



SADEH KHABAR NEWS EXTRA

YOUR OPINION COUNTS

Sadeh Lok Inspection Focus



But first here is a brief background to the Inspection.....

Why are services inspected?

Basically it is because housing providers such as Sadeh Lok receive public funds. For this reason the Governments appointed watchdog, the Tenants Services Authority, want to make sure that the best use is being made of that public money and that tenants receive the best possible services supporting their tenancies.

Help us to improve your services.

During February Sadeh Lok Housing had two of its key service areas inspected by the Audit Commission acting on behalf of the Tenants Services Authority (TSA), the main regulator of housing providers such as Sadeh Lok Housing.

The inspectors looked at Income Management (which includes rent collection and arrears management) and also at Resident Involvement.

The Audit Commission Inspectors also considered issues around Access to Services; Equality and Diversity; and Value for Money as they relate to the two service areas of income management and resident involvement.

Sadeh Lok's staff generally found the inspection to be a positive experience with inspectors identifying a wide range of strengths in our service areas.



Paul Dolan, Sadeh Lok's Group Operations Director said of the inspection; "We welcome the external assessment of our housing services by the Audit Commission.

As a pro-active organisation focussed on delivering excellent housing services, the inspection allows us to measure our progress to date and identify and prioritise areas for further improvement. Engaging our tenants in planning those improvements is key".

We now wish to seek your views and suggestions to help Sadeh Lok develop improvements based on recommendations made by the inspection team and reflect your expectations as far as we reasonably can.

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What is the Audit Commission?

The Audit Commission's Housing Inspectorate is an independent organisation that inspects the housing services of housing associations, local authorities and ALMOs (Arms Length Management Organisations).

The aim of the Audit Commission, as an independent Watchdog, is to drive local public services to deliver better outcomes for everyone and ensure that public funds are being spent to best affect.

Here are the main areas that the Audit Commission identified as weaknesses and what they think we should do to improve

WHAT THE AUDIT COMMISSION SAID

Review with customers the weaknesses identified during the inspection. In particular:

Why this is important?

How you can get involved and give your views on an ongoing basis?

Develop measurable service standards for all services and ensure that performance is monitored and reported to tenants

Service Standards tell our customers, what they can expect from Sadeh Lok in terms of service delivery. It is important that we set these standards with customers to ensure we are delivering the service that you want and meet your needs.

The standards should be specific so as a Sadeh Lok customer you can see when we are meeting the standards and when we are not

To help us set the standards to give your views by:

Joining Sadeh Lok's Resident Steering Group
Being part of Sadeh Lok's 'Easy' Readers Group
Responding to surveys

E-mailing your comments/suggestions/feedback at anytime to customerservice@sadehlok.co.uk

Monitoring the standards by:

Being a mystery shopper
Being a Tenant Inspector
Taking part in satisfaction surveys
Making a point of talking to Sadeh Lok staff on the Staff-on-Scheme (SOS-Days) events
Giving your opinion through comments, compliments and complaints

Improve the range and quality of website information and ensure that it is accessible to people with diverse needs

To improve the quality of the information we provide.

To ensure the website is easy to use and can be used by customers with diverse needs e.g. Those with sight difficulties or those whose first language is not English

Help us to improve the website by:

Taking part in surveys about the website
Being part of a working group to improve the website

Complete a comprehensive profile of tenants by all diversity strands. Use this information to tailor services to meet tenants' needs

This means we should have up to date information about our customers for example knowing about their age, gender, religion, ethnicity, any disabilities and their sexual orientation.

This is to ensure we can tailor our services to meet individual customer needs and ensure that no group of customers are being excluded or discriminated against

Ensure you complete and return the Understanding our Residents form that you will receive over the coming months

Make sure you tell us if you have any specific requirements we should know about.

Ensure you give us your views when we ask for them and get involved with our various resident groups and events

Commission highlighted could do to improve

Review with customers the weaknesses identified during the inspection. In particular:	Why this is important?	How you can get involved and give your views on an ongoing basis?
Effectively involve tenants in strategic and policy making decisions, including full representation on the boards	We want our customer to be involved in policy and strategy decisions that affect all Sadeh Lok customers as well as those decisions that affect you as an individual on your scheme. We want to ensure that no group of customers are being excluded or discriminated against	You can be involved as much or as little as you like from being a Tenant Board Member to completing questionnaires. At what ever level you want and can get involved it all counts, it's all important
Develop and implement a robust approach to managing and recovering former tenant arrears	It is important that we maximise Sadeh Lok's income by ensuring we continue to pursue money owed to us by tenants when they end their tenancies	Give your views on the policy by joining the Steering Group or responding to questionnaires
Use profile information of tenants in arrears to target benefit and debt management advice through clear partnerships with other agencies	We can better use our resources if we identify that a particular group of tenants need specific debt advice; or help with language difficulties; employment advice; or health issues	Ensure you complete and return the Understanding our Residents form that you will receive over the coming months Make sure you tell us if you have any specific requirements we should know about. If you have regular contact with another agency that provides help and support to you let us know and if you want us to, we will work with them to better match our services to your needs; we are stronger together
Develop a comprehensive value for money strategy and action plan	So that we ensure we are working as efficiently as possible and our customers think the service provides value for money	Join our Value for Money Working group Tell us about your good ideas by e-mailing them to customerservices@sadehlok.co.uk – Sadeh Lok will consider awarding rewards where suggestions from tenants allow us to make improvements to our services and/or save costs
Ensure that the outcomes of all initiatives and improvements, for both the association and customers, are measured and reported to tenants	To ensure that when we do something we evaluate it to see if was successful or if there are ways we could do this better and we let our tenants know about this	Taking part in satisfaction surveys: ensure you give us your views when we ask for them Making a point of talking to Sadeh Lok staff on the Staff-on-Scheme (SOS-Days) events Giving your opinion through comments, compliments and complaints

