

Scrutiny Panel Service Review: Somerset Pilot July 2024

Why look at the Somerset Pilot?

We decided to review the Somerset Pilot as we were keen to learn from Stonewater's best practice. The Somerset Pilot was an area that had proven to be a success, with high levels of performance and customer satisfaction.

The Somerset Pilot was launched in January 2024 - a new operating model for customers. The aim was to strengthen the local feel and visibility of Stonewater partners, as well as improve customer interactions. The pilot was created in direct response to customer feedback, which emphasised that our customers value 'go to contacts', who they know and trust and who understand their local community.

What we focused on:

The objective of our review was to identify what's working well in the Pilot and understand how Stonewater can apply that good practice across their service delivery for all customers.

To do our review we:

- Heard about the Pilot's objectives and the profile of Somerset area from colleagues
- Reviewed Housing Management cases for the area
- Learned about how the Pilot has been communicated with customers in the area
- Met with the Customer Partners involved in the Pilot
- Reviewed Tenant Satisfaction Measures results
- Discussed the team's learning from the Pilot and how they'll shape future plans

We want to extend a heartfelt thank you to all the staff who assisted us in this review. Your help and dedication have been invaluable in shaping our recommendations.

Our priority recommendations

We made 8 recommendations in total, and we're pleased to note that all the recommendations have been accepted by Stonewater and agreed with the Customer Experience Challenge and Assurance Panel (CXCAP).

Our priority recommendations are:

Recommendation 1

Stonewater to roll out multi-disciplinary team pilot to other Stonewater locations.

Recommendation 2

Stonewater to utilise multi-disciplinary team working model across the organisation.

Recommendation 4

Stonewater to provide the multi-disciplinary team customer partners with suitable technology support to help assist in their role when visiting customers on site.

What happens next?

Some great work has already been completed to enhance the Somerset Pilot, which we're excited to share below:

- Recruitment Campaign was launched to promote the Community Champion programme and recruit more customers in the area to the programme
- The Somerset Pilot team has completed a reflective best practice session to ensure Customer Partners are fully supported in their role
- Included a 'who's who' section of the Somerset Pilot Newsletter so customers are aware of who is involved

We'll work closely with Stonewater to monitor the progress of all recommendations.

How do Scrutiny Reviews work?

The Scrutiny Panel is made up of a maximum of 14 Stonewater customers who work alongside Stonewater colleagues to review and improve services.

A Scrutiny review takes an in-depth look at services and makes recommendations for changes or improvements based on the panel's investigations and findings.

You can find out more about the Scrutiny Panel on our webpage www.stonewater.org/scrutiny