

CORNWALL
HOUSING

Home safety feedback summary

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Hearing a range of voices

In June-July, we undertook a range of resident engagement to ensure we heard the voices and experiences of different tenants. After a review of what residents have recently told us, we identified gaps in our insight and invited tenants who had recently had a home safety check to do a short survey. 191 residents took part in the survey, and from these 12 took part in an online discussion about the results.

The key issues for residents are:

- Communication and better information
- Reliability and timeliness with adequate notice of an appointment
- Respect, professionalism and customer service
- Understanding of residents' disabilities and needs

What difference did it make?












Resident feedback has influenced over 20 customer service standards, which have been included in the tender information or plans for the new contractors as detailed in the table below. Six questions were identified for contractors and five residents have volunteered to get involved in the recruitment.


Summary of resident consultation and co-design outcomes – home safety










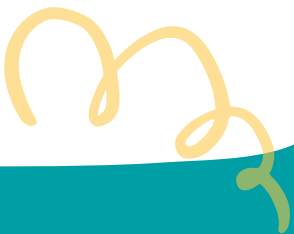
| Source | Level | Feedback | Agreed | Action |
|--|-------|---|--------|---|
| Staff feedback exercise - data from experience of overseeing home safety checks process, complaints and customer calls | 1 | Require flexibility (reasonable adjustments) for the customer in the new contract, including options for evening and Saturday morning if required. | | Included in the project brief in the tender documents is a requirement for contractors to provide early evening (7pm finish) and Saturday morning working. |
| | | Provide access to the contractor to our tenancy files, or better info to the contractor about residents needs. | | Appropriate data provided to contracts via agreed system solution. Discussions required to develop effective solution during engage and mobilisation phases of project. |
| | | Cornwall Housing to provide clear and simple communications with residents at the beginning and during the tenancy about the checks and their obligations. | | Ensure website information about compliance is up-to-date and clear. Revamp of Repairs and Compliance Standard document to be published on website. |
| | | Comprehensive internal comms plan at mobilisation and implementation phases of the new contract—with built in reviews about how we are sharing information about resident communication and disability needs. | | Project comms plan contractor/Cornwall Housing mobilisation and implantation plans. Repairs project webpage with regular updates, plus updates in tenant magazine. |
| | | Consistency of a single provider. | | Tender is for one contractor (a single supplier) for the county with the relevant specialist skills. |





| Source | Level | Feedback | Agreed | Action |
|--|---------|--|---|---|
| Home safety survey and home safety on-line work-shop | 2 and 3 | Communicate what happens in a check and how long it should take, and if residents need to move furniture etc including for mutual exchange checks. |  | Guide to inspections to be created for home safety checks. To be published on website. Link to info on website in appointment letters. |
| | | Run customer feedback survey for all customers via text asking basic questions about ID, timeliness and uniform. |  | Included in project brief in tender document - survey to be created and requirements of sending once works completed. |
| | | Communicate to residents all contractor engineers DBS checked. |  | Included as a requirement in project brief in tender documents. Will also be included in FAQs on website. |
| | | Communicate what issues identified that cannot be fixed immediately and will need to be booked as another visit (i.e. consumer unit upgrade) |  | Target in project brief that any follow on works identified as part of a home safety check will be completed within 28 days. Guide to inspections to be created for home safety checks. To be published on website. Link to info on website in appointment letters. |
| | | Put more in tenant handbook about safety checks and tenant responsibilities. |  | Process to be agreed as part of mobilisation phase of project. Published on website ready for implementation phase. |
| | | Communication to tenants about how to chase/follow up – will that be CHL or direct to contractor? |  | Process to be agreed as part of mobilisation phase of project. Published on website ready for implementation phase. |
| | | Engineer introduce themselves on the door and present ID card, say what they're here for, how long it will take, and ask if anything need to know about residents needs today for communication or about the home. |  | Included in the Repairs and Compliance Standards as part of the tender documentation. Requirements included in the induction package for new contractor and Code of Conduct. This will also be published in the guide to inspections for residents. |
| | | Engineer to say when leave what they done and status/next steps. |  | Target in project brief that any follow on works identified as part of a home safety check will be completed within 28 days. Requirements included in the induction package for new contractor and Code of Conduct. This will also be published in the guide to inspections for residents. |
| | | Communicate if there is a delay to follow on works (i.e. getting national grid in) |  | To be included in Induction Pack and training for contractors. Process to be developed to manage known scenarios with residents. Guidance included in Code of Conduct for contractors. |
| | | Minimum notice standards – by letter email/phone. To include QR code to website. |  | Process to be agreed during mobilisation stage. CHL expectation would be appointments to be sent 15 working days prior, however, needs to be confirmed with contractor. |
| | | Outline times when short notice requests are appropriate and customer service approach expected. |  | Guide to inspections to be created for home safety checks. To be published on website. Link to info on website in appointment letters. |



| Source | Level | Feedback | Agreed | Action |
|---|---------|---|---|--|
| Home safety survey and home safety on-line workshop | 2 and 3 | Service standard "If you find any issues - make safe immediately and you will make an appointment or engage with residents about the further works within 28 days." |  | Target in project brief that any follow on works identified as part of a home safety check will be completed within 28 days. |
| | | DBS checks for all. |  | A requirement in the Code of Conduct and to be covered in induction pack for contractor. |
| | | Comprehensive training to include customer service and disability awareness |  | Included in the Code of Conduct and to be covered in induction pack for contractor. |
| | | Provide KPI performance for other providers at tender stage. |  | Added as a requirements of the project brief in the tender documents if available. |
| | | Branded uniform, PPE shoes and trousers, and shoe covers and masks (for vulnerable residents). |  | Included in the Code of Conduct. To be agreed with CHL during implementation. |
| | | Contractor report on meeting 28 day follow up target - performance to be monitored. |  | Process to be agreed during mobilisation phase of project. If possible included in KPI performance suite. |
| | | Training and information for schedulers and contractor about Cornwall communities and the layout of our estates – access to mapping system? |  | Induction for new contractor. Staff transferring from existing contractor to the new (TUPE) will mean that local knowledge is likely to be retained. |



Questions for contractors

| Has this been used? | Question | Where? |
|---|--|---|
|  | <p>How will you ensure all your engineers are fully aware that you're dealing with people and their homes and treat people equally with respect and challenge the stigma about people in council homes?</p> <p>How will you ensure you can recruit and retain staff in such a local competitive market when other providers have historically been able to offer higher wages?</p> <p>Will you be using sub-contractors and if so how will they be checked and qualified to meet the same standards?</p> <p>What innovative communication systems can you provide that will provide our residents with the best engagement about appointment and the engineers visit? Can they text to say – not just that they're on their way – but how long they'll be?</p> <p>There will be some checks by Cornwall Housing, but how do you ensure the quality of work and customer service of your engineers?</p> | <p>Will ask resident panel to include in questions asked during contractors engagement day/s.</p> |
|  | <p>Cornwall unique on locations, how do you make sure your schedulers and engineers know the lay of the land in Cornwall and can get to appointments on time?</p> | <p>This question will be specifically added to the tender documentation.</p> |

Contact us

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