



Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
<p>1. Promote the new service, as there is confusion about what new tasks the Caretakers can carry out and help, they can provide to Customers.</p>	<p>We do have a list of tasks on our website, which does state the list is not exhaustive. We will look at publicising what the caretakers can do, we prioritised launching the service first, ensuring everyone knew who their caretaker was and having their contact number. We also have to ensure what we publicise is inline with the caretaker job description.</p>	<p>Devise a leaflet to go all customers providing more detail on what their caretaker does.</p> <p>Awareness campaign</p>		<p>Claire Lyddon</p>
<p>2. Communication to be improved between Caretakers and their Team Leaders/ Management.</p>	<p>Communication within the service is very good; there are 4 Team Leaders who are always at different blocks across the city, on a daily basis. One to ones are carried out every four weeks with individual caretakers and their Team Leader. (Is there a core brief that all Leaders deliver? Have residents helped shape the brief? A block walkabout should be implemented)</p>	<p>Speak to all caretakers to understand any issues they may have with communication</p> <p>(Team Briefing Session. Caretakers and Team Leaders understand the process)</p>		<p>Claire Lyddon and Team Leaders</p>



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<p>3. Improve the speed for the delivery of equipment and tasks requested by Caretakers.</p>	<p>Caretakers can request equipment at any time, however there is a procurement process involved in ordering equipment. An initial delay may have been caused by the change in role to incorporate the new tasks i.e. gardening tools, safe isolation kits and chute rods</p>	<p>Ensure the caretakers understand the processes involved in ordering equipment</p> <p>Ensure Caretakers and Team Leaders order items in a timely manner (<i>What is a timely manner?</i>)</p>	<p>(<i>Equipment in stock</i>)</p>	<p>Claire Lyddon and Team Leaders</p>
<p>4. Service Charge statements should be itemised and the term 'concierge' should be removed from rent statements and the tenancy agreement.</p>	<p>Response from Fairer Housing Unit</p> <p>We are working to provide more detailed cost breakdowns for next year's rent statements.</p> <p>We have already started this work this year, and all tenants will be getting a booklet with their rent statement explaining what costs are included under what cost heading and how much they are being charged. We are working on being able to provide more information for next year's booklet.</p>	<p>Make changes to the next rent statement as detailed in the response.</p>	<p>Feb 2021</p>	<p>Jo Keegans – Fairer Housing Unit</p>

	We can remove the title 'concierge' from the rent statements and replace it with a title such as caretaking service, and then provide a cost breakdown for that service on next year's booklet.			
5. All calls to the Enquiry Centre should be passed on to the Rapid Response Team immediately without Enquiry Centre Staff prioritising.	We will work with the Contact Centre to ensure they understand the caretaking service offer. (Work with the Enquiry Centre and the Rapid Response Team so that all understand their roles.)	Arrange meeting with contact centre managers and ensure procedure/service offer is shared with all Contact Centre staff.		Claire Lyddon
6. The Rapid Response team need to complete tasks in accordance with their job description.	We will ensure the 24/7 caretakers are aware what is expected out of hours. An away day with all caretakers was planned for 24 th March 2020 to discuss such topics. (Customers should be able to input into the programme – one member from each Involvement Group.)	Re-arrange away day for refresher on expectations of the role.		