

# Local offers 2016

These local offers have been developed in conjunction with residents using the feedback from the 2015 Star Survey and Customer Sounding Board.



Local offer	You said	We are going to	Monitoring
IMPROVE THE APPEARANCE OF ESTATES	<ul style="list-style-type: none"> <li>❖ Reduce littering around our Estates.</li> <li>❖ Make use of the community payback scheme.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Work with Estate services, Community Wardens and Waste Services and Community Pay Back team to improve littering on estates, especially those that do not receive an estate service.</li> <li>❖ Continue to invest in Planned and Capital work programmes.</li> <li>❖ Aim to have 90% of our estate inspections rated as amber or above.</li> <li>❖ Hold at least six estate walks throughout the year.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Star Survey</li> <li>❖ Estate Service</li> <li>❖ Contract monitoring</li> <li>❖ Customer Sounding Board</li> <li>❖ Asset Management Group</li> </ul>
DEVELOP A STRATEGY FOR CAR PARKING ON COUNCIL OWNED HOUSING ESTATES	<ul style="list-style-type: none"> <li>❖ Reinforce to residents and contractors their parking responsibilities.</li> <li>❖ Provide an opportunity for residents to discuss parking issues with the responsible services within the council.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide a workshop for residents on parking issues, involving the relevant members of the council.</li> <li>❖ Develop a parking strategy for Council owned housing estates.</li> <li>❖ Work to identify areas where parking can be enhanced by developing our Garage Improvement Programme of works.</li> <li>❖ Publish a clear policy on where parking will be permitted on Council owned land and within the land immediately surrounding Council owned properties.</li> <li>❖ Develop enforcement actions for when illegal parking takes place.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Star Survey</li> <li>❖ Resident feedback at forums</li> <li>❖ Customer Sounding Board</li> </ul>
PUT IN PLACE ARRANGEMENTS FOR IMPROVING COMPUTER SKILLS FOR RESIDENTS	<ul style="list-style-type: none"> <li>❖ Develop resident's basic computer skill using jargon free, one to one training.</li> <li>❖ Increase resident's use of the internet as a method of engagement and service use.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide basic computer skills training to residents.</li> <li>❖ Promote the use of email and social media as method of communication for residents.</li> <li>❖ Promote internet use for Homes for independent living.</li> <li>❖ Promote places with free internet access and training to residents.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Star Survey</li> <li>❖ Numbers attending training</li> <li>❖ Customer Sounding Board</li> </ul>
CONTINUE TO IMPROVE RESIDENT ENGAGEMENT	<ul style="list-style-type: none"> <li>❖ Increase the frequency of the customer sounding board</li> <li>❖ Improve the methods used to feedback outcomes from tenant consultation.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Hold customer sounding boards every three months.</li> <li>❖ Publish consultation outcomes on the internet and where we cannot do something you ask for explain the reasons why.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Customer Sounding Board</li> <li>❖ Star Survey</li> </ul>

<p><b>CLEARLY SET OUT RESIDENTS RIGHTS AND RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>❖ Make sure that people are aware of their rights and responsibilities as a tenant of Medway Council.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Aim to introduce tenancy inductions that outline the rights and responsibilities of tenants.</li> <li>❖ Reinforce tenant's responsibilities around garden maintenance and make available a garden maintenance service for vulnerable residents.</li> <li>❖ Make the Tenants Handbook easily accessible to residents.</li> <li>❖ Publicise Tenancy Enforcement actions taken by officers where residents have not complied with Tenancy Conditions.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Numbers attending training</li> <li>❖ Customer Sounding Board</li> </ul>
<p><b>COMMUNICATION</b></p>	<ul style="list-style-type: none"> <li>❖ Make residents more aware of our services.</li> <li>❖ Improve how we feedback on our services to residents.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Make residents more aware of whom their Housing Officer is and regularly publish a list of important contacts in Housing Matters, including our out of hour's number.</li> <li>❖ Engage with Community Hubs to make their staff more aware of the services available for Council residents and what Landlord Services responsibilities are for ASB etc.</li> <li>❖ Launch the new Twydall Hub and develop local surgeries to make residents more aware of our services.</li> <li>❖ Improve the methods for feeding back actions we take following estate inspections, ASB case closures and other areas where there has been an improvement to the service.</li> <li>❖ Publicise the resident involvement structure in the top 4 languages in Medway and consider advertising resident involvement events and training days at local faith centres.</li> <li>❖ Create Area based info leaflets for residents identifying their nearest doctors, sure start centre etc.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Star Survey</li> <li>❖ Customer Sounding Board</li> </ul>
<p><b>ANTI-SOCIAL BEHAVIOUR</b></p>	<ul style="list-style-type: none"> <li>❖ Improve levels of satisfaction with ASB outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use ASB satisfaction survey results and case closed reasons report from Academy to review ASB outcomes on a 6 monthly basis.</li> <li>❖ Review the ASB policy and procedures with involvement from customers.</li> <li>❖ Use Social Media and Estate walkabouts to increase tenant awareness of methods of reporting ASB.</li> </ul>	<ul style="list-style-type: none"> <li>❖ ASB satisfaction survey results</li> <li>❖ Star Survey</li> <li>❖ Customer Sounding Board</li> </ul>