

EastendHomes

Access To Services Strategy



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EastendHomes Vision

“To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents”

EastendHomes Mission

“To provide a local housing service which is efficient, gives value for money and meet the needs, priorities and aspirations of all residents.”

EastendHomes Core Organisational Values

The core values which support, inform and guide our work at all levels in the organisation are as follows:

- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff.
- We will always strive to provide the best possible service.
- We welcome and support diversity and we are committed to equality.
- We want to improve and succeed in all aspects of our work.

Aims of Service Access Strategy

Our aim is to deliver excellent services to our residents and to use their feedback and opinions to continually improve and shape the services we offer.

To provide excellent public services by ensuring excellent customer access ([hyperlink corporate plan, page 7, 4.6](#)), we aim to ensure that we provide the following:

- **Responsive to the diverse needs of customers:** allowing residents to access the service in a way which is convenient to them including tailoring service delivery (Choice)
- **Accessibility:** providing local services in locations, times and ways that meet the needs of our individual customers
- **Consistent over time and between individuals:** making use of information technology and staff training to ensure that the same level of service and information is available wherever the service is accessed.
- **Value for Money:** Quality, cost effective services that our residents want.
- **Right First Time**

- **Improvement:** Embedding self assessment, based on customer experience, in our performance monitoring to shape service delivery arrangements

EastendHomes wants to provide quality services which meet the needs of its diverse customers and will routinely seek resident feedback on the provision of its services to review service access arrangements. This strategy sets out the key ways in which we will deliver services to residents and more importantly, some of the key performance measures and mechanisms we will use to allow residents to influence future service provision and improvement.

The “Access to Services Strategy” supports and compliments a number of other policies and strategies including our resident profiling strategy, our vulnerability strategy, our customer care policy, and our diversity commitments.

2. Background - What we currently do

Local Service Arrangements

EastendHomes mission statement includes the provision of locally based housing services and this was a key commitment outlined in the offer document to residents. EastendHomes now provides a range of services from four locally based housing centres. The following services are provided routinely from each housing centre area.

- Repairs reporting
- Reporting and dealing with anti-social behaviour
- Estate Environment Issues
- Lettings enquiries and bid assistance
- Estate Cleaning Enquiries

Housing Centres Opening hours

Mile End Housing Centre Monday to Friday: Counter Service 09:00 -12:00 and 14:00 -16:30 Telephone Service 09:00 - 17:00

Holland Estate Housing Centre Monday to Friday : Counter Service 09:30- 12:00 and 14:00-16:30 Telephone Service 09:00-17:00

St Georges/ Glamis Housing Centres Monday to Friday: Counter Service: 09:00-12:00 and 14:00-16.30 Telephone Service 09:00-17:00

Island Gardens Housing Centre Monday to Friday: Counter Service 09:30 -16.30 Telephone Service 09.30-17.00

Opening hours were set locally by agreement at the time of transfer for each housing centre area but will be subject to annual review by the Service Review Board with collated customer feedback on opening hours and service provision per housing centre area. Consideration will also be given to preferred options for service access per housing centre area as identified in the Status survey. The exit consultation for reception areas will include options for early morning, evening and Saturday opening.

The following services are provided on a surgery appointment basis from each local housing centre.

- Rents
- Lettings
- Right to Buy
- Service Charge enquiries

Surgery appointments will be offered in the housing centre on at least a monthly cycle to be advertised.

The opening hours for all housing centres are clearly displayed externally at all housing centre locations and are detailed on EastendHomes website.

We aim to ensure that all our permanent housing centres are fully accessible to everyone and provide:

- An agreed minimum range of up to date information leaflets, available in different formats and languages and additional locally relevant leaflets and information
- Service standard leaflets produced will achieve crystal mark recognition for plain English and are reviewed by the service user group and Service Review Board.
- Suggestion boxes for customer feedback
- Screened private interview room
- Open interview rooms
- Accessible toilets
- Signage in Braille
- Contrasting door furniture and wall surface
- Non –reflective floor covering with leading edge detail
- Ramp access
- Contact-a-phone reception facilities
- Easy access to language line

- An induction loop for customers who have hearing difficulties on reception and in each interview room

Where a service is being provided from a temporary location, EastendHomes will aim to meet as many of the above as possible and will incorporate these features into any accommodation development proposals.

The reception officer will take ownership of the customer enquiry and attempt to deal with it fully and to the customer's satisfaction.

When dealing with a customer enquiry, we aim to

- Whenever possible, deal fully with the enquiry at the first point of contact
- Will follow up messages on the same working day or provide an update on position.
- Arrange a mutually convenient appointment where a customer enquiry needs to be dealt with by another member of staff who is not immediately available
- Ensure that customers are seen on time when they have an appointment
- Wear name badges

Estate Notice Boards

EeH will erect at least one notice board per estate area and ensure that a core range of up to date information material is routinely displayed.

Telephone Queries

Local housing centres and centralised teams provide a telephone call answering service between 9 am to 5 pm Monday to Friday. An answerphone with emergency reporting arrangements is activated outside of these hours. Emergencies are reported to the LBTH call centre (0800 376 1637) who issue repairs based on EEH's repairs policies and priorities and contact the EEH duty officer whenever clarification is needed. Services from the call centre are

provided via a service level agreement and regular performance monitoring is carried out by EEHs Technical Services Manager.

Additionally, ASB can be reported twenty four hours a day via the free phone partnership arrangement.

The Customer Care handbook confirms that EastendHomes staff will pick up the phone promptly within three to four rings. Eastendhomes telephone system does not currently produce call handling performance information.

Call handling and response times will be included in EastendHomes mystery shopping exercise with performance information being reviewed at least once annually by the Service Review Board.

Correspondence

All written correspondence from a resident or requiring a reply will be date stamped and logged in the correspondence register. In line with the customer care standards, the target for routine reply will be monitored as five working days. Where the routine target cannot be met, for example, because further information is being sought, an acknowledgement will be sent at five days and a target of a further ten working days set.

E-mails will be dealt with in line with this procedure.

Performance will be reviewed and improvement strategies identified by the Service Review Board on an annual basis and will be analysed by housing centre and service teams.

Home Visits

Where appropriate, we will provide a service to our customers by visiting them in their own home. Home visits may be undertaken for a number of reasons

- To assess the need for repairs to a property or to check the quality of work undertaken

- To discuss rent arrears
- To respond to reports of anti-social behaviour
- To assess the need for disability adaptations
- To meet any special needs that residents may have

When arranging a home visit we will:

- Check our potentially violent register to assess if any special conditions apply
- Check our service access flag to determine whether any special requirements apply
- Arrange a mutually convenient time
- Wear an identity badge
- Leave a card advising that we have called giving contact details where no access is obtained.
- Hold a portable induction loop for people with hearing difficulties per housing centre area and take on relevant visits

Where an appointment cannot be arranged during normal working hours, we will arrange a scheduled early morning/ early evening appointment with five working days notice.

Newsletters

EeH's will produce quarterly Corporate and local Newsletters to ensure residents are kept up informed of both local and EeH's wide issues.

Website

Our website www.eastendhomes.net is currently being updated. Present facilities include office details, rent payment options and a link to contact us on any matter.

Where contact is made via the website, enquiries will be logged in the correspondence register and will be answered in line with the correspondence procedure, routine target five days or five day acknowledgement with fifteen day target.

Future options for service accessibility via the internet being explored with residents includes

- View key documents relating to EEH policies and procedures
- Service Standard information
- Request a non urgent repair
- Download application forms including the complaints form
- Make enquiries about any EEH service
- Make payments on-line
- Information on Language Line

Complaints

EastendHomes has a well established, effective, well- publicised procedure for dealing with compliments and complaints and embeds learning outcomes in its service delivery arrangements. When things go wrong, we will deal with complaints and claims for compensation quickly, fairly and consistently.

We will ensure that our complaints system :

- Is easily accessible and understandable
- Is confidential
- Ensures that investigations are thorough, fair and carried out within set timescales
- Provides effective response and appropriate redress.
- Involves an escalated review of the reason for the complaint and outcomes
- Informs senior management and the Board of complaints which are being progressed through the system at every stage and engages them in reviewing progressed cases.

People can complain by:

- Filling in the complaints form
- Getting help from a staff member to fill in a complaint form either over the phone or in person and then signing it

The complaints process is regularly reviewed and learning outcomes are a standard agenda item at local housing centre, Housing Management team and Senior Management team meetings.

Additionally, complaints response within target is a key performance indicator which is reported quarterly to the EastendHomes board. Additionally, performance information will be analysed on a housing centre/ service team and thematic basis on at least an annual basis by the Service Review Board to inform service improvement strategies. Complaints management will include equalities monitoring.

In addition to monitoring the numbers of complaints and timeliness of their response EeH also monitors resident satisfaction with the manner in which the complaint has been dealt with and the outcome.

Compliments

EastendHomes is equally interested in doing more of what it does well and in adopting positive customer experiences to shape service delivery across all relevant service delivery areas.

EastendHomes has adopted a staff recognition scheme to identify excellence in service delivery, particularly through staff who have gone beyond the remit of their role to deliver excellence in service provision. Staff can be nominated for the award by their line manager, a colleague or a member of the public. Awards will be determined by the Service Review Board quarterly. All housing centre staff awards will be reported in the local newsletter and awards to central team staff reported in the EastendHomes wide newsletter.

Additionally, all “thank you” letters, cards and letters of support or appreciation will be displayed on the News and Views board in the Board Room at the main Office.

Awards and compliments received, like complaints, will be a routine agenda item at local, HMT and SMT meetings.

Resident Involvement

EastendHomes is fully committed to involving tenants, residents and other customers in testing the way services are accessed and delivered and in the review and development of all services that we offer. We aim to give real opportunities to tenants and residents to become involved in the decision making process of the organisation and to influence and shape the way we provide services. We will seek to engage with tenants and residents in ways they feel comfortable with and aim to increase the number of tenants and residents whose views influence service provision.

EastendHomes is committed to providing services which meet the needs of the diverse community it serves.

EastendHomes is a resident led organisation with resident involvement at its core. To ensure that there is equal and accessible services for all its residents, EastendHomes will profile estate areas and monitor service access within these areas across the different equalities categories. This will include board membership at all levels, questionnaire analysis and specific consultation events.

Additionally, access to specific services will be monitored including complaints management. The equalities impact of all service delivery decisions will be routinely considered by Board members as part of the reporting process. As part of the continuous improvement cycle, EastendHomes will actively monitor any section of the community who are not accessing services or are disproportionately represented or under-represented in any service area to identify barriers or challenges to service access and identify strategies to engage with under-represented groups. Communication with “hard to reach” and vulnerable residents will form a regular feature of resident involvement assessment.

The Service Review Board will monitor Board member profiles on an annual basis and service access issues routinely.

EastendHomes will undertake an annual assessment to measure the impact of its resident involvement strategy.

SERVICE ACCESS- What we have learned

EastendHomes regularly undertakes service satisfaction questionnaires to engage customer feedback on a range of service delivery areas. These include an annual cross service questionnaire per area. The results of this will be reviewed regarding local performance at local area boards, regarding overall organisational performance and area based performance at the Service Review board. Service specific trends will be incorporated into Service Improvement Action plans. Local area performance information will be included in the relevant local newsletter.

Additionally a repairs questionnaire, anti-social behaviour questionnaires and letting questionnaire is issued routinely. Feedback on resident satisfaction in these areas will be routinely incorporated into Service Improvement action plans.

With reference to service access generally, resident feedback has been captured in the Status survey undertaken in March 2007

Specifically, the Status analysis found that:

Contact with Landlord

Tenant Satisfaction Survey Standard Analysis
Contact with Landlord

Q20.Contact with landlord in last 12 months			
Yes	No	Can't remember	Responses
81.2%	14.5%	4.3%	809

If tenant has been in contact in the last 12 months:

Q21.How did you last contact your landlord?						
Phoned	Visited Office	Wrote	Other	Can't remember	Email	Responses
50.5%	46.7%	.7%	.5%	.3%	1.2%	580

- 81% had contact in last 12 months
- 51% phoned
- 47% visited the office

Local office visits are as important as telephone contact for our residents and the quality of customer experience in both of these areas need to feature in service improvement plans for customer access. Half of our customers accessed our services by direct visit to the local office which confirms the importance of our provision of locally based services as promised in our transfer commitments.

Quality of Contact Indicators

Q23. Getting hold of the right person				
Easy	Difficult	Neither	Can't remember	Responses
64.0%	19.5%	11.2%	5.2%	650

Q24. Were staff contacted helpful?				
Helpful	Unhelpful	Neither	Can't remember	Responses
76.5%	11.4%	10.5%	1.5%	648

Q25. Could staff deal with the problem?				
Able to deal with your problem	Unable to deal with your problem	Neither	Can't remember	Responses
69.5%	20.3%	7.7%	2.5%	646

Q26. Satisfaction with the final outcome				
Satisfied	dissatisfied	Neither	Can't remember	Responses
58.1%	27.7%	12.1%	2.0%	642

- 64% found getting right person easy
- 77% found staff helpful
- 70% found staff able to deal with problem
- 58% satisfied with final outcome
- 28% dissatisfied with final outcome

Whilst 77% of residents found staff to be helpful on the last time they had made contact, which compares favourably to the level of satisfaction overall, EastendHomes is committed to delivering positive customer experiences and has introduced a programme of mandatory customer care training for all staff and is introducing resident-led mystery shopping to provide feedback on the quality of customer access arrangements. Quality of contact was considered better for older residents (94% of older couples found staff helpful) and a detailed status response plan will explore reasons for variations in customer experience.

Q22.What did you last have contact about?

Repairs	Rent/ Housing Benefit	Transfer/ Exchange	Neighbours	Other	Can't remember	Responses
70.7%	8.7%	2.2%	3.8%	13.9%	.7%	583

This result demonstrates that repairs are the key reason our residents contact us and satisfaction with the repairs service is a key improvement priority for the organisation.

What we Do Now?

What EEH does

Choice- allowing residents to access the service in a way which is convenient to them including tailoring service delivery

- Provides four local estate based offices which provide access to all EEH services either directly or on a surgery basis
- Provides a twenty four hour emergency reporting line
- Resident profiling to inform tailored service provision Web-site and e-mail contact arrangements to organisation
- 24 hour ASB reporting through partnership arrangements
- Choice based lettings with full range of bidding options

Accessibility- providing local services in locations, times and ways that meet the needs of our individual customers

- Provides a range of access channels to suit individual needs and preferences ([tailoring / Profiling hyperlink](#))
- Some accessible premises with range of facilities
- Information available in range of languages
- Has induction loop in all offices to assist the hard of hearing
- Provides easy access to language line
- Ensures that all correspondence is in plain language
- Includes a language / communication needs panel on all service standard leaflets
- Considers performance indicators by reference to equality targets for all key service areas
- Equality and Diversity Strategy demonstrates EEHs commitment to ensuring that equality and diversity is at the heart of everything we do.

Consistency- making use of information technology and staff training to ensure that the same level of service and information is available wherever the service is accessed.

- Core training package identified for each post including customer care and diversity as compulsory
- Integrated housing management IT system which incorporates service tailoring and vulnerability information
- Fully established range of policies and procedures, prepared and reviewed with resident involvement

- Estate profile review to determine specific service access arrangements which should apply locally

Value For Money Quality, cost effective services that our residents want

- Current service provision arrangements resulting from pre-transfer consultation and offer document
- Governance – ensuring that residents are aware of the governance structure in EeH and how they can participate in and influence the decision making process ([hyperlink resident involvement leaflet](#)).
- Financial Stewardship – ensuring residents are involved in budget setting and monitoring.
- Performance Management – residents are involved in setting and monitoring performance targets.
- Procurement – residents are involved in contractor selection with cost and quality considerations.
- Customer Focus – a resident service review board considers performance across the organisation with local resident boards agreeing service provision locally.

Right First Time –

Ensures procedures are updated in line with policy amendments.

Has competent, well trained staff who take ownership of problems and work to offer a solution.

Provides a range of up to date information leaflets to advise customers of the services that EeH provides.

Provides an effective complaints and compensation service that aims to remedy problems at the earliest opportunity if things go wrong and learn from mistakes and success.

Actively seeks feedback from its customers to measure effectiveness and improve services.

Has an integrated IT system that identifies vulnerable customers and potentially violent people.

Provides incentives to external General Build contractors to complete in dwelling responsive repairs on the first and only visit.

Access Action Plan 2008-2012

Improvement – Embedding self assessment, based on customer experience, in our performance monitoring to shape service delivery arrangements.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Accessibility	Assess satisfaction levels with all reception area facilities by means of service specific exit survey including opening hours	5% increase on all quality of contact indicators by March 2009 (status 2007)	Improved access arrangements by reference to specific locally based customer feedback	Director of Housing	Service access arrangements to be referred to service review board at least annually to consider viability of service enhancements	March 31 st 2009	Draft Exit survey compiled- to be reviewed by service review board on 6/3/08
Choice and Accessibility	Assess satisfaction levels with / demand for specialist surgery arrangements at housing centres	March 2009	Establish value for money of existing arrangements	Policy Manager	Within current service provision arrangements	March 2009	Survey to be drafted to be used across specialist service areas
Value For Money	Include overall satisfaction with landlord as question in annual surveys	69%	Increased resident satisfaction	Director of Housing	Within existing resources	March 31 st 2009	Questionnaires being standardised for 2007/8 issue
Choice	Include satisfaction with choice of ways to access service in annual survey and future status surveys	75% satisfaction as a baseline for improvement	Establish key measure of satisfaction with access arrangements	Director of Housing	Within existing resources	March 2009	

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Choice , Consistency and Accessibility	Implement phase 1 upgraded website arrangements	Increased accessibility to information through IT	Improved information to residents	Chief Executive	Resources allocated	March 2008	Range of web pages and functionality drafted
Choice, Accessibility and Consistency	Consider implementation of additional functionality ArcHouse/ Internet	Increase services available to customers over the internet	Improved functionality to residents- access rents, service charge and repairs on-line	Chief Executive	Resources to scope project requirements and make recommendations allocated	March 2009	
Accessibility, Choice	Complete resident profiling exercise and implement service tailoring arrangements	100% by March 2010, 70% by March 2009	Tailored service provision and support for vulnerable individuals	Director of Housing	£50,000 for project	March 31 st 2010	Strategy agreed with residents. Profiling exercise rolled out to all customers, embedded in procedures for new customers including tenants and leaseholders
Accessibility and Choice	Review functionality of existing IT system to allow profiling information to be analysed by reference to different equalities and customer groups	July 2008	Ensure IT system supports resident profiling strategy	Director of Housing	£2000	July 2008	Range of organisations using same IT package and undertaking profiling contacted to establish practice. IT consultant advice on application of current information to own current IT system

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Consistency, Value for Money	Review current IT report writing tools	July 2008	Ensure IT system supports full range of business processes	Director of Finance	£40000	July 2008	Initial meetings to scope full range of reporting requirements
Consistency, Value For Money, Right First Time	Complete first mystery shopping exercise involving resident inspectors- Joint procurement with other RSLs	Establish baseline performance information on customer care and establish improvements needed	Consistent customer care standards	Director of Housing	£3000	August 2008	Reports to SRB board Jan08. Joint meeting with consultants Feb 08
Accessibility, Choice	Complete translation / communication needs mapping and training for all customer facing staff to empower service delivery arrangements	Policy/Procedure to SRB 6/03/08	Ensure individual communication needs can be routinely met	Director of Housing	Budget for translations	April 2008	
Accessibility, Right first Time	Introduce assessment of all properties in line with Accessible housing register	Increase opportunities for disabled people to make accurate choices	Better suitability of allocations/ use of aids within stock	Letting Manager	Contract surveyor in post	March 2010	

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Accessibility, Right First Time	Introduce mobile electronic working to deliver London-wide accessible housing register information	Improve information held reduce time spent in processing information, promoting equalities	Better suitability of allocations	Lettings Manager	£2500	July 08	
Right First Time, Consistency, Value for Money	Upgrade telephone system to allow site specific performance management	Allow precise monitoring of call handling	Ability to target resources to achieve consistent performance	Facilities Manager	£10000	March 31 st 2010	
Accessibility, Right First Time	To collate vulnerability information resulting from profiling exercise and update Orchard flags	100% of completed profiles input	Ability to tailor service provision	Policy Manager	Within existing resources	June 2008	Training 15/2/08
Accessibility	To introduce "Safe and Well" landlord contact arrangements	Embed customer contact monitoring for identified vulnerable individuals	Improved access to services for vulnerable people	Policy Manager	£3000	June 2008	SRB 6/3/08

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Accessibility, Choice	Have information available “off the shelf” in identified appropriate community languages and arrangements to translate others	Agreed documents available in defined languages	Details of translation arrangements agreed by residents	Principal Policy and Programmes Officer	Translations budget as above	June 2008	
Accessibility, Right First Time	Produce a register of staff language skills and make effective use of those skills to make access easier for customers whose first language is not English	Comprehensive knowledge of language skills within organisation	To utilise existing resources to improve customer experience	Principal Policy and Programmes Officer	Within existing resources	April 2008	
Accessibility, Right First Time, consistency	Carry out regular audits of service access buildings to ensure adequate signage and compliance or actions possible to comply with the requirements of Disability discrimination	100% of audits completed 100% satisfaction with physical standards of housing centre facilities	Equal access to service for everyone	Director of Regeneration	Within existing resources	March 2009	

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Right First Time, Consistency, Value For Money, Accessibility	Carry out service specific information feedback exercises on a range of services and routinely feedback to SRB to review standards	%repairs satisfaction % lettings satisfaction % ASB satisfaction % Complaints satisfaction % Gas Servicing satisfaction % Aids and adaptations satisfaction	Ensure everyone has equal opportunity in terms of consultation, involvement and engagement	Director of Housing	Within existing resources	April 2008	Gas servicing
Right First Time, Consistency	Introduce graded cleaning monitoring system, approved by residents, with trained residents as inspectors	Three trained resident inspectors. Regular board reports on performance	Increase resident involvement in standards. Transparent monitoring and performance	Area Housing Services Manager	Within existing resources	April 2008	Scheme introduced February 2008
Right first time, consistency, Value for money	Review arrangements for complaint / compliment monitoring	Achieve target of respond in time targets 50% satisfied with outcome 90% satisfied with handling. Regular review of reasons for complaints updating practice	Improved performance in complaint handling and improved learning from complaints process	Chief Executive	Within existing resources	March 2009	Improvement plan March 2008- current outcome targets skewed by specific serial complainants

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Right first time, consistency, value for money	Review customer care standards with residents and staff to update and amend to reflect changing resident aspirations	Revised agreed standards. Defined response and quality targets	Customer focussed service delivery.	Chief Executive	Within existing resources	March 2009	Customer care training delivered 07/08
Consistency, Right First Time, Value for Money	Review service standard information	Resident shaping of service delivery standards	Openly available standards of service against which residents can judge performance	Director of Housing	Within existing resources	June 2008	Range of service standards already agreed by SRB/ local boards/ service user group
Consistency, Value for Money, Right first time	Introduce specialist ASB software to track case progression but also to enable equalities monitoring of victim / perpetrator profiles	Profile of victims and perpetrators for equalities monitoring and service planning	Better targeting of resources	Performance Manager	£7,500	May 2008	Joint procurement of ASB software, implementation in progress

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Choice	Use of text messaging as part of customer contact arrangements	Increase methods of accessing services	Allow rent payments by texts. Feasibility of use of texts in arrears management	Director of Housing	£500	June 2008 Allpay June 2008	Discussions with Allpay
Choice	Review success of "text messaging" arrangements at Island Gardens with SRB to consider implementation at other sites	Increase methods of accessing services	Allow all enquiries to be initiated via text	Island Gardens Neighbourhood	Within existing resources	April 2008	Piloted in Neighbourhood Office.
Right First Time, Accessibility	Review of customer satisfaction with ECO arrangements via targeted follow – up questionnaire	100% satisfied with handling 95% satisfied with repair	Existing service arrangements tested to inform service improvement	Technical Services Manager	Within existing Resources	Tie into review of SLA	
Right First Time, Accessibility	Mystery shopping of ASB reporting line	100% compliance with existing service standards	Establish baseline performance is being met to review and upgrade arrangements	Director of Housing	Within Existing resources	March 09	Being incorporated in mystery shopping arrangements

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target date	Progress to Date
Choice, Accessibility	Introduce free internet access for residents at all permanent housing centres	At least one terminal per housing centre	Improved services to residents including bidding	Director Of Finance	£4000	March 09	Budget Allocated
Right First Time, Accessibility, Consistency	Audit Support Agencies available in borough and funding arrangements	Up to Date information in place	Appropriate support identified for vulnerable residents	Director of Housing	Within existing resources	March 08	Needs to be included as issue which will need updating annually to update the appendices to the "vulnerability" and "safe and well" strategy.

Expected Outcomes

- Improved service access for customers
- Improved customer feedback on satisfaction with services
- More responsive, efficient and cost effective service for customers
- Enable more vulnerable people to live independently in their own homes
- Ensure ease of access to services for vulnerable and hard to reach groups
- Equal access to services for everyone
- Enable EEH to know who our customers are and tailor services accordingly.
- Ensure everyone has equal opportunity in terms of consultation, involvement and engagement
- Everyone treated equally when delivering services
- Ensure customer feedback informs service improvements.
- Improve service delivery to everyone
- Reduce complaints and dissatisfaction

Equality and Diversity

EEH will ensure that in delivering services, we are inclusive and representative. We want all tenants and residents to be involved regardless of age, ability and background.

We aim to be effective in encouraging wider involvement and to achieve this, we will research the needs of our communities so that we can tailor our services to meet their diverse needs.

We will ensure that information is available in a variety of formats, including the main community language , on audio cassette/ CD, braille and large print and via the website.

- EastendHomes is committed to delivering high standards of housing and related services and in meeting the diverse needs of all sections of the community. We will always:
- Treat people fairly regardless of ethnicity in all aspects of service delivery and access.
- Offer equal access to EeH services to all regardless of gender, sexual orientation, marital status, race, colour, ethnic origin, nationality, religious belief, age, disability or any other reason.
- Set and monitor equality targets and performance indicators for key service areas.
- Provide services that are sensitive to the diverse needs of individuals, groups and local communities.
- Work towards ensuring that our workforce is representative of the communities we serve
- Ensure that customers, stakeholders and service users have suitable access to our customer access points, ensuring that all legislative requirements are met.
- Provide access to information in accordance with the Data Protection Act 1998.
- Require EeH contractors and consultants to deliver services fairly and in a manner consistent with our Equality and Diversity Strategy.

Monitoring and Review

Each task for improvement in the Action Plan has performance indicators and targets which will be reviewed so that the level of improvement can be measured once the task has been achieved

EeH Continuous Improvement Strategy is designed to ensure we achieve our objectives, enable us to prioritise our resources, ensure value for money, motivate our employees and provide satisfaction for our customers. The Service Review Board will maintain a monitoring role for the implementation of all action plans.

The Annual satisfaction questionnaire and the three yearly Status survey will monitor how satisfied tenants are with the services they receive against the targets set. Tenant led inspections across a range of service areas will ensure services are scrutinised and resident feedback incorporated into evolving services.

The results we get from monitoring service delivery will be used to help us make future decisions to meet what customers expect and want at the right cost when accessing our services.