1. Satisfaction with the repairs service has fallen from 87% to 84% from 2013 to 2016
	What we will do to address these findings
	1. The Association will work with appointed contractors to reduce the length of time to complete non-emergency repairs, increase the percentage of repairs that are completed Right First Time, and introduce repairs by appointment
	2. Staff delivering the repairs service will receive customer care training to emphasise the importance of keeping tenants informed throughout the repairs process
	3. We will stop contractors carrying out unannounced visits. While these may be efficient for contractors, they are unpopular with tenants
	4. Comment cards will be sent when the job is completed, not when it is instructed

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Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
1	<p>Secure basis for long-term improvement of Reactive Maintenance Service on basis of criteria set out above</p> <ul style="list-style-type: none"> • Reduce the length of time to complete non-emergency repairs • Increase percentage of repairs completed Right First Time • Introduce repairs by appointment • Stop unannounced visits 	Reactive Maintenance Service to be retendered	GT	COMPLETE	N/A
2	<p>Monitoring of performance of Reactive Maintenance Contractor is now part of Quarterly KPI and Performance Monitoring:</p> <ul style="list-style-type: none"> • KPI 1: % of Emergency Repairs completed on target • KPI 2: Average length of time to complete emergency repairs • KPI 3: Average length of time to complete non-emergency repairs • KPI 4: % of repairs completed on target • KPI 5: % of reactive repairs completed Right First Time • KPI 7: % of tenants satisfied with the repairs service 	These KPI's are part of periodic quarterly KPI reports to the Customer Services Committee	GW	COMPLETE	N/A

Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
3	Alternatives to comment cards to be considered in 2017. Consider if tenant panel can provide feedback on Reactive Repairs Service	Knowledge Partners provided with specification for monthly tenant phone survey	GW	COMPLETE AUGUST 2017	Initial Set up costs £450 70 questionnaires per month @£4.00 each Reporting £300 All costs exclude VAT Total in 12 months £7410
4	Customer Service Training for staff who deal with customers		GW	COMPLETED	Consultant costs £3570 Room hire £538.20 Total :4108.20
	<ul style="list-style-type: none"> Additional training to follow on from initial training 	Telephone techniques training to be completed in September 2017	GW	COMPLETED SEPTEMBER 2017	Consultant costs £1010 Room Hire £1020 Total:£2030
	<ul style="list-style-type: none"> Quarterly call handling assessment 	Call handling assessment by Class 1	GW	BENCHMARK: COMPLETE: 67% satisfactory Q1: COMPLETE: 75% satisfactory Q2: 100% satisfactory Q3 Q4	Call quality monitoring at £500 per quarter Total in 12 months £2000
	<ul style="list-style-type: none"> Publication of Customer Experience data 	Publication in Newsletter	GW	Q1 ✓ Q2: ✓ Q3: Q4:	No specific costs as included in Newsletter fee

Satisfaction with the quality of home

Main findings of the Survey

1. Satisfaction with the quality of the home has fallen from 80% to 81 % from 2013 to 2016
2. Tenant's main external priorities for improvement are better garden fences, further parking, more robust door entry systems, clearing gutters and improving the condition of tenant's gardens.
3. Tenant's main priority for internal improvements are kitchens, doors & windows and bathrooms

What we will do to address these findings

1. The Association will invest in homes to meet SHQS energy efficiency measures and the EESSH
2. Where it is possible and affordable to do so, we will provide garden fencing in open plan developments
3. We will work with local authorities to tackle dog fouling through notices, education and signage. We will remove the landlord's consent to keep a pet from tenants who allow their dogs to foul
4. We will improve parking where we can, however this may not be within our power to do so, it may not be affordable or permitted by planning regulations. Where it is not possible we will tell affected tenants
5. We will develop a *Hit List* of gutters that require more frequent cleaning, such as those that are under trees
6. We will consider ways to help tenants who have gardens that are difficult to manage.
7. We will continue to work with partners to give energy advice and information, and tackle condensation related dampness with technical, financial and energy advice
8. The Association will complete the shower investment programme
9. We will publish details of our annual investment plan, and indicate investment proposals for years beyond the current financial year

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
1	Invest in homes to meet SHQS energy efficiency measures and the EESSH	£420,000 to be invested in 2017/18 to meet SHQS and EESSH	AG	Budget 2017/18	
2	EESSH compliance strategy to be completed in 2017/18	Identification of non- EESSH complaint properties and strategy to bring to compliance (including funding)	GW & AG	Q2 2017/18	No Costs
3	Provide garden fencing in open plan developments	£106,000 available for fencing in 2017/18 budget Additional fencing in Ash Grove and Newmills/Patterson Place in 2017/18	AG	COMMENCED : <ul style="list-style-type: none"> Ash Grove on site September 2017 Newmills/Patterson Place to follow 	Paterson Place- £32124 Ash Grove - £42686
4		Programme of fencing in open plan developments where possible in 2018-2020	AG	To 2020	No costs

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
5	Work with local authorities to tackle dog fouling through notices, education and signage	Estate Action Plans to include consideration of dog fouling issues and action where appropriate 1.Scope of Estate Action Plan 2. Comments from Tenant Survey 3. Known items from Estate Inspections 4. ASB and Pets 5. Parking 6. Planned Investment 7. AOCB	LM	From 2016 onwards <ul style="list-style-type: none"> • Mill Road • Tullibody NB <u>2017</u> <ul style="list-style-type: none"> • West Fife • Tullibody LSVT • Alloa SE • Alloa <u>2018</u> <ul style="list-style-type: none"> • Clackmannan • Hilfoots • Cambus • Sauchie 	See Estate Action Plans for details
	Update January 2017: Estate Action Meetings have been held for Mill Road Alloa and Tullibody NB. These will be advised to tenants in the first local newsletters to be published at end of March 2017				
	Residents Parking Only signs fitted at the following locations		<ul style="list-style-type: none"> • Baingle Crescent • The Charrier • Preston Crescent • Bridge Terrace • Stirling Street 	£234.00 £48.00 £252.00 £378.00 £48.00 Total £960.00	
	No Dog Fouling signs have been fitted at the following location		<ul style="list-style-type: none"> • Bowhouse Gardens 	£468.00	

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Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
6	Estate Action plans in newsletter	Following Committee visits to Tullibody and Alloa	GW	Q1 2017/18	No Costs
7	We will develop a Hit List of gutters	£41,000 in budget 2017/18 for gutter cleaning List of high risk gutters compiled from estate inspections and tenant reports	Andrew	Q3 2017/18	£22,992.00
8	We will consider ways to help tenants who have gardens that are difficult to manage.	£24,000 in budget 2017/18 for garden improvements to be allocated when HSO identify tenant who is having difficulty managing the garden	Andrew	From April 2017/18 onwards	4 Gardens altered to make easier to manage
9	We will continue to work with partners to give energy advice and information, and tackle condensation related dampness with technical, financial and energy advice	Continued Partnership with HEAT. Number of cases referred for fuel advice in 2016/17 to be compared to 2017/18	Linda	Ongoing	2016/2017 56 referrals for Fuel/Home Energy Advice. April 17 to 31/10/17 we have made 27 referrals
10	The Association will complete the shower investment programme	£420,000 in budget to complete 3 rd year of shower programme	Andrew	Q4 2017/18	£276570 spent in 2017/18

Detailed Implementation Plan					
Item		Action Taken	Action by	Timetable for implementation	Costs Incurred
11	We will publish details of our annual investment plan, and indicate investment proposals for years beyond the current financial year	Annual Investment Plan and shadow investment plan for 2018/19 on website	Andrew	Q1 2017/18	No Costs
12	Shadow investment plan for 2018/19 to be developed	Meeting arranged for 20 June 2017	GW and AG	Q1 2017/18	No Costs

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Satisfaction with rent as good value for money

Main findings of the Survey

1. Satisfaction with rent as good value for money has fallen from 74 % to 70% from 2013 to 2016
2. While Association rents are comparable with RSL rents generally, assessment of value for money is affected by the relatively low level of Council rents in Clackmannanshire

What we will do to address these findings

1. We will continue to keep rent rises to the minimum necessary to secure the effective management and maintenance of our stock and ensure that services – which can be a significant part of the rent charge for tenants living in flats always offer value for money
2. We will continue to invest in our Tenancy Sustainment Team to better support tenants who find rent affordability to be particularly difficult
3. We will develop a register of tenants who are willing to make income and expenditure information available on a confidential basis to provide information to support decisions based on affordability information

October 2016

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
1	Keep rent rises to the minimum necessary to secure the effective management and maintenance	Always compare rent rises with others RSL's and only increase by the minimum necessary	Management Team	April 2017 onwards	No costs
2	Ensure that services – which can be a significant part of the rent charge for tenants living in flats always offer value for money	Landscaping Service Charge cancelled for Mil Road from April 2017 Landscape Maintenance rendered in 2017	Linda Andrew	April 2017 COMPLETED April 2017 COMPLETED	No costs
3	Continue to invest in our Tenancy Sustainment Team	Tenancy Sustainment Team funding secured 2017/18	Graeme	April 2017 onwards	No additional costs
4	Reassessment of Tenancy Sustainment Team objectives and resources following Universal Credit Implementation		Graeme	Q3 2017/18	Part of staffing review
5	Develop a register of tenants who are willing to make income and expenditure information	Together with proposals for a revised and representative panel	Graeme	Replaced with SFHA Affordability Tool	No costs

Satisfaction with management of neighbourhood by Ochil View

Main findings of the Survey

1. Satisfaction with management of the neighbourhood by Ochil View has fallen from 79% to 76 % from 2013 to 2016
2. The main issues of concern to tenants are parking, dog fouling, litter and noise

What we will do to address these findings

1. We will work with partners, including the Police and local authorities to tackle noise nuisance. However we cannot act where there is no breach of the conditions of tenancy.
2. We will ensure, through inspection, that our contractors complete landscape maintenance, and stair and window cleaning as specified and that these services continue to deliver good value for money
3. Where parking spaces are in our ownership, we will fix "Resident's Parking Only" signs
4. We will consider the use of bollards to protect resident's parking spaces from abuse in areas where this can be done and is required.
5. Where areas of grass are used for parking, we will fence these areas where other measures don't solve the problem
6. We have considered the costs of additional parking spaces and at £5000 per space, we don't believe these offer value for money
7. We will erect signs on public open spaces owned by Ochil View to remind dog owners not to allow their pets to foul
8. We will only grant permission to keep a dog to tenants who uphold their conditions of tenancy
9. Building on the success of staff and committee site visits, we will conduct evening visits in 2017. These will be notified in advance so that tenants can arrange to meet us on site
10. Each visit will be followed with a report sent to all tenants of issues noted and addressed
11. Committee and estate visits will spend at least 15 minutes on site at each stop
12. We will provide as much feedback as possible to tenants who report noise or anti-social behaviour – within the limits of data protection legislation

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
1	We will work with partners, including the Police and local authorities to tackle noise nuisance provide as much feedback as possible to tenants who report noise or anti-social behaviour	Continue to attend MATAC	Linda	Ongoing : Attend MATAC if required	No costs
2	We will ensure, through inspection, that our contractors complete landscape maintenance, and stair and window cleaning as specified and that these services continue to deliver good value for money	Retender LSM Contract 2017	Andrew / Ailsa	COMPLETED April 2017	
3	Where parking spaces are in our ownership, we will fix "Resident's Parking Only" signs	Use of parking is standard item in Estate Action Plans	Graeme	From 2016 onwards	See page 7 above
4	We will consider the use of bollards to protect resident's parking spaces from abuse in areas where this can be done and is required.	Additional spaces at Mill Road to be protected by Bollards	Andrew	Completed July 2017	Cost of installing bollards £848.52

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
5	Where areas of grass are used for parking, we will fence these areas erect signs on public open spaces owned by Ochil View to remind dog owners not to allow their pets to foul	Estate Action Plans	Andrew	As above	See Page 7 above
	No Dog Fouling signs have been fitted at the following location			Bowhouse Gardens	See Page 7 above
6	Evening Committee Visits Notified in advance 15 minutes minimum on site Report back to tenants after visit completed	Schedule of visits to be considered by Committee in February 2017	Graeme	<u>April 2017</u> Tullibody NB <u>May 2017</u> Tullibody LSVT <u>June 2017</u> Alloa South/East <u>July 2017</u> Alloa Central <u>August 2017</u> West Fife <u>September 2017</u> Hilfoots 2018 Programme to follow	No Costs
	Update June 2017 Visits completed as programmed. Outcomes notified to tenants in newsletter				

Satisfaction with being kept informed about services and decisions

Main findings of the Survey

1. Satisfaction with being kept informed about services and decisions has fallen from 96% to 85% from 2013 to 2016
2. There is no significant interest or support for the development of social media based services
3. Tenants require local and relevant information

What we will do to address these findings

1. The Association will complete Customer Care Training for all staff who deals directly with the public in 2017, and aim to improve assessment of service across the repairs service and the information service as a result.
2. We will however continue with our existing website although no significant development of functionality will be introduced.
3. We will publish a list of office closures in advance in our newsletters and send text messages 48 hours before each closing. Additional closing days will be added only in exceptional circumstances
4. The Association will publish shorter and more frequent newsletters, with each one including a local information sheet sent only to tenants where appropriate and relevant
5. The newsletter to contain case studies of how we have been able to assist people
6. We will publish an annual Survey Action Plan update in our Winter newsletter
7. We won't extend the use of social media

Detailed Implementation Plan					
Item	Action Taken	Action by	Timetable for implementation	Costs Incurred	
1	Customer Care Training for all staff who deals directly with the public	Tender advertised for Customer care training	Graeme	COMPLETED	See page 4 above
Update June 2017: Improving Customer Experience Training is completed as above					
2	We will publish a list of office closures in advance in our newsletters and send text messages 48 hours before each closing. Additional closing days will be added only in exceptional circumstances	<ul style="list-style-type: none"> Office closures in newsletters Text messages in advance of closing Management Team decision before extra days of closing 	Kate Linda Management Team	From December 2016 onwards	No additional costs
3	The Association will publish shorter and more frequent newsletters, with each one including a local information sheet sent only to tenants where appropriate and relevant The newsletter to contain case studies of how we have been able to assist people	Funds in 2017/18 budget for 4 newsletters <ul style="list-style-type: none"> March June September December 	Kate All Staff	Completed	Cost of September Newsletter £3157. Inc postage Annual £12628
4	We will publish an annual Survey Action Plan update in our Winter newsletter	Update on winter (December) 2017 newsletter	Kate	Q3 2017/18	No costs

Satisfaction with opportunities to participate in decision making

Main findings of the Survey

1. Satisfaction with opportunities to participate in decision making has fallen from 79% to 72% from 2013 to 2016
2. The Association's current tenant consultation measures do not enable us to contact a representative group of tenants in terms of age, area of residence, household status and employment status
3. There is no significant support for the development of social media and e-services

What we will do to address these findings

1. We will develop and maintain a customer panel that is fully representative of the age, household status, area of residence and employment status of tenants
2. The Association will continue to promote participation opportunities in its newsletter, website and these opportunities to include membership of the Customer Panel
3. Where tenant meetings have been scheduled – they will not be cancelled unless exceptional circumstances arise
4. Ochil View will explore the possibility of tenant led focus groups facilitated by tenants

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Detailed Implementation Plan		Action Taken	Action by	Timetable for implementation
1	Develop and maintain a customer panel and tenant led focus groups facilitated by tenants	Replaced with Monthly "Tracker Surveys"		
2	The Association will continue to promote participation opportunities in its newsletter, website and these opportunities to include membership of the Customer Panel	COMPLETED – SEE NEWSLETTERS		

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Satisfaction with the Factoring Service		
Main findings of the Survey		
Satisfaction with the Factoring service has increased from 48% to 50% While below the RSL average, we welcome this improvement and aim to improve further		
What we will do to address these findings		
We believe that many of the measures taken to address service to tenants will increase satisfaction with the factoring service especially in relation to communication, Customer care, improvement in value for money for services and repairs improvement		

October 2017