Summary of recommendations and Rosebery's improvement action plan following the Virtual Scrutiny Panel (VSP) investigation of Estate Services – February 2022

VSP Recommendation	Rosebery's response to recommendation	Timeframe for delivery and progress	Lead officer (s)
1. Customer Satisfaction & Insight			
• A survey of residents takes place to determine what is actually required of Estate Services and that future planning use the survey outcome as a basis for planning.	This is an exercise that will form part of the re-tender process. For this, a specialist consultant will be recruited leading to a project plan for delivery including resident consultation.	Consultant recruitment – April 2022 Resident consultation – June 2022	**MH/LW/TS**
2. Estate Inspections programme			
• A full estate inspection programme be re-launched and continued forward .	Some estate inspections are currently being delivered allowing us to test the mobile working technology and a dashboard providing detail of activity and results. A schedule of estate inspections for all of Rosebery's sites is currently in development. This will show the frequency of inspections for each site according to different factors including property types, density etc. Completion of this will see relaunch of widespread inspections.	April 2022	**HR**
3. Performance and service monitoring			
• Action and performance plans be agreed with residents for Estate Services	The launch of the Service Innovation ~~Improvement~~ Group will see Rosebery work with them to develop an action plan for 2022/23 ahead of a contract starting in 2023. This will include a shift from our existing method for collecting resident feedback to the use of CX-Feedback, enabling the use of transactional surveys	April 2022	**MH/TS**

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	from which we can address issues raised in a more timely manner and have more information available to identify trends in dissatisfaction and consider long term service wide solutions. The re-launch of widespread inspections will also result in greater knowledge of sub-standard estates where we develop local performance plans setting out steps to improvement. We aim to do this jointly with the recruitment of resident Estate Champions.	Commencement April 2022	**MH/HR**
4. Contract Procurement			
• A contract and specification be agreed with residents that meet the local needs identified, not generic ones	Work to re-tender the contract will see work from a specialist contractor to explore this fully through resident consultation/surveys. Implementation for new contract is planned for April 2023.	April 2023	**MH/JMcI/TS**