

## Customer Scrutiny Panel Report

<b>Report title:</b>	CSP report on Aster aids and adaptations service
<b>Date</b>	13th December 2017
<b>CSP Grade</b>	Customers can have some confidence in this service. Recommendations made to improve in some areas.

### Summary of Key Points

- The CSP consider that the aids and adaptations service is of vital importance to customers who have disabilities and mobility problems and who may be some of Asters more vulnerable customers.
- To determine the effectiveness of the service to customers the CSP examined data available on aids and adaptations including how the service is funded and delivered.
- Customer views on the service including compliments and complaints were obtained from the business insight team and the complaints team.
- The CSP devised questions and conducted their own survey to gain customers views on the standard of the adaptation service.

### Risks to Customers and Aster

#### Customers

If customers who are disabled and or vulnerable do not receive a high standard of service and adaptations this may impact on their view of Aster as a whole and the service area in particular.

#### Aster

Ineffective financial and operational controls

Material price increases

## Recommendations:

A number of recommendations were made which are being taken forward by Aster including a recommendation that, asking a direct question of whether the customer was satisfied with the actual work completed would give a clearer indication of customer satisfaction with the work itself.

One of the recommendations made was by a customer who had received the adaptation service from Aster.

## Customer engagement

- A survey was devised and initiated by the CSP to gain input from customers who had received an aid and/or adaptations in their home in order to obtain their views on the actual standard of service received from Aster. This customer satisfaction data was required by the CSP to evaluate the service provided and covered all geographic regions.
- The Aster Customer Scrutiny Panel (CSP) meets the co-regulation requirement for landlords to support effective independent scrutiny by tenants of its landlord's performance, and the company provides the administration support for the panel to be effective.

## Conclusion

The CSP readily acknowledges the hard work that goes into the planning and delivery of the aids and adaptation service and customers overall receive a good service from the company; especially commended are the frontline operatives.

More work should be done on gaining customer satisfaction levels with the actual work completed and taking these into consideration when planning the service.

Finally the CSP would like to thank all the staff we have contacted during the course of this scrutiny especially those we met face to face, they have all provided information as requested and were open and willing to give their viewpoints