

Partners Feedback Report – Scaffolding Scrutiny

Over the past 12 months there have been significant improvements made in the monitoring and management of scaffolding. We recognise that scaffolding can have a significant impact on the ability of residents to enjoy their home and can be a major cause of frustration.

We have welcomed the input of the Resident Scrutiny Panel in helping drive continuous improvement in this area.

Ref	Scrutiny Panel Recommendation	Partners Response	Actions
1	Safe track – its use and information to be improved so that it can provide up to date information for Partners and Rydon. Additional training is required and more employees able to access and use the system. Validate the scaffold sites between invoicing by Griffin and Safetrak to identify scaffolds not tagged.	At the time the scrutiny fieldwork was carried out the staff interviewed were relatively new and unfamiliar with the Safetrak system and its full functionality.	Safetrak trainers have delivered a robust on-site training programme on the functionality of the system. All staff can use the system to its full capabilities. An auditing process is in place to ensure scaffolds are tagged.
2	Performance indicators for scaffolding- consider new indicators including, date scaffold erected, date work commenced, date work completed, date scaffolding removed, number of complaints, level of compensation paid, and whether scaffolding has been re-erected in the last 2 years	Weekly reports are now run from Safetrak as well as our repairs database (Planet FM). Whilst we are not in a position to change contractual KPI's, we have taken on board the Scrutiny Panel's comments regarding performance measures.	Weekly reconciliation reports are analysed to ensure the time that scaffolds are up is minimised. We now monitor, measure and report on the following; <ol style="list-style-type: none"> 1. Date scaffold erected. 2. Date scaffolding removed. 3. Date works commenced. 4. Average length of time scaffolding is in place. 5. Reasons for scaffold that is in place for more than 12 weeks. We have introduced systems to tell us when we have a 'repeat' roof repair

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			within a 12 month period, which also includes whether scaffold was erected.
3	<p>Communication- review standard letters so they provide consistent information, develop a frequently asked questions leaflet, provide information on the website about scaffolding, ensure that all tenants' having scaffolding are told that they must contact their insurer, consider communication and consultation with elderly and vulnerable tenants', ensure that headed paper with Partners and Rydon is used, <i>make sure that information goes to all tenants' in a house</i>, keep tenants' informed of work progress, <i>use text facility to update</i>, ensure that residents know about the use of Safetrak and inspections by the scaffolding team, <i>ensure that signage on scaffolding is consistent</i>, let tenants' know that scaffolding is paid as a single lump sum and not based on time up, ensure that tenants' understand about the complaints process and that a complaint form is part of the pack provide to tenants'.</p>	<p>We have conducted a review of our written communication and the suite of standard letters informing residents about scaffolding to ensure they are consistent in the information we provide.</p>	<p>We have considered the scrutiny groups recommendation to include information about Safetrak and the requirement of weekly scaffold inspections within communication to residents and are in the process of re-drafting the standard letters to include this additional information. The letters will be in use from 2017 and include information including insurance and other frequently asked questions as highlighted by the Scrutiny Panel. Draft versions of the letters will be circulated to the Scrutiny Panel for their feedback and will be approved by Partners Communications Team.</p> <p>We are introducing a 'frequently asked questions' leaflet about scaffolding to be included as part of our standard suite of letters, which we aim to roll out ahead of autumn/winter 2016. We will ask for the Scrutiny Panel's feedback on</p>

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			<p>this draft. We will review scaffolding signage and the use of text message communications for scaffolding updates in our 2017-18 business plan.</p>
4	<p>Reporting- look at making sure that satisfaction forms identify scaffolding so that specific feedback can be collected and monitored, look at making sure that complaints can be identified by activity e.g. scaffolding, monitor compensation paid and reasons, Partners to validate performance information provided by Rydon, look at potential to integrate Safe trak into Partners, Rydon and Call Centre operations, ensure that all properties are Safetraked, impact assess Safetrak in August 2016</p>	<p>The Scrutiny Group picked up on the importance of monitoring and understanding complaints and trends, and we continue to do this.</p> <p>Heads of Service meet on a monthly basis to discuss any trends and ensure remedies are put in place to stop them happening again.</p>	<p>Significant improvements have been made through 2015/2016 regarding the monitoring and management of scaffolds. This has been demonstrated by the significant improvement in reduced volume, the reduction in the periods of time scaffold remains standing, and the reduction in the number of complaints in this area.</p>
5	<p>Provide scrutiny awareness training for all employees so that there is an understanding of the role and work of the Scrutiny Panel.</p>	<p>We acknowledge the Scrutiny Panel's comments regarding the benefits of providing staff further training on the role of scrutiny and the Panel.</p>	<p>Resident Involvement including scrutiny is included in Partners induction. All staff involved in future scrutiny exercises will receive a briefing before any work starts.</p>
6	<p>Ensure that Contractors are performing in line with contract specifications, are carrying out risk assessments, reporting service failures, are open and transparent with officers and the TLSP</p>		<p>All sub contractors are subject to a strict vetting process before they are approved as a contractor. Once they are working with us they receive a thorough induction into our processes and procedures and are monitored on compliance with</p>



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			these.
7	Surveying techniques- look at the options to reduce the use of scaffolding by adopting other techniques. Suggested working with LBI to look at piloting options and joint purchasing opportunities	We are always looking for ways that we can reduce the length of time that scaffolding is erect and the need for scaffolding. For example, we are now using 'skyvac' to clear gutters which doesn't require scaffolding.	We will consider further options including those suggested by the Scrutiny Panel as part of our service planning for 2017-18.
8	Learning from feedback- there was evidence that tenants' are reporting the same issues and these need to be recorded and solutions agreed to prevent repeated poor experiences	Heads of service meet on a monthly basis to discuss any trends and ensure remedies are put in place to stop them happening again.	
9	Handling damage to property- where damage is caused it should be rectified and taking of photographs before, during and after should be considered as routine best practice. When work is completed ensure that the resident is happy prior to the removal of scaffold and all works planned have been carried out.	Any damage caused by a representative of the Repairs Team should be reported immediately via our Repairs contact centre. This will then be passed to the relevant manager or supervisor for investigation and resolution. Part of our induction includes steps to take to protect personal possessions and we monitor this through monthly spot checks.	
10	All attempts should be made to minimise the duration that scaffolding is up. It should be possible to achieve this by: - Collecting and storing on the property database information as to the available access to each property Ensuring that all surveys made before during and after works are accurate and consistent with each other enabling- the scaffold survey to be eliminated as a separate major event Percentage of time that scaffolding is in use out of duration that it is to be	All attempts are made to minimise the duration that scaffold is up. Targets are in place for this and are reported on a weekly and monthly basis both internally and externally, which allows us to monitor and take action as appropriate.	As detailed in section 2, we have implemented a range of additional measures which we are monitoring to ensure that the time scaffolding is up is minimised.

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	used as a new KPI		