

# thirteen

## Managing and building homes

### Regulating Consumer Standards 2019- Neighbourhood and Community

#### Introduction

The Homes and Communities Agency (HCA) has set consumer standards which all registered providers (housing associations and housing organisations) must comply with. This is our 'self-assessment' of how we meet these standards.

We are required to present this self-assessment to Board and publish on the website, so all customers can see it.

There are four consumer standards:

- 1. Tenant Involvement and Empowerment.**
- 2. Home.**
- 3. Tenancy.**
- 4. Neighbourhood and Community.**

This report gives details of our customer reality checks against the Neighbourhood and Community Standard. This standard requires that we agree with our tenants how we maintain and improve our neighbourhoods. It sets standards for how we tackle anti-social behaviour effectively and work with partners to deliver the best outcomes for neighbourhoods. Checks were carried out to test this standard by 11 involved customers. It took around 8 weeks to complete with a total of 10 hours of involvement from the customers.

#### Customer Findings

Involved customers mystery shopped this standard in a range of ways to give assurance: (See Neighbourhood and Community Standard Assurance Checklist)

- Checks were carried out on properties with communal areas to ensure that all fire exits were clearly marked, fire assembly points were clearly explained, and all areas were clean and clear of rubbish. All customers were happy that this was the case.
- A total of 25 customers were spoken to in order to gather information on the project 'Operation Cleansweep'. This project was carried out in neighbourhoods that had high levels of reported environmental issues. The majority of customers spoken to were happy with the service provided.
- The customers were satisfied that the Thirteen website gave a lot of information on what help is on offer from Thirteen and partners for the following:
  - customers facing financial difficulty
  - customers need help managing their money
  - customers need help to find a job or training opportunities
  - information on volunteering
  - funding available to local community groups
- Checks were carried out on Thirteens Community Fund gathering information on the number of grants that had been approved and the variety of projects. The Community

Fund is available for community groups, partner agencies and staff to apply for funding towards projects and events which make a positive contribution to the well-being and sustainability of Thirteen neighbourhoods.

- Involved customers job shadowed a Neighbourhood Services Cleaner whilst carrying out their role of cleaning the communal areas in a high-rise block of flats. They were happy to give compliance against the standards.
- A meeting took place with two Neighbourhood Co-ordinators (1 from Middlesbrough and 1 from Stockton) with the involved customers to discuss how their roles ensure they meet appropriate points within the Neighbourhood and Community Standard. The customers discussed the partnership working that the Co-ordinators do and how they deal with Anti-Social Behaviour. Customers were happy with the information given from all officers and it gave assurance against the standard.
- Customer journey maps were carried out by an involved customer and a Customer Engagement Co-ordinator with three customers. Two of these customers were reporting anti-social behaviour and one was the perpetrator of anti-social behaviour. These were detailed conversations with the customer which mapped out the customers full experience confirming how they reported the issues they were having, the contact that they had with Thirteen throughout, how the issue was dealt with and the outcome.
- The customers carried out checks on the information provided on noticeboards in communal areas.
- A meeting was held with involved customers and staff to review the process for ASB. Full discussions took place with customers agreeing that the new process was beneficial to customers. The customers recommended that timescales were added to the process. This was agreed. As a result, customers have agreed that this gives assurance.
- Customers were involved in consultation on the New Operating Model for Neighbourhoods. Feedback included staff to take ownership of customer issues, customers wanting one point of contact and staff to be more visible in the neighbourhoods. This resulted in a new way of working, putting neighbourhoods at the heart of everything we do.

## Recommendations

Whilst carrying out this piece of work some areas for improvement were identified.

- Consistent information to be put on all noticeboards e.g. Neighbourhood Co-ordinator contact details, contact details for Thirteen and walkabout/drop in session dates.

## Conclusion

This report and supporting evidence, shows that through our self-assessment, we have rated the Neighbourhood and Community standard as being met.

**I give assurance that, through the testing by involved customers, the Neighbourhood and Community standard has been met by Thirteen.**

## Customer Stream Lead Approval

Sign..... P. BRACE .....

Print..... P BRACE .....

Date..... 28.1.10..... 1.2019