

**THE LONDON
BOROUGH OF
CROYDON'S
CARETAKING
SERVICES
BY THE HOUSING
SERVICES**

OVERVIEW OF INSPECTION

- The Staff who took part in the inspection had a good understanding of the requirements of the service and gave the inspection team a number of thoughtful and constructive suggestions on how the service might be improved.
- The 'Traffic Light' system was used to analyse the findings, with subsequent recommendations.
- The findings are coded in the report as green (pass); amber (partial) and red (fail).
- There are a total of 13 findings; 2 passes; 6 partials and 5 fails.

Carry out cleaning duties to internal areas and bin chambers according to the agreed enhanced cleaning standards and frequencies

- Staff and Managers are clear on the duties and standards for cleaning.
- Cleaning schedules are sometimes removed from display in the blocks.
- Poor communication with Veolia.
- Inconsistency in the use of Jeyes fluid.
- Cleaning the inside and outside of bin chamber doors.
- Safe storage and location of cleaning equipment.
- **Recommendations**
 - Clarification needed on the use of Jeyes fluid.
 - A formal reporting procedure to improve communication with Veolia.
 - Bin chambers and storage / location to be addressed in 'Action Plan'.

Carry out regular inspections of lights and lamps and fit replacements as necessary

- Regular checks are made.
- Repairs Team can sometimes take some time before a repair is started.
- **Recommendations**
- All Caretaker Managers should carry out an audit of training to establish if there are any gaps, including programming the timers on lighting systems.
- A procedure should be put in place for reporting, feedback and escalation of outstanding repair jobs.

Carry out secondary monitoring to ensure Streetscene services are being delivered to agreed standards Report any concerns or performance issues to Neighbourhood Caretaking Manager

- Clear monitoring and reporting process used.
- Weekly monitoring by Managers to identify missed sites.
- Reporting process on outstanding jobs needs to be addressed.

- **Recommendations**

- Regular meetings should be held with Streetscene Management to discuss progress on outstanding jobs and raise issues.

Report repairs to communal areas and monitor completion of these jobs

- Clear process for reporting and monitoring repairs.
- Poor communication and feedback from the Repairs Team.

- **Recommendations**

- A procedure should be put in place for reporting, feedback and escalation of outstanding repair jobs.

Carry out Health & Safety inspections as required to comply with Policy and Legislative requirements

- Health and Safety training.
 - Health and Safety lead officer in each District.
 - Trip hazards.
 - Lack of support by Tenancy Teams.
 - Uniforms, boots and protective clothing.
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- **Recommendations**
- Caretaker Managers should enforce wearing correct uniforms while on site and ensure these are available.
 - A policy decision about doormats on landings should be made. If they are banned this should be enforced with the support of Tenancy Officers.

Visit all new Tenants' to explain the arrangements for disposal of domestic refuse and issue a copy of the Neighbourhood Services Handbook

- Surveys were completed in North and South Central Districts only.
- 67.86% of new Tenants said they had not received a visit from a Caretaker.
- 82.70% of all Tenants said they understood what services Caretakers provide.
- 71.43% of new Tenants said they understood what their responsibilities are.

• Recommendations

- Pre-printed calling cards should be produced with the relevant information and given to all Caretakers. Lettings Team to make appointments where possible or provide the relevant information to the new Tenant.
- Regular meetings with Tenancy Teams to be reinstated to agree action on anti-social behaviour regarding Caretaking Services and

Ensure all communal areas are free of bulk rubbish

- Caretakers have a good understanding of their duties.
- There are persistent offenders.
- Inconsistency in instructions from Caretaker Managers.
- Lack of support from Tenancy Teams.

- **Recommendations**

- Clarification on the point at which Caretakers should stop giving Tenants warnings about items left on landings and refer the Tenant for breach of Tenancy conditions.

Communication

- Use of two way radios.
- Poor reception in some parts of the borough.
- There are no regular checks on reception.
- No reimbursement for use of personal mobile phone.

- **Recommendations**
 - The use of radios and mobile phones by Caretakers on site should be reviewed.
 - Issuing corporate mobile phones to Caretakers should be considered.

Supermarket Trolleys

- Supermarkets trolleys left on Estates.
- **Recommendations**
- A borough wide policy decision regarding supermarket trolleys should be made.

Overtime

- Different procedure in each District.
- **Recommendations**
- An overtime policy should be adopted.

Team Meetings

- Significant difference in the way these were conducted in each District.
- **Recommendations**
- To be addressed in the 'Action Plan'

Grounds Maintenance Reports

- Maps.
- **Recommendations**
- The use of location maps in Grounds Maintenance reports should be adopted by all Caretaking Teams as best practice.

Training

- Caretaker Managers are not always aware of the status of professional training received by their team members.
- **Recommendations**
- All Caretaker Managers should carry out an audit of training to establish if there are any gaps, including programming the timers on lighting systems.

Feedback and Ratification from the Tenants & Leaseholders Panel 1st February 2012

- The feedback from tonight's meeting will be added to the report and then presented to the Housing Scrutiny Panel and Housing Services Inspectors before being presented to Croydon Landlord Management Services.
- An Action Plan will then be put together which the Housing Scrutiny Panel will oversee.