

# thirteen

## Managing and building homes

### Customer Experience – Sheltered Schemes / Extra Care

#### Introduction

Regulatory Standards set out the regulator's operational approach to assessing social housing registered providers' compliance with the consumer standards. As part of the Customer Engagement Framework, involved customers carry out a variety of checks to provide assurance to the regulators that Thirteen is compliant with the Consumer Standards.

This exercise required the involved customers to survey other customers to ask them to provide feedback on the services they have received. This will help to identify and develop service improvements and help test the impact of new services/schemes.

#### Group

At the start of the Customer Experience on Support Services - Sheltered Schemes / Extra Care the group consisted of 5 active involved customers, three of which agreed to carry out phone calls for the purpose of this exercise.

#### Process

The group met to discuss the process and the decision was made to devise a questionnaire asking the following questions:

1. Do you feel safe in your home?
2. If you answered no to Question 1 can you tell me why?
3. Do you have the opportunity to be involved in activities in your community/scheme?
4. Do you take part in activities in your community/scheme?
5. If you answered no to Question 4, could you tell me why?
6. Do you get a daily call from your scheme co-ordinator?
7. Are you happy with the cleanliness and maintenance of the communal areas in your scheme?
8. Any further comments

The Customer Engagement Co-ordinator agreed to contact the appropriate team for names to contact, prepare the questionnaire and the contact lists then forward them with the prepared script and contact sheet to the involved customers who had agreed to carry out calls. At the request of the Housing Support Services Manager (South) it was agreed that, as the residents of Sheltered Schemes / Extra Care Schemes may be vulnerable, involved customers would make calls between 10am

and 3pm. The staff within the schemes would advise the residents that they may receive a call within this time from an involved customer from Thirteen and that it is ok to answer their questions if they are happy to do so.

All involved customers used Customer Engagement mobiles to make the calls.

The involved customers were given 10 working days to carry out the calls and could call as many times as they want to within this timescale in order to get as many responses as possible.

By the deadline date only thirteen responses to the questionnaires had been completed. An additional 10 days was agreed to carry out further calls and at the end of the additional time we had received 24 responses.

### **Findings**

Of the 24 respondents:

- 23 reported that they feel safe in their home, the one reporting that they did not feel safe felt that way relatively recently due to a change in the back garden area.
- 19 reported that they had the opportunity to be involved in activities in their scheme. Of the five that felt they did not have the opportunity the following reasons were given
  - I have no contact with scheme co-ordinator so don't find out what's happening
  - 99 years old and doesn't leave the flat
  - No activities available
  - Housebound
- 14 confirmed that they have a daily call. Of the 10 that didn't,
  - Three said no as it isn't needed
  - One said they were told they didn't need one
  - Three said they have a weekly call
  - Two have carers in daily, and
  - One isn't sure
- 13 reported that they are happy with the cleanliness and maintenance of the communal areas within their scheme. Of the three that are not happy the main concerns were:
  - The cleanliness of the bin room and chutes
  - The cleaner doesn't have time to do more than vacuum
  - Communal areas not been decorated for years and cleaning not up to scratch and
  - Two people were concerned that **IF** the lifts broke they wouldn't be able to leave the property.
- Comments:
  - There is an issue with the stair lift not reaching the landing
  - No porch at front entrance
  - Lonely, don't see anyone
  - Have to wait too long for repairs

- Some people don't have windows cleaned which make the place look scruffy
- Ongoing problem with blocked gutters
- Place clean but looks a bit shabby, could do with a makeover
- Think serving hatch would make things easier
- Need back entrances to all properties
- Lovely cleaners
- Very happy with everyone she comes into contact with from Thirteen

**Conclusion**

The responses received demonstrated that the majority of residents living in Thirteen Sheltered Schemes / Extra Care Schemes are happy with the services they receive, however, a few issues have been raised that need to be addressed.

**Recommendations**

- Address the issues with the cleaning of communal areas and the bin rooms/chutes.
- Contact the resident who does not feel safe in their home to try to identify a solution.
- Use a variety of ways to promote activities which are being held in the schemes and, where necessary, assist residents to attend.
- Look at the need for investment in the schemes (decorating)
- Address the issue of the stair lift
- Reassure the residents of their safety in the case of the lift breaking down, timescales for repairs and of any alternative arrangements that may be put in place.

**Valerie Scollen, Chair Customer Engagement Framework**

Signed: .....*V. Scollen*.....

Date: .....*30.10.19*.....

**Jennifer Brereton, Customer Engagement Co-ordinator**

Signed: .....*Jenny Brereton*.....

Date: .....*30/10/19*.....

