

Meeting	Customer Committee	
Date of meeting	02/02/2023	
Agenda number and title of report	Consumer Standard report	
Author name and role	Jim Scollen Stream Lead	customer.engagement@thirteengroup.co.uk
What do you want the board/committee to do?	<ul style="list-style-type: none"> - Note (for information) - Consider and approve recommendation 	

1 PURPOSE

- 1.1 The Regulator of Social Housing (RSH) has set consumer standards which all registered providers (housing associations and housing organisations) must comply with. This is our assessment of how Thirteen meets these standards.
- 1.2 We are required to present this assessment to Thirteen Board and publish it on their website so all customers can view it.
- 1.3 There are four consumer standards:
 1. **Tenant Involvement and Empowerment**
 2. **Home**
 3. **Tenancy**
 4. **Neighbourhood and Community**
- 1.4 Within Thirteen's Customer Involvement Framework, a group of customers are dedicated to testing Thirteen's compliance with the Consumer Standards
- 1.5 This report gives details of our customer reality checks against the Neighbourhood and Community Standard.

2 SUMMARY OF THE DECISION

- 2.1 This report and supporting evidence show that through our assessment, we have rated this standard as being met in all areas.

3 ASSESSMENTS OF THE NEIGHBOURHOOD AND COMMUNITY STANDARD.

- 3.1 The customer group consisted of myself as stream lead and 11 customers who met on a regular basis depending on the needs of the group members and the activities to be carried out.
- 3.2 All the checks carried out were to ensure that Thirteen is compliant with the Neighbourhood and Community Standard.

Process

- 3.3 We held our first two meetings to review the standard, agree the scope and plan the project. In these meeting we agreed the methods to be used to establish compliance.

Project Plan

- 3.5 The project plan was made up of 48 checks/tasks to be carried out.

4 CONSULTATION & COMMUNICATION

Group Meetings

- 4.1 Meetings were held either using Microsoft Teams or in a hybrid format with a choice of joining online or in person.
- 4.2 Following the initial two meetings there were four further meetings held for the full group to attend. We met with the Head of Housing Services and three Housing Services Coordinators. At the meeting with Housing Services we were given information on how the Neighbourhood teams work with other areas across the business to ensure that our neighbourhoods are kept clean and safe, the partnership work that they do and all aspects of ASB. We were also informed of the outcomes since the implementation of the new ways of working in neighbourhoods. We were also given the opportunity to ask questions.
- 4.3 We also met with the Manager of the Thirteen Recycling Centre for an informational tour of the Recycling Centre. This enabled the group to see evidence of sustainable practices and partnership working. The manager of the Recycling Centre took us around the building and advised the group of the functions and outcomes of the centre and how it supports Thirteen, Thirteen customers and our communities.
- 4.4 Two involved customers attended two community resilience meetings, one took notes, and these were shared with the group.

4.5 As part of the Customer Involvement Framework, meetings have taken place with managers and involved customers over the last 12 months and have been recorded. We are happy to use these meetings as evidence as no other questions were deemed necessary. These meetings include:

- Performance Monitoring
- Complaints Monitoring
- Recommendations Tracker
- Community Resilience partnership working
- Customer Involvement Open Day
- Customer Annual Report consultation
- Building Safety and Property Compliance
- Community Fund

Journey Mapping

4.7 Four journey maps were created documenting four customer experiences of anti-social behaviour and area care. The experiences of anti-social behaviour highlighted a need for better communication and a more personal supportive service for customers who are victims of ASB. We are aware that there is currently a review of the Thirteen ASB process and service and involved customers have been invited to take part in this review.

Job Shadowing

4.8 Job shadowing was carried out in with the Touchpoint team by myself, as stream Lead, and the Chair of the Customer Involvement Framework. This was to identify if customers are given the correct information and guidance to ensure that neighbourhoods and communities are kept clean and safe. There were several examples of good practice whereby customers were well advised. Some examples included, how to properly dispose of items to avoid fly tipping and sharing information of the pest control service available to customers. Overall, the job shadowing was successful and provided good evidence of partnership working.

Mystery Shopping

4.9 Mystery Shopping was carried out through website checks, social media checks, emails to customer services and checks in the communal area of a complex building:

- Customer services - two mystery shops were completed via two phone calls to Touchpoint to report one incident of ASB and one of Fly tipping. Both were handled with empathy in a timely fashion with the correct advice and support given to the customer.
- Social Media checks – we checked Thirteen’s social media for evidence of the role that Thirteen can play within their neighbourhoods and found clear evidence of this.
- Checks on communal areas – we carried out checks on a complex building in Hull where customers pay service charges. Communal spaces are kept swept and clear, but it was felt that a higher standard should be maintained to improve these areas.
- Website checks - We checked the website for information on anti-social behaviour (ASB). We also checked for the relevant policies on the website such as the ASB and Tenancy Estate Management Policies. There was also evidence found for Neighbourhood management and Local area cooperation.

Document Checks

4.10 The group members agreed that they needed to check a range of documents to support their work. We looked at:

- Anti-Social Behaviour and Hate Crime policy
- Tenancy Estate Management policy
- Tenancy Agreement
- Community Resilience strategy
- Community Fund Application Form
- ESG report
- Thirteen sprinkler leaflet
- Customer annual report
- Tree Management Procedure
- Grounds maintenance specification
- Clean sweep charter
- Resettle leaflet
- Facilities Management Estate Management customer charter
- ‘Your building support services’ leaflet

Other Information

4.11 To support assurance other information was shared to be used as evidence.

This included,

- Local Authority Community Safety Plans – we researched the websites of Middlesbrough, Stockton and Hartlepool Local Authorities and found Community Safety Plans and Safer Partnerships which all listed Thirteen as a partner.
- Thirteen Intranet Channel – demonstrated the Home Safety campaign and evidence of partnership working with Local Authorities to provide cleaner communities.

5 CONCLUSION(S)

5.1 The group members were happy that the information and supporting evidence received demonstrated compliance with the standard. We are therefore happy to give assurance that all elements of the Neighbourhood and Community Standard are being met.

6 RECOMMENDATION(S)

6.1 There were no recommendations to be made following this review.

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