

Local Offers 2011/12

Progress Report

KENSINGTON AND CHELSEA TENANT MANAGEMENT ORGANISATION



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Kensington & Chelsea TMO

Local Offers: The History

Since April 2010, we have been working within a new regulatory framework set up by the Tenant Services Authority (TSA). This means we have to change how we monitor our services.

The new regulation focuses on landlords working with tenants to ensure they deliver services that produce real improvements. Although the Government has committed to abolishing the TSA and to transferring the regulatory functions to the Homes and Communities Agency, the standards are likely to remain. They are complemented by specific Local Offers which are 'promises' which have been agreed by landlords and tenants.

In September 2010 we produced an Annual Report for Tenants which set out how we met the TSA standards and also proposed Local Offers based on what you told us. A copy of the report is available online at www.kctmo.org.uk or by contacting our Strategy and Engagement team.

This report outlines the Local Offers which were shaped by residents; and it sets out how we'll achieve and measure our success. We also tell you our progress so far in our Action Plan (Appendix 1).

The Offers

Our Local Offers cover a range of services which will help us to deliver services that local people want.

What do we mean by 'Local'?

We mean for the whole of the stock owned by the Council in the borough. They are Local Offers because we are responding to residents' priorities and not what the Government says we must do to meet standards.

What is an 'Offer'?

The TSA said we must make 'offers' and this means we will listen to residents and offer to improve aspects of our services that they are particularly concerned about.

These cover three main areas:

1. Tenant Involvement and Empowerment – covers customer service, involving residents and dealing with complaints
2. Home – how we repair and maintain homes
3. Neighbourhood and Community – covers cleaning and caretaking as well as grounds maintenance and dealing with antisocial behaviour.

How we involved our residents in these offers:

We started this process in 2010 when we talked to residents about the standards and what the local priorities (offers) were. In our Annual Report to Tenants we suggested what these Local Offers could be and invited your views. We also:

- spoke to our resident groups at our Area Review Boards and at the Resident Engagement Panel
- put information in our Link magazine which goes out to all residents
- carried out a door knocking exercise where we visited TMO homes to gather feedback about our services as well as give residents the opportunity to raise any issues that concerned them. We received responses from about 25 per cent of our residents either in person or by post
- held a Residents' Conference where we consulted residents on our service standards and discussed our Local Offer proposals further
- published information on our website.

The Offers

Tenant involvement Local Offer 1

The offer	What we will do	When will we do it
Set up robust mechanisms to report results of consultation work that we ask you to be involved in.	We will include a regular feedback section in the Link magazine.	Every edition of the Link starting in Spring 2011.
	If you come to an event or focus group we will contact you to thank you for your contribution and let you know what will happen/happened as a result.	We will do this for each event from April 2011.
	We will display the outcome of estate inspections on estate notice boards.	We will do this following our review of notice boards in Autumn 2011.

Your neighbourhood and community Local Offer 2

The offer	What we will do	When will we do it
Work with you to resolve antisocial behaviour issues concerning noise, and make sure you are satisfied with the way we handled your complaint.	We will include a section in our Residents' Handbook about respecting neighbours and keeping noise to a minimum.	We will publish our revised Residents' Handbook by June 2011.
	We will send out a satisfaction questionnaire when we have responded to a complaint of antisocial behaviour.	We will do this for each complaint from April 2011.
	We will report results of the satisfaction surveys on a quarterly basis and publish this information in the Link Magazine.	We will publish this information starting with our Autumn 2011 edition of the Link.

Your neighbourhood and community Local Offer 3

The offer	What we will do	When will we do it
We will carry out a review of our notice boards to ensure they are well sited and have up to date information.	We will undertake a survey of notice boards.	We will complete this in the Autumn of 2011.
	We will consult with the Area Review Boards and resident groups on the results of this survey.	We will discuss at meetings in Autumn 2011.
	We will carry out repairs and replacements to notice boards as necessary.	We will start this as soon as we have agreed with residents in Autumn 2011.
	We will ensure that the information on notice boards is up to date and relevant.	We will start to do this immediately. We will carry out spot checks and report on the percentage that fail.

Your neighbourhood and community Local Offer 4

The offer	What we will do	When will we do it
Review the caretaking service and consult with you about how this can better meet your needs.	We will give you information on the roles and responsibilities of caretakers in our Link Magazine.	This will be published in the Spring 2011 edition.
	We will involve the Resident Engagement Panel in planning the way we will carry out this review and the recommendations.	We will do this at the June 2011 Resident Engagement Panel meeting.
	We will publish the results of this review and consult with tenants on the recommendations.	March 2012.

Your home Local Offer 5

The offer	What we will do	When will we do it
We will measure how many repairs we get right first visit, set a standard and report on our performance against this.	We will make sure that our repairs contractors give us this information on a regular basis.	We have already begun to collect this information.
	We will report results in the Link and on our website quarterly.	June 2011.
	We will work to improve the performance of our contractors to achieve our target of 90 per cent.	March 2012.

How will you know we have kept our promises?

We have set up targets that we will measure on a quarterly basis. These will be scrutinised by our Resident Engagement Panel and our Area Review Boards. We will also work towards setting up tenants' panels who will be given training in analysing this information.

Our indicators and targets

The offer	What we will measure	What we want to achieve by March 2012
Set up robust mechanisms to report results of consultation work that we ask you to be involved in.	We will record the number of consultations where we provide feedback to you afterwards.	100 per cent feedback to you on consultations.
Work with you to resolve antisocial behaviour issues including noise, and make sure you are satisfied with the way we handled your complaint.	Number of complaints made about noise nuisance and antisocial behaviour. The number of antisocial behaviour complaints resolved to the satisfaction of residents.	Numbers of complaints. Number of customers who are satisfied.
We will carry out a review of our notice boards to ensure they are well sited and have up to date information.	Number of notice boards that have been checked. Number of notice boards pass the spot checks for up to date and relevant information.	100 per cent have been checked. 100 per cent are up to date.
Review the caretaking service and consult with you about how this can better meet your needs.	We will measure our progress with our review. We will let you know how we consulted on this review.	Review to be completed by March 2012 including an action plan detailing what we plan to do to improve services. Number of consultation opportunities.
We will measure how many repairs we get right first visit, set a standard and report on our performance.	The number of jobs planned for one day completed without interruption. This means no delay while further parts are ordered and that the operative has the appropriate skills.	90 per cent of jobs completed right first time.

How to get involved

If you would like to talk to us about these offers, what they mean for you, or want to be involved in setting up a panel to check that we are doing what we have proposed please contact our Resident Engagement team on 0800 137 111 or residentsfirst@kctmo.org.uk.

Appendix 1 Action Point Plan Progress

What we need to do	How we will do it	When we will do it	What will we do better	How we have done
1.The Council will monitor the TMO.	A report will be published on the website.	April 2011	Provide clear information on how the TMO is performing on the local standards.	<i>This will be published in April 2011. This will be reported to the Cabinet Member for Housing and Property and the Housing and Property Scrutiny Committee.</i>
2. We will contact customers in the way that they prefer.	We will collect information when we contact you to ask you how we should contact you in future.	Door knocking in September/October 2010 and tenancy checks in the next few years.	We will send out information according to your preference.	<i>We are collecting information including mobile numbers and email addresses and using this to contact you. We did this to tell you about our Residents' Conference in February 2011.</i>
3. Put up to date and relevant information on our website.	We will put more up to date information on our website.	We have already started to do this and will continue to update the information.	We will make information easier for you to access and keep you better informed about our services.	<i>You will see that our website is now more informative and carries a news feed on the front page with our latest articles. We have a new Communications Manager who will be building on this over the year.</i>

<p>4. Review our service standards and ensure that we monitor and feedback on all the standards.</p>	<p>Consult with tenant panel discussions, officers, contractor meetings and with the Resident Engagement Panel.</p> <p>We will carry out benchmarking with other organisations.</p>	<p>April 2011</p>	<p>We will be clear about what we have agreed we can deliver and tenants will be able to monitor our performance and measure against other organisations.</p>	<p><i>We have discussed our service standards with resident groups and at our Residents' Conference in February 2011. We will publish the results of the consultation in the Link Spring 2011 edition; and the new standards will be published in the revised Residents' Handbooks and on our website in June 2011.</i></p>
<p>5. Report satisfaction with complaints process and changes we made to the process as a result of the consultation.</p>	<p>We will send out complaint satisfaction surveys when we close your complaint.</p>	<p>August 2010</p>	<p>Our complaints service will be easier for you to understand and use.</p>	<p><i>We are still consulting on our new complaints policy and we will publish the results later this year. We are also introducing new software to monitor complaints and to send out satisfaction surveys to ensure our service is meeting the needs of our residents.</i></p>
	<p>We will circulate our draft policy to residents involved in the consultation.</p>	<p>September 2010</p>	<p>We will be able to make sure services meet the needs of our residents.</p>	
<p>6. Collect information so that we can best meet the needs of our tenants.</p>	<p>A door knocking survey exercise and tenancy checks.</p>	<p>Door knocking was due to end October 2010.</p>	<p>We will be able to target specific groups when we</p>	<p><i>We will update the information we have in our Annual Report. The door knocking exercise took longer than we thought and ended early 2011. We will</i></p>
		<p>Carry out 25 per cent of tenancy checks by</p>		

<p>7. Measure how often we can get things fixed at the first visit.</p>	<p>We will ensure our contractors give us this information and we will report progress to the Council Board, Operation Committee, Area Review Boards, Link magazine and on our website.</p>	<p>2014 and thereafter rolling 10 per cent. We were due to start reporting this information by October 2010.</p>	<p>make changes to our policies such as older people. We will be able to monitor how well we do and ensure that our repair contractors do the best job possible.</p>	<p><i>publish the results of this survey by June 2011.</i> <i>We started to collect this information last year and it will appear quarterly in the Link and on our website.</i></p>
<p>8. Let residents know when we are doing estate inspections and what we do as a result.</p>	<p>We will post notices of inspections on notice boards.</p>	<p>We began this in October 2010.</p>	<p>We will have better inspections that residents are able to attend.</p>	<p><i>Inspections are being advertised in communal lobbies. Residents' Associations reps are also contacted to invite them to inspections. Feedback is given at the next inspection.</i></p>
<p>9. Collect and report on satisfaction with how we deal with antisocial behaviour.</p>	<p>When we close your complaint about antisocial behaviour we will send you a survey for you to tell us how you rate our service.</p>	<p>We started sending out surveys in November 2010.</p>	<p>We will know if we have got our processes right and be able to change them if necessary.</p>	<p><i>We are carrying out surveys every three months. Results are reported to Operational Committees and Area Review Boards. We are introducing new software which will automatically generate surveys for each case when closed.</i></p>