



## Appendix B - Review of Together with Tenants action plan

### Self-Assessment 2022 – Q3 Update

#### RAG rating guide

Completed or in progress and likely to be concluded within target date.

In progress or to be started and likely to go over target date by small margin.

Not started or in progress and highly likely will go over target date by significant margin.

#### Commitment 1: Relationships

**We commit to treating each resident with respect, be open and honest in our communications, and transparent in our decision making, and will achieve this by:**

% of residents who agree we are achieving this commitment		What Arches are going to do in 2022-23	Progress Q3 2022/23
<b>2020 - 2021</b>	<b>2021 - 2022</b>	Arches values and behaviours to form part of the induction process for all new starters.	<b>Completed</b> – New starters provided with Arches values and behaviours which are discussed with managers and feature in 121 forms. Ongoing work includes review of induction process to continue to improve.
81.67%	88.33%	Continue to use translation services and develop links local community agencies who deliver English language training courses.	<b>Completed/Ongoing</b> - Regular use of telephone translation services. Building links with local groups such as SAVTE for opportunities to collaborate and sharing details of English courses.
		Take steps to understand our tenants contact preferences – including reviewing most commonly requested languages for translation.	<b>In progress</b> – Analysis of translation services monthly which will inform most commonly requested languages to build in to partnership work and creating more accessible documents

## Commitment 2: Communication

We commit to providing residents with clear and timely information which is important to them in accessible formats, and will do this by:

% of residents who agree we are achieving this commitment		What Arches are going to do in 2022-23	Progress Q3 2022/23
2020 - 2021	2021 - 2022	Explore alternative communication tools, utilising technology and look in to using local spaces to communicate with residents e.g. community centres/ notice boards.	<b>In progress</b> – We have started a trial ASB app to improve how customers can log ASB complaints, improved web portal and have reopened office. We are building relationships with local partners, and aim is for notice boards to be in communal blocks by end of April 2023.
75%	65.83%	Create a video which has an overview of Arches terms and conditions, and service standards which can be watched via you-tube. This can then be translated into any language.	<b>In progress</b> – We are exploring options to film video as this is not within existing skillset. Aim to have short video available in April 2023 which we can develop and improve based on customer and colleague feedback.
		Neighbourhood and income officers names and photos on website and on estate notice boards (blocks with internal communal areas only). Continue to use newsletter for staff/ office updates.	<b>Completed/ongoing</b> – Officers name and picture on website and regularly added to newsletters, and updated when changes occur. Once notice boards are up this will continue officer information. To build on this information will also be contained in sign up packs and in office reception.
		Operational staff continuing to be out in the community and aim to be more visible to residents.	<b>Completed/ongoing</b> – Agile working policy adopted to implement strategy to 'work where you are most effective'. Operational teams encouraged to be out on patch. Team provided with coats with Arches logo and wearing name badges.

	Include service standards in sign up packs.	<b>Completed</b> – all sign up packs to include service standards, including TWT commitments. These are also published on website.
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### Commitment 3: Voice and Influence

We commit to seeking out our residents' views to inform services we deliver which directly impact them and listen in an open and non-judgemental way, and we will do this by:

% of residents who agree we are achieving this commitment		What Arches are going to do in 2022-23	Progress Q3 2022/23
<b>2020 - 2021</b>	<b>2021 - 2022</b>	Deliver 2 scrutinys (Repairs, Voids & Lettings). Use a wide range of methods to advertise, and offer incentives to residents such as vouchers, training opportunities and support with technology if needed.	<b>In Progress</b> – Repairs scrutiny commenced in Dec 22 after challenges in recruiting group of customers. Scrutiny to focus on void and lettings started in January 2023. We are being supported by Tpas.
77.5%	70.84%	Take a flexible and inclusive approach to resident engagement – e.g. both face to face and remote opportunities to get involved	<b>Completed/ongoing</b> – We continue to work with customers to ensure our offer is flexible and works for them e.g. face to face and virtual meetings, meetings out of office hours, e.g. a scrutiny meeting was held in a coffee shop out of office hours (after 5pm) close to customers' homes as this worked best for the group.
		Share the outcome of resident involvement activities with all residents – be more accountable.	<b>In Progress</b> – Individual customers and involved groups to be kept informed. For wider customer group, in spring newsletter we will introduce 'you said we did' section. TWT self-assessment and TSM action plan to be published on website annually and we will continue to explore ways to communicate outcomes with customers.

### Commitment 4: Accountability

We commit to residents' collectively having opportunities to scrutinise the services we deliver which affect their homes and the services we deliver which directly impact them, and we will do this by:

% of residents who agree we are achieving this commitment		What Arches are going to do in 2022-23	Progress Q3 2022/23
<b>2020 - 2021</b>	<b>2021 - 2022</b>	<p>Develop a neighbourhood network building on the TWT group which focusses on how Arches involve resident in decisions which directly impact them.</p> <p>Improve communication with residents on our approach to managing their homes, including planned maintenance and building safety, and how their feedback has shaped decisions.</p>	<p><b>In Progress</b> – Steering group made up of two customers, board member and two staff members working with Tpas to develop terms of reference for group. Board members to see final documents at January Board meeting where approval is to be sought to move forward with recruiting customer group to be established by summer 2023.</p> <p><b>In Progress</b> – customers with communal blocks have been communicated with and strategy for each block created and shared with customers. To be published on notice boards, and will continue to review how best to involve customers e.g. through consultations.</p>
69.16%	68.34%		

### Commitment 5: Quality

We commit to providing good quality homes which are well maintained, safe and well managed, and we will do this by:

% of residents who agree we are achieving this commitment		What Arches are going to do in 2022-23	Progress Q3 2022/23
<b>2020 - 2021</b>	<b>2021 - 2022</b>	<p>Undertake a review of Arches asset management service. This will include a resident scrutiny panel who will make recommendations which will be considered as part of the review.</p> <p>Comprehensive training for all customer services staff so they are aware of service standards and options for residents.</p>	<p><b>In progress</b> – Customer scrutiny to form part of this, which will be available by the end of April 2023.</p> <p><b>In progress</b> – Training for customer services team has commenced with new Team Leader in place creating training plan, and monitoring quality.</p>
70%	68.34%		

		<p>Try to give residents choice where possible and if we are unable to be flexible with an appointment explain why.</p>	<p><b>Completed/ongoing</b> – Where possible we are as flexible with appointments and provide customers with choice, and explain to customers where this is not possible. Ongoing monitoring and training of team by Team Leader.</p>
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### Commitment 6: When things go wrong

**We commit to providing residents with simple and accessible routes to raise issues, let us know when things have gone wrong and seek redress, which will be responded to by us in a timely and supportive way, and we will do this by:**

<b>% of residents who agree we are achieving this commitment</b>		<b>What Arches are going to do in 2022-23</b>	<b>Progress Q3 2022/23</b>
<p><b>2020 - 2021</b></p> <p>75%</p>	<p><b>2021- 2022</b></p> <p>65.84%</p>	<p>Use a wide range of methods to share how residents can make a complaint.</p>	<p><b>Complete/ongoing</b> – Complaints can be made in numerous ways which are communicated on website and in newsletters. Staff have received training and have access to policy to ensure they can also know where a complaint is being made and advise customers on the process.</p>
		<p>Review training of front facing staff to take a complaint and know the procedure to follow so they can pass this information on to residents.</p>	<p><b>In progress</b> – Monitored by management and all staff provided with training which will be updated and reinforced by April 2023.</p>
		<p>Where a complaint has been made the investigating officer should attempt to talk through with the resident to understand their concerns and desired outcomes.</p>	<p><b>Complete</b> – this is part of Arches complaints policy and completed complaints reviewed as part of 'learning from complaints'.</p>
		<p>Before issuing the complaint response the investigating manager should attempt to speak with the resident to explain the reasons for the decision and agree any next actions.</p>	<p><b>Complete</b> – this is part of Arches complaints policy. Where managers are not able to speak with the customer before the complaint response is issued this should be clearly stated in the letter</p>