

THE INFORMED

Summer 2021



Sapphire
Independent
Housing

IN THIS ISSUE

	page
What we've been up to	2
Covid Update	2
Residents Day 2021	3
The Corporate Plan	3
Fire Risk Assessment	3
Testing our Service	5

FEATURES

Residents trip to Thorpe Park	4
Reporting a Repair - Customer Journey Map	5-6
Colouring and puzzles	7

**We'd love to hear from you.
Send your news, stories
and comments to:
theinformed@sih.org**

Spring to Summer at Sapphire

What an energizing few months it's been...

since April we've celebrated Eid Al-Fitr; Volunteer's week; Mental Health Awareness Week; Pride Month; and Men's Health week. We've voted for the London Mayor. We've come together and watched the men's England team get to the UEFA European Championship (2020) Final!



Residents at Bethany House enjoying an afternoon chatting and sharing pizza. A moment of reflection after this difficult time.

WHAT WE'VE BEEN UP TO ... CONTINUED



Playing footie in the park to recognise Men's Health Week



The New Play Area for our youngest residents at Hepburn Court



Sending our wishes for Peace and Happiness for Eid Al-Fitr on our Instagram page



Volunteers Week 2021: A big 'Thank You' to Michael and City Harvest for their ongoing support and delivering food donations to our hostels in Camden and Islington



Thank you also to 'Action 4 London' for the donation of sandwiches to Bethany House

Mental Health Awareness Week 2021: Nature – Setting up the new planters Alikali (Project Worker) and Gary from Conway House



Pizza and Chat afternoon at Bethany House

WAITING FOR THE UPDATE

How do we move forward?

As you will be aware since March 2020 Sapphire have been led by the Government's guidance on staying safe during this challenging time.

We've closed Head Office, worked from home wherever possible; limited staff and contractor visits to schemes where appropriate; we have delayed large gatherings, celebrations, and events; we have delayed routine maintenance jobs where appropriate to preserve PPE and minimise contact; and we've put in place scheme specific safety measures where appropriate. We will continue to put resident safety first.

Like everyone, Sapphire awaits the next Government announcement to guide and assist us to prepare for the next steps.

As part of our preparation for the next steps we would like to hear from our residents on how you think we can continue to support you. We are preparing a short survey that will be available online, unless you request a paper copy, and we would really appreciate your feedback on what our next steps could include. We will let you know when the survey is available.



YOUR DAY: RESIDENTS DAY 2021

We want you to help us plan Your Day. This year we will be doing things a little differently. Due to the challenges, we currently face we are not able to organise an association wide event. For the safety of all our residents and staff we are planning smaller external events in line with Government guidance.

Each scheme has a Resident Day Committee representative, these are: Fahima Begum (Housing Assistant) for Bethany House; Sarah Wynbourne (ETE Co Ordinator) for Conway House with the support of Hannah Dillon (Trainee Project Worker); Abosede Jonah (Project Worker) and Denise Huether (Project Worker) for Townsend House; Leyla Karatepe (Project Worker) for Hepburn Court; Megan Smiley (Housing and Resident Engagement Officer) and Janice Esten (Housing Operations Manager) for General Needs schemes.

Your representative is currently planning the day for your scheme. If you have any suggestions or wish to help plan the day, please contact your scheme representative as soon as possible.

We're excited at the prospect of being able to have 'Your Day' this year. Please note, this is subject to change in line with Government Guidance.

BLOOMING MARVELLOUS! KEW GARDENS TRIP



Limited FREE Tickets are available to visit Kew Gardens! Speak to your Keyworker or Housing Officer if you are interested.

THE CORPORATE PLAN

In April, our CEO Heather Thomas asked you to participate in a survey to have your say on our new five-year Corporate Plan. It was great to hear from so many of you and, your feedback and suggestions have been considered for the new plan.

The new plan has been drafted and will be presented to our Board in July 2021 for final approval. We look forward to sharing the plan in our next edition.



Congratulations to the five lucky winners of the prize drawer for the £15.00 gift cards!

FIRE RISK ASSESSMENTS 2021



The Fire Risk Assessor recently completed the assessment for our schemes. Thank you to all our residents for bearing with us over the last year to complete the recommended works in a timely mannerly and improving safety to your homes.

It was a challenging year to carry out the extensive work, and we say a big thank you to our Repairs and Compliance Team for managing the risks to residents, contractors, and staff so well.

Over the coming months there are a few recommendations from the 2021 assessments to address, and you may see contractors on site. If you will be directly affected by any of the works taking place, we will be writing to you separately.

Thank you again for your corporation.

HOW ARE WE DOING?



SAPPHIRE'S RESIDENT SATISFACTION LEVELS

for April 2020 – March 2021 (end of year levels)

SATISFACTION



Overall satisfaction
with Sapphire's services

Target 93%

Actual 92.5%

COMPLAINTS



Complaints
responded to on time

Target 98%

Actual 67.4%

REPAIRS



Responsive repairs
completed on time

Target 97%

Actual 98%

A review of our complaints between March 2020 and April 2021 show a significant decline in responding to complaints within the target times, though we have noted, the complaints responded to outside of the target times coincide with the first and second waves of the pandemic, which demanded a lot of Sapphire's resources. We will be working to improve our performance over the coming year.

All feedback we receive from you is used to monitor and improve the services we provide. You don't have to wait to be given a survey you can go online at: www.sih.org to provide your views and feedback at any time.

OUR TRIP TO THORPE PARK

by residents of Townsend House

On Saturday the 12th of June a group of us from Townsend House took a trip to Thorpe Park in Chertsey. We are a mixture of cousins, sisters and good friends who hang out together. We wanted to do something different, and decided to go to the Park as a birthday celebration.

It is by no means cheap, and we needed to get tickets at a good price. First we purchased milk shake bottles, as we were told they had a code to buy reduced tickets – but it did not work! We did some proper research, and found that several cereal boxes and other items carry vouchers, so you can buy reduced price tickets. We all bought

different items from Rice Krispies boxes to square packets, and were able to buy two adult tickets for £25 each instead of £50 each! We were all very happy with this.

We took a bus from Borehamwood for just £8 return – it took two hours to get there. We were so excited! We knew food and drinks would be very expensive, so we bought things to share.



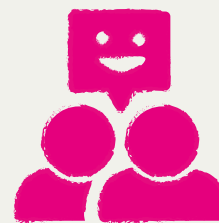
The experience of being in the park was amazing! One of us loved it so much, she kept going back on the rides despite passing out. It was the first time that she was able to enjoy such an experience.

We laughed a lot and despite waiting in lines for ages to get onto a ride, it was still worth it. This trip brought as all a lot of joy and we are so happy that we did it, we really hope to be able to do such a trip again.



One ride was in complete darkness which caused some of us to scream out very loudly. The camera at Thorpe Park captured this moment, it was so special we purchased that picture to enjoy the memory.

YOUR CUSTOMER EXPERIENCE: REPORTING REPAIRS JOURNEY



We recently reviewed our Reporting a Repair customer journey map, and we want to share our findings with you. Please see a short version of journey map(s) on the next page.

Thank you to all the residents who took part in the review and gave their feedback. We hope you enjoyed the gift vouchers.

From this review we identified areas of good customer service and areas for improvement; and we now have a greater understanding of the impact of inadequate service our residents may have received when reporting a repair.

We were pleased to hear our residents “feel able to report a repair” and “felt relief” when they knew Sapphire was aware of the repair. Many of our residents who reside in our self-contained properties had not experienced any issues booking an appointment, this was great to hear.

We were dissatisfied to hear that a few of our residents had not had a good experience when the contractor needed to re-attend as “sometimes they [the contractor] do not come back”.

Our CSE (Customer Service Excellence) Committee, comprised of staff from across the organisation who are working to improve our resident’s experiences of our services, took on board the feedback from the participants and created two new ‘Reporting a Repair’ journey maps.

We acknowledge there are different stages of reporting a repair that our residents go through depending on the scheme they reside in. You can view both journey maps in the resident’s section of our website www.sih.org. If you need the log in details for this section, please ask your Keyworker or Housing Officer.

We will be working to improve the **Information** available to our residents; how we **Communicate**

with residents at all stages of the journey; we will undertake **Staff Training** to ensure we are consistent, and our residents can access a good service regardless of the time or day they need to report a repair; and we will be working with our Contractors to ensure a good service is delivered in line with our **Contractors Code of Conduct**.

The feedback we received has been invaluable. We are now reviewing the ‘Making a Complaint’ journey map to identify good practice and areas for improvement, and we are starting the review of our ‘Residents Guidebooks’ to ensure the information we are providing is relevant, clear and consistent.

If you want to help us improve the services and information we provide, please let your Keyworker or Housing Officer know. Alternatively, you can send an email to the Resident Engagement Team at residentinvolvement@sih.org. All participants will receive a £5.00 gift voucher for helping us improve our services.

LET’S TEST OUR SERVICE

We want to put our service to the test! We are looking for residents to help us test the services we provide by becoming a ‘Mystery Shopper’.

The role of a mystery shopper is to help us measure quality of service and job performance by mirroring a common scenario and reporting back on how well you think we did, i.e. making a telephone enquiry.



If you want to become a ‘mystery shopper’ to help improve our services, please let your Keyworker or Housing Officer know. Alternatively, you can send an email to the Resident Engagement Team at residentinvolvement@sih.org.

Reporting a Repair – Customer Journey Map

Resident Expectations



Good communication



Empathic approach to determining timescales for a repair



Good quality service

1 Identifying the repair

Tenants will decide if the repair is an emergency, urgent or routine.

I feel able to report repairs

Opportunities:

1. Clear guidance on reporting repairs
2. Easy access to recharge policy
3. Create a tips handout to help tenants with minor issues.

2 Reporting the repair

Email – letter – phone call – via an advocate/third party – Website. Out of hours support is also available.

I felt relief that the staff knew about the issue

Opportunities:

1. Review 'How to get repairs done' section of guidebook
2. Review 'Your responsibilities' section of guidebook
3. Arrange an initial inspection of the repair with our MOs to determine liability.

3 Repair is logged on QL (internal system)

Informing the tenant of our repair timescales and our rechargeable repairs policy.

I am not told timescale for completing a repair ...though this is okay

Opportunities:

1. Tell the tenants which priority category their repair falls within and advise the resident of the timescale for completion.

4 Resident is advised how / when they will be contacted for an appointment

Arrange appointment – send text on day to tenants in hostels – provide contractors with tenants or hostels contact numbers to arrange access.

I have not experienced any issues arranging a convenient appointment

Opportunities:

1. Provide the name of MO attending to the repair or provide the name of the company
2. Ask tenant to confirm if they have experienced any covid 19 or flu like symptoms,
3. Ask residents if they are 'shielding' from covid 19.

5 Repair appointment

Inspect issue and attempt first-time fix. On completion of repair offer a survey. All MOs and contractors to wear PPE.

I feel at times SIH want a quick solution rather than completing the repair to a good standard

Opportunities:

1. MOs and contractors to wear photo ID or Visitor ID badge
2. MOs and contractors to explain why they are there
3. MOs and contractors provide updates at end of appointment. Confirm completion or explain why a second app is needed.

! IF Step: If the repair cannot be fixed the first time

Arrange second appointment for MO or contractor will contact tenant or scheme to arrange second appointment. *All tenants will be kept informed of any anticipated delays.*

The contractor did not return to complete the repair

Opportunities:

1. All opportunities identified in Step 5 apply
2. SIH repairs team to follow up with contractors for incomplete repairs
3. SIH Repairs team to provide updates to tenant for any delays.

6 Post Inspections

Offer surveys to all tenants for completed jobs. Survey can be sent via post where the job is completed by a contractor. Repairs team to inspect 10% of jobs in line with KPIs.

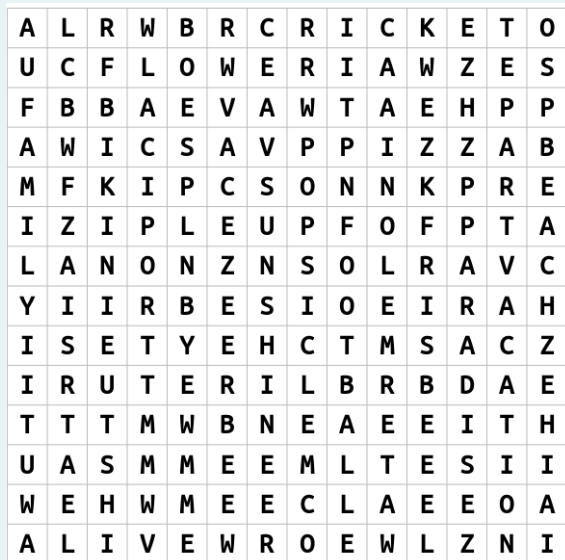
I don't recall completing a survey for the last repair

Opportunities:

1. Review Surveys
2. Offer surveys for all jobs

Sapphire Word Search

Locate the given words in the grid, running horizontally, vertically, or diagonally.



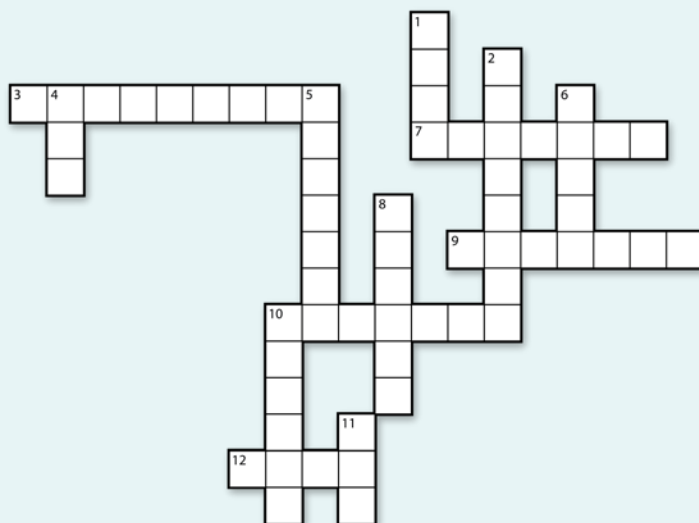
FOOTBALL
WATERMELON
VACATION
SUMMER
BREEZE
POPSICLE

SUNSHINE
PARADISE
PIZZA
FAMILY
FRISBEE
FLOWER

BIKINI
CRICKET
HEATWAVE
TROPICAL
BEACH
ALIVE

Sapphire Summer Crossword

Answers for the Summer Crossword can all be found in this issue of The Informed Newsletter.



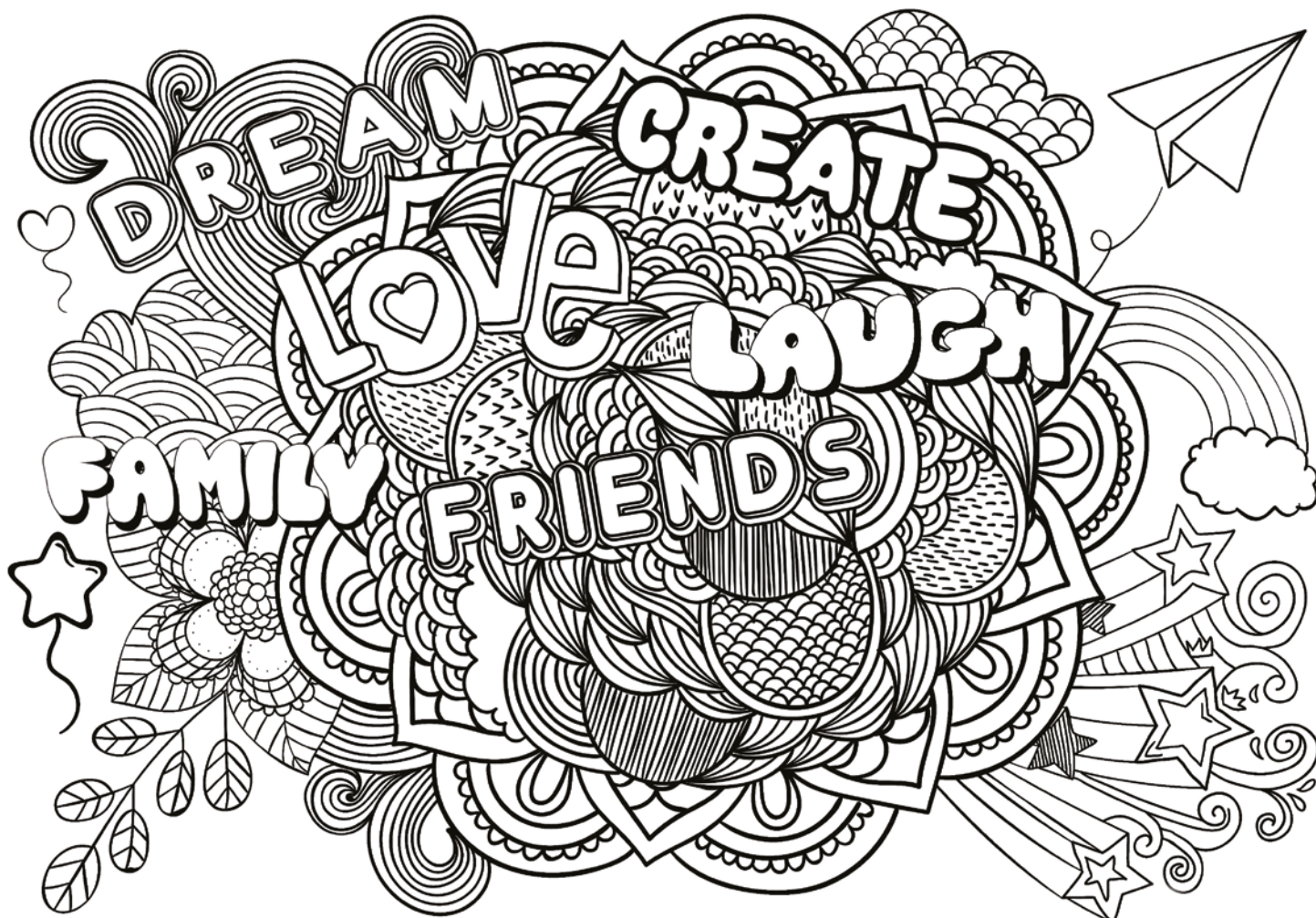
DOWN

1. What final did we watch in May? (4)
2. New in the garden at Conway House (8)
4. Festival celebrated in May (3)
5. Mystery role residents can take on (7)
6. Shared by residents at Bethany House (5)
8. Where might you find reduced tickets? (6)
10. We played this to recognise Men's Health Week (6)
11. Blooming Marvelous (3)

ACROSS

3. What day do we need your help to plan? (9)
7. How was the experience of being in Thorpe Park? (7)
9. What can you report on this journey? (7)
10. Words to colour (8)
12. Number of lucky gift card winners (4)

Summer colouring



CONTACT US

The Informed is a quarterly publication.

Our next issue will be out in Autumn 2021. Please send any comments, questions and story ideas to:

TheInformed@sih.org

For a PDF version or any previous issues of *The Informed* please visit the Residents' section of our website www.sih.org and click on publications.

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EXCELLENCE



INVESTORS
IN PEOPLE | Gold

PLEASE NOTE!

From September head office will be open to general needs residents on Tuesday and Friday, otherwise by appointment. This is subject to change based on Government Guidance.

If you would like to contact us during working hours (Mon – Fri, 9am – 5pm), please call our head office number **020 7485 8889**.

If you have any emergency repairs please contact the out-of-hours number on **020 7372 6633**. Normal procedures will resume as soon as possible.

GENERAL ENQUIRES

Head office

1 Holmes Road,
Kentish Town,
London, NW5 3AA
Tel: 020 7485 8889
Email: info@sih.org
www.sih.org

SUPPORTED SCHEMES

Bethany House

13 Lloyd Square,
London, WC1X 9AR
Tel: 020 7837 3420

Conway House

18-22 Quex Road,
Kilburn, NW6 4PL
Tel: 020 7372 6633

Hepburn Court

Brookside,
Gowar Field,
South Mimms,
Hertfordshire,
EN6 3QE
Tel: 01707 662 667

Townsend House

135 Aycliffe Road,
Borehamwood,
Hertfordshire,
WD6 4HA
Tel: 020 8207 1562

GENERAL NEEDS SCHEMES

Caulfield Court

Baynes Street,
London, NW1 0TZ

College Yard

9 College Yard,
London, NW5 1NX

Dunne Mews

57 Leighton Road,
London, NW5 2QH

Forde House

129 Queens Crescent,
London, NW5 4HE

Hackett House

12 Kingsgate Road,
Kilburn, NW6 4TB
Tel: 020 7692 7285

Highgate Road

54/56 Highgate Road,
London, NW5 1NU

St Eugene Court

82 Salusbury Road,
London, NW6 6PA

Tara Lodge

Mutrix Road,
London, NW6 4BF

Park Place

1 Espalier Gardens,
London NW6 2DQ