



# We're Listening

An in-depth scrutiny review of our communal cleaning and grounds maintenance

## Who are QulP and what do we do?

We're a group of customers that together form the Quality and Improvement Panel, QulP for short. We provide a scrutiny and assurance role, working alongside Livv's Board, through the Customer Services Committee. This means we can tell Livv, from a customer perspective, what they're doing well and where they need to improve. We also hold Livv accountable for the decisions and actions they take, and provide influence and recommendations to improve services.

Each year we complete a programme of in-depth reviews. We choose what we focus on by using performance data, risk information and feedback from surveys such as the Tenant Satisfaction Measures. Put simply - we concentrate on what's important to Livv customers.

Our in-depth reviews are an opportunity for us to dig deeper. We take a detailed look at services, collect evidence about how they work, and where needed, we 'commission' further engagement work to understand more about what Livv customers think about the service. We then present our findings and evidence-based recommendations, together with Livv's response and agreed actions directly to the Board, (through the Customer Services Committee). The Committee is kept updated about the progress of the agreed actions at its quarterly meetings.

## Why did we choose this area?

The Regulator of Social Housing provides a set of Consumer Standards. These are specific expectations that landlords must comply with and specific outcomes that landlords should achieve.

We wanted to assess whether services are being delivered to the standards and chose to focus on part of the Neighbourhood and Community Standard\* that says, *"Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so."*

(\*Relevant Consumer Standard in 2023)

## What did we do?

We visited ten blocks of flats across Huyton, Kirkby and Prescott to inspect the standard of communal cleaning and grounds maintenance. We had planned to go to Halewood as well but ran out of time on our visits.

We looked at complaints data between May 2022 and July 2022.

During the visits we also talked informally to residents about their experience of the services provided.

## What did we find?



- The standard of cleaning was good in eight of the ten blocks we visited
- evidence of high-quality grounds maintenance at two sites.



- We had some minor concerns about the standard of cleaning at two sites
- minor repairs were required in the communal areas of seven blocks
- fly-tipping was identified in three blocks
- there were two identified cases of mobility scooters being stored in communal areas.

## What did we recommend and what happened?

In September 2022 we presented a report to the Customer Service Committee. The report detailed our findings and recommendations.

We agreed twenty actions which would help to improve Livv's approach to grounds maintenance and cleaning in communal areas.

The actions have now been completed and included:

- automating the scheduling of cleaning inspections
- establishing an Assets inspection programme for communal areas and creating a resourced improvement plan
- appointing a full-time decorator to the Facilities Management team to undertake cyclical decoration across all communal areas
- improving management of external contractors
- communication to be sent to customers living in homes with communal areas to remind them of the sterile environment policy.

## Thank you

We'd like to thank all customers who took part in research and everyone at Livv who provided us with information and support to complete our review.

