

Translation service

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- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:
• تكتب رسالة إلى:

Policy and Inclusion Service, 45 Westminster Bridge Road
أو: London SE1 7JB

• تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk
وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Inclusion Service) na morada 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

**This publication is also available in
Large print, braille or audio format**

Peabody

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Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)

Email: peabody.direct@peabody.org.uk

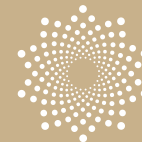
www.peabody.org.uk

JN: PUB_10_001/January 2010

Audit Commission Inspection Report 2009

Summary of main findings

We are keen to receive your comments about this report.
See page seven to find out how to send us your feedback.



PEABODY

Introduction

During December 2009, the Audit Commission carried out a short notice inspection of Peabody. The Audit Commission is an independent government organisation whose role is to ensure any public body or organisation like Peabody that receives public funds, operates properly and that its services to residents meet a certain standard.

A team of three inspectors including a resident inspector examined the following services:

- how we look after your homes, day to day repairs and gas safety services;
- how we involve you, our resident involvement activities; and
- with regard to the services above;
 - how you can access services and the quality of our customer care;
 - how we ensure our services meet the needs of the diverse communities we serve; and
 - how we ensure our services represent good value for money.



The inspection team was on site at Peabody's offices from 1 - 3 December 2009 and during that time they:

- carried out telephone interviews with residents and visited residents in their homes;
- interviewed groups of residents about their experience of Peabody services;
- interviewed groups of frontline staff and tradesmen working for Peabody and its contractors;
- spoke to managers and looked at the systems we use for managing the service; and
- interviewed directors, the chief executive and the chair of Peabody's Board.

In addition, before the inspectors arrived on site, they had already conducted some mystery shopping telephone calls to our offices, to check the quality of responses to enquiries.

This summary outlines:

- the inspectors' main findings;
- our response to the report;
- an explanation of what our rating means;
- our strengths and weaknesses and;
- what happens next.

How does the Audit Commission rate performance?

The Audit Commission has a standard set of words it uses to describe the level of performance of each housing association it inspects.

Two key measures are used;

- **How good is the service?**
- An assessment is made of strengths and weaknesses.
- **What are the prospects for improvement?**
- This is rated poor, uncertain, promising or excellent.

The Audit Commission publishes an initial report on the quality of the service as seen during the time of their inspection. Peabody then works with residents to agree an action plan to tackle any recommendations this report has made. Once this action plan has been agreed with residents, the Audit Commission then publishes its findings on Peabody's prospects for improvement.

So how did the Audit Commission rate our services?

Service/Activity	Audit Commission's Assessment
Resident Involvement	Strengths outweigh weaknesses
Gas Safety Services	Strengths outweigh weaknesses
Diversity	Strengths and weaknesses are in balance
Value for Money	Strengths and weaknesses are in balance
Access and Customer Care	Strengths and weaknesses are in balance
Responsive Repairs Service	Weaknesses outweigh strengths

What did the inspectors say?

In summary the inspectors said our main strengths included:

- Strong performance in gas safety with 99.75% of properties having a valid gas safety certificate. Checks are done to a high standard, with robust quality checking and performance management.
- Peabody values resident involvement, there has been a big change in the way Peabody involves residents. Residents can be involved at a formal or informal level and this is leading to the defining of local standards and estate action plans.
- Resident involvement has influenced the way complaints are managed, the contents of the business plan, improving the repairs service and defining priorities and functionality of the website.
- Residents are supported in their involvement through training opportunities provided and/or funded by Peabody.
- There is an out of hours service that provides effective support to residents.
- Customer feedback about services is obtained in several ways and used to improve services.
- As a result of Customer First training for all staff, services are provided more quickly and clearer information is provided to residents.
- Peabody works locally to ensure hard to reach and under represented groups are able to engage with Peabody and their local community.
- Residents are being effectively involved in the procurement process leading up to the appointment of a new responsive repairs contractor in April 2010.
- Residents acknowledged to inspectors that services at Peabody are improving.



In addition the inspectors identified a number of weaknesses and have made recommendations for improvement action. In summary, these include:

- Ensure arrangements for repairs appointments are consistently applied and publicised.
- Make sure residents are kept informed about the status of their repair.
- Make sure repairs are completed to a high standard.
- Ensure all residents receive a copy of the landlord's gas safety certificate.
- Ensure poor performance in key areas relating to customer care are addressed.
- Address the gaps in published information about responsive repairs and gas safety.
- Make sure customer profile information is collected and used systematically so barriers to service are understood and addressed.
- Strengthen the approach to value for money in the service areas inspected.
- Improve the monitoring of contractors and involve residents in this.
- Improve the outcomes for residents in the responsive repairs and gas servicing so higher levels of resident satisfaction can be achieved for the responsive repairs service.
- Improve our approach to learning from feedback, especially complaints.

You can look at or download the full inspection report by visiting our website www.peabody.org.uk or www.audit-commission.gov.uk from 4 February 2010. If you would like a printed copy, please contact the Business Improvement Service on 020 7021 4518, or request in writing marking your envelope 'AC Inspection', to **Business Improvement Service, Peabody, 45 Westminster Bridge Road, London SE1 7JB.**

What was our response to the report's findings?

We have informed the Audit Commission that we found their inspection report to be a balanced and fair reflection of Peabody's position today and that we viewed the inspection as a positive event in our progress in transforming Peabody. We had no significant issues to raise with them and we welcomed their findings.

What happens now?

We are drawing up an action plan to address the Audit Commission's findings. A vital element to delivering our action plan is resident involvement. We very much want you to take part in shaping improvements to our services. You can do this in the following ways:

- **Our website** - An online survey is available for residents to provide their comments and feedback on the Audit Commission's findings.
- **Contact our office** - If you do not have access to the internet, we can provide you with a printed copy of the survey form. Please contact the Business Improvement Service on **020 7021 4518** and we will send you one in the post.

If you wish to send us feedback using the survey form, please make sure this reaches us no later than **15th February 2010**. Whilst we are keen to hear all your views, we would particularly welcome your views on how we could develop resident involvement in monitoring the repairs service.

Once we have read all your feedback we will be working with residents to finalise and agree our action plan. This plan will then be submitted to the Audit Commission and our regulator the Tenant Services Authority by 4 March 2010. If you would like to be involved in the implementation of our action plan, please contact the Business Improvement Service on **020 7021 4518**.