

Meeting: Integrated Housing Board

Date: 11 October 2010

Report Title: Homes for Haringey Door Knocking Exercise

Report of: Homes for Haringey

1. Purpose

1.1 To inform the IHB of the outcomes of the 2008/9 door knocking project undertaken by Homes for Haringey.

2. Summary

2.1 As part of the National Customer Service Week (October 2008), Homes for Haringey launched an initiative to knock on the door of every council tenant and leaseholder to gather their feedback on our performance and ask for their preferences on a number of matters. The number of properties visited as part of the Door Knocking Campaign totalled **20,516** – these include only occupied properties and exclude long or short term leased properties.

3. Legal/Financial Implications

3.1 None identified

4. Recommendations

4.1 That the IHB receive and note the outcomes from the door knocking project

For more information contact:

Name: Arshi Zaman
Title: Manager, Projects Team
Tel: 020 8489 3392
Email address: arshi.zaman@homesforharingey.org

5. Background

5.1 The Door Knocking project ran during the period October 2008 to July 09. Analysis has been carried out on all aspects of the campaign.

5.2 A total of **4690** *usable* surveys were completed – 2904 were completed face-to-face and 1937 were received by post.

5.3 The aim of the project was for staff to actively engage with tenants and leaseholders to increase awareness and encourage involvement so that services can be delivered right on the first attempt. Over 80% of Homes for Haringey staff took part in the door knocking exercise.

6. General Key Themes

6.1 Service is inconsistently good across borough

6.2 Service demand varies by area – in the east of the borough residents are more concerned about security than the west.

6.3 Homes for Haringey have improved the repairs service but there is still room for improvement.

6.4 The repairs service is a key driver for resident satisfaction.

6.5 Communal repairs are a key concern for residents.

6.6 There is enthusiasm among residents to get involved in the work of Homes for Haringey through a variety of ways.

7. Outcomes

7.1 A total of **1200** residents said that they would like to be involved in shaping future services that Homes for Haringey provide.

7.2 The exercise has increased resident participation.

7.3 Residents told said that the **top three areas** of concern are with **internal repairs, external/communal repairs and security**.

7.4 As a result, below are some of the identified key actions of the project:

	Action	progress
1	Customer Journey Maps	To date Homes for Haringey have completed mapping for ASB, Income Collection and Estate Services with action being implemented. Actions are currently being decided on Decent Homes and Communal Repairs and the consultation is nearing completion for Gas Safety. Homes for Haringey is one of six finalists in the Championing Customer Service and Choice category for its work in journey mapping and the inherent resident interaction and involvement in the organisation.
2	Communal repairs project	The communal repairs implementation plan includes improving feedback to residents and staff e.g. improved communications with residents about scaffolding.
3	Fixed penalty notices	Feedback from the Door Knocking stated that rubbish dumping

	– ESMS trained to give fixed penalty notices	and nuisance such as noise and dangerous dogs were major concerns for residents. In response Homes for Haringey worked closely with Haringey Council's enforcement service to deal with these issues. Estate Services staff have now been trained to issue fixed penalty notices for dumping and litter.
4	Estate action days	<p>Estate actions days have been introduced in response to concerns raised by residents about perceived delays between the estate inspection and action to address the issues raised. As well as having the regular estate walkabout, teams of other staff, i.e. estate services, repairs, will attend to address particular issues there and then including tree / shrub pruning; repairs to communal areas and deep cleaning where appropriate.</p> <p>Homes for Haringey have used these events to further engage with residents and to deal with a variety of issues which they bring to our attention.</p> <p>Homes for Haringey successfully held the first estate action day at Saltram Close and The Sandlings on 17th March 2010, feedback was very positive.</p> <p>Further estate action days were held between March and July at 12 different sites throughout the borough.</p>
5	Identify top 10 dumping "hot spots"	Homes for Haringey have worked with residents to produce and start implementing an action plan, via Area-based Working Groups, local community & resident groups etc, to combat repeated rubbish dumping. To date surveillance has been set up in the worst spots and offenders prosecuted.

7.5 In addition to the many tangible outcomes the Door Knocking project achieved, a qualitative aspect to the work was the enhancement of the culture change programme taking place in Homes for Haringey. Over 80% of staff went out into the borough and engaged with residents and in doing so the organisation achieved a positive sense of being and cohesion.

7.6 For a full report including feedback analysis and segmentation according to estate and resident group please email Arshi.zaman@homesforharingey.org

END