

SODEXO DELIVERS QUALITY FOR PICKERING & FERENS HOMES




QUALITY OF LIFE SERVICES

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Elderly residents benefit from Sodexo's focus on wellbeing and continuous improvement.



THE CHALLENGE

Pickering & Ferens Homes is a housing association providing rented accommodation for elderly residents in Hull and the East Riding of Yorkshire. While consideration is given to value for money, customer satisfaction and the wellbeing of residents is paramount. In order to ensure residents enjoy the best possible value for money, Sodexo designed a solution that ticked all the boxes.

THE SOLUTION

Sodexo took on the contract at Pickering & Ferens Homes back in 2008 and since then has focused on continuous improvement for the benefit of residents' wellbeing.

The contract presents a multitude of challenges. The importance of maintaining an attractive and welcoming environment is clearly a must to satisfy the demands of Pickering & Ferens Homes' residents.

As such, Sodexo provides a grounds maintenance service which includes weed control, grass cutting, litter picking and shrub work, as well as snow and ice clearance across a range of accommodation including some 300 private gardens and 40 communal areas within sheltered accommodation grounds.

Further to the expectations of residents, Sodexo also has to meet the demands of the client. As well as looking to continually improve the look of the areas, Sodexo is focused on developing innovative ways to do things more efficiently and ultimately save costs for Pickering & Ferens Homes.

Recent initiatives have included new routes for team members to better manage labour and a "spend to save" scheme, which has a dual benefit of improving the appearance of gardens, while reducing the need for regular maintenance.

THE BENEFITS

The "spend to save" scheme has certainly been a successful innovation introduced to the contract by Sodexo. Investing in low maintenance shrubbery, for example, not only meets residents' expectations of an attractive environment, but also reduces the need for constant maintenance and weeding, which in turn reduces labour costs.

Similarly, the new routes set up for team members have made the workload more manageable and improved service levels for Pickering & Ferens Homes.

Ultimately though, Pickering & Ferens Homes took Sodexo on to provide a service for residents. And that is what the company has done.

However, to ensure continuous improvement and residents' wellbeing is always central to everything it does, Sodexo holds regular meetings with residents to measure the levels of performance and satisfaction. Sodexo also ensure that the work schedule is planned to allow the team members to work the same route. It is very important the residents see the same member of the team, a familiar face, to help create a safe living environment.

During the course of the contract, performance has improved significantly. Residents give positive verbal feedback. And, importantly, Sodexo has designed a solution that enables it to take feedback on board and actually do something about it.

"The nature of this contract is very emotive," says head of maintenance at Pickering & Ferens Homes, Paul Atkinson. "It's not just about delivering a service to the community; it's also about having the personal touch. Sodexo provides an important service to residents and we are happy with the partnership that is in place and the progress being made with service delivery."