

The below report was presented to the Resident Scrutiny Panel on 4th June 2025.

It gives an update on the progress that has been made on the last four deep-dive reviews that have been completed by the panel. The progress relates to the recommendations and actions that the panel made for improvements to services and systems. The full recommendation reports can be found on this website under the Scrutiny Panel.

Review updates for Quarterly Scrutiny Panel Meeting 4th June 2025

Voice of the Resident Review

Number of recommendations	Completed	Outstanding	Details	Updates
20	11	9	3. Ensure the phone systems are fully fit for purpose- that the call back system works and that calls don't drop off. In plan for 2025	In plan for 2025
			5. Review the welcome information for new tenants so that its clear who they contact, how why and when as well as RI opportunities	Welcome packs are being completed and include lots of information about local services. There is also lots of information on how to contact WK officers and RI and reporting repairs and complaints.

			7. Establish resident 'continuous improvement group' to work with staff on significant changes and updates	Panel to discuss if still necessary.
			9. Consider targeted consultations for the vulnerable, disabled, non-digital and for those West Kent don't hear from	In plan for 2025. KB is currently putting together an advert to form a group/ discussion forum of residents with various additional needs such as disability/ MH/ neurodiversity - so we can discuss how we can improve services for those most in need.
			11. Review accessibility of key documents including policies, tenancy agreements and letters to ensure they are available in alternative formats including 'easy-to-read' and dementia friendly versions	May 2025 - there are a number of customer-facing policies published on the website. Comms are currently looking into other ways of making sure that all policies are accessible to all. We have produced information on the website about how to make a complaint - and have used an animation to support this.

			13. There needs to be improved internal communication and understanding in terms of roles and responsibilities of customer services, tenancy services and repairs.	TBC
			14. All resident feedback needs to be brought together centrally to be discussed, prioritised and responded to so that there is continuity.	RI receive information about TSM's and collate information from colleagues and residents in respect of other feedback. RI work is promoted on both internal and external websites.
			16. Learning from complaints should be expanded to exploring and addressing themes in 'quick fixes'	Awaiting updates.
			17. West Kent needs to provide clear information on what West Kent is doing – what the priorities are and why, and how this is linked to resident feedback. This should include resident survey results and be provided through all channels- NN, website, social media, face-to-face RI events as above (twice yearly larger events)	May 2025- the new RI Strategy is in the final stages of review - and demonstrates our commitment to sharing the impact of resident feedback. We publish information on the website to show how residents have influenced new and reviewed policies.

- We have continued to train all staff in our “Making the Difference” training, to ensure that we deliver the best customer service. This year we have also introduced our “Treating Customers with Dignity and Respect” training – which is mandatory training across the business.
- Our contact center “scripts” have been amended to include a “wrap up” where the advisor recalls and confirms all the information to ensure everything from the call has been captured and will be actioned.
- There are currently events running all over the county where residents can attend drop-in sessions to meet and speak with their NHO’s. There is also a program of estate walkabouts with the NHO that are advertised on the website. NHO – Neighborhood Housing Officer – this name was introduced as per your recommendations as the TSO title was confusing.
- Facebook continues to be monitored by our comms team and any housing issues are passed on to the relevant NHO.
- We will be advertising for residents to join an inclusion meeting – which will discuss our service deliver around disability, neurodiversity, mental health and any other additional needs.
- Our website is currently under review and the resident involvement pages are regularly updated with outcomes of policy review, Scrutiny reviews and a monthly newsletter supporting the work of our resident inspectors.

Community Safety Review

<u>Number of recommendations</u>	<u>Completed</u>	<u>Outstanding</u>	<u>Details</u>	<u>Updates</u>
8	4	4	1. Mediation for ASB cases to be facilitated earlier in the process, where a complainant is hesitant to make first contact without support from West Kent.	May 2025. All staff are aware of mediation as a tool to manage ASB cases and will ensure that they offer this at the appropriate stage within their case. Sean will be adding some information on the website about speaking to your neighbour and engaging in mediation. West Kent Mediation have not been able to provide any additional support on this. (Partially complete).
			4. All ASB cases to be managed throughout by community safety team.	Under review. (Action Not accepted – but under consideration)
			6. Increased staffing required within the community safety team to accommodate how recommendations will cause changes in workload.	Not accepted but under review.

			8. Improvements to West Kent website to make ASB information more accessible to residents.	To be updated by September 2025
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- As a result of your recommendations, ASB officers discuss potential outcomes with victims and manage their expectations. Staff complete action plans with complainants at the start of a case and after 90 days if the case is still open. Additional support services are also discussed.
- Following your recommendation, training has been provided for staff about ensuring that complainants are kept up to date with their case and the next steps. There is an expectation that complainants are updated every two weeks throughout their case. More cases are managed by the Community Safety Team from February 2025.
- We have increased the CSO team by one by looking at resources and reducing housing officers by one. We are also looking further into what constitutes ASB and the differences with a tenancy breach, so clear paths of action can be taken.

Repairs Satisfaction report recommendations

Number of recommendations	Completed	Outstanding	Details	Updates
37 (including subsections)	25	12	You were updated by Craig in December 2024 – and many of the outstanding issues are dependent on the further Cx upgrades. We hope to have further updates for you by December 2025.	In plan for 2025. We have an upgraded version to implement in October which will support the recommendations going forward.

Voids Recommendations

No. of recommendations	Completed	Outstanding	Details	Updates
7	5	2	2. Combine information held on each property (held by Allocations/ Property Team/ Brenwards) including key dates, property specifications and any other relevant information such as ongoing repairs, historical repairs, programmed work dates. Making this a "real time" accessible document that draws down information from CX.	This remains ongoing. Owing to other priorities within the CX upgrades, this may not be completed this financial year. Will hopefully be complete by May 2026
			6. The work of the Abacus Furniture Project should be better advertised for our residents throughout the county. This should also be discussed without going to tenants for any items they wish to donate. Work with the Communities Team to establish partnership with another charity outlet in the Swanley area - giving a wider scope to accessible secondhand furniture.	This remains in progress. The Head of Service for our community's team is on long term sick leave and an interim manager will be brought in soon. This piece of work is ongoing - and options and ideas for further schemes like this are in progress. There are additional workload priorities, and this piece of work may take around 12months at this time.

- Our stock condition surveys are ahead of schedule and all staff/ contractors are required to report any concerns to line managers for further referrals. NHOs and attending contractors now have a welfare concern form in place. Both inHomes and Brenwards also have the form, and any subcontractors are aware that they must report any concern issues direct to Brenwards for attention.
- The panel also recommended that there was a designated voids officer. There is an officer that oversees all voids along with a surveyor. They have been concentrating on void loss and turn around and the current KPI's show that there has been approx. £475k in saving. They are also looking to further improve the turn-round times for voids to 25 days this reporting year.
- Although it was not agreed that carpets would be installed in all void properties our teams continue to support new and existing residents with flooring if required.
- Flooring/ carpeting to date showing new and existing tenants:

New v's Existing Tenants Length of time with WKHA	Flooring	No of tenants	Moved within last year
up to 1 year	£ 8,408.00	12	
1-3 years	£ 5,566.00	7	3
3-5 years	£ 1,651.00	1	1
over 5 years	£ 3,868.00	7	5
	£ 19,493.00	27	9

- Also – there have been over 250 decorating vouchers issued to incoming residents. Special consideration is given to incoming residents that are unable to complete the necessary redecoration, and referrals will be made to the hardship team for funding.