



## The Gateshead Housing Company Customers and Communities Committee

Wednesday 18 November 2009 at 2pm  
Board Room 2, The Gateshead Housing Company, Keelman  
House, Fifth Avenue Business Park, Fifth Avenue, Team Valley  
Trading Estate, Gateshead NE11 0XA

### *Agenda*

Item	Business
1.	<b>Apologies for Absence</b>  <b><u>ITEMS FOR DECISION</u></b>
2.	<b>Confirmation of Chair and Appointment of Deputy Chair</b>  <b><u>ITEMS FOR INFORMATION</u></b>
3.	<b>Terms of Reference (Pages 3-5)</b> Report of Director of Finance
4.	<b>HomeRepairs Reporting Service Performance (Pages 6-9)</b> Report of Director of Property and Technical Services
5.	<b>Anti-social Behaviour Performance Update (Pages 10-35)</b> Report of Director of Housing Management
6.	<b>Anti-Social Behaviour Strategy 2008-10 Update (Pages 36-53)</b> Report of Director of Housing Management
7.	<b>Service Improvement Groups – Outcomes (Pages 54-62)</b> Report of Director of Finance

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Item	Business
8.	<b>Customer Involvement Activity – 1 July to 30 September 2009 (Pages 63-88)</b> Report of Director of Finance
9.	<b>Housemark – Resident Involvement Exercise 2008/09 (Pages 89-95)</b> Report of Director of Finance
10.	<b>Moving Forward Customer Training Programme 2009/10 – Update (Pages 96-100)</b> Report of Director of Finance
11.	<b>Items for Future Agendas</b>
12.	<b>Date and Time of Future Meetings</b>



## Report to Customers and Communities Committee

18 November 2009

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**Title:** Terms of Reference

**Report of:** Chief Executive

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### **Purpose of Report**

1. To note the terms of reference of the Customers and Communities Committee.

### **Background**

2. The Board agreed, at its meeting on 24 September 2009, the establishment of three committees based on the three broad business areas meeting on a quarterly basis.
  - Customers and Communities
  - Asset Management
  - Resources and Audit
3. The Board also approved the terms of reference of the three committees at that meeting. The terms of reference for this committee are attached at the Appendix to these minutes.

### **Link to values**

4. This report relates to the company value of being positive and responsive.

### **Impact on tenants**

5. Improved committee reporting arrangements will enhance and support service delivery that tenants receive.

### **Risk Management Implications**

6. Aligning the work of the board with the company objectives can help to manage strategic risks more effectively.

### **Financial Implications**

7. There are no financial implications arising from this report.

### **Equalities and Diversity Implications**

8. The timing and format of meetings will aim to ensure that all Directors can contribute effectively.

### **Value for Money implications**

9. There are no value for money implications arising from this report.

### **Consultation carried out**

10. No consultation has been carried out for the preparation of this report.

### **Recommendation**

11. The committee is asked to note its terms of reference.



# The Gateshead Housing Company

## Working with Gateshead Council

### TERMS OF REFERENCE OF CUSTOMERS AND COMMUNITIES COMMITTEE

**Areas to consider:** *customer and tenant involvement and satisfaction, local services policies and priorities, access to services, complaints, worklessness and financial inclusion.*

**Approval required by the Board following review by the committee**

- Any key policy decisions

**Matters delegated to the committee for decision**

- To ensure the delivery of services that customers require.
- To provide a single overarching co-ordination framework to monitor and develop the Housing Management, Customer Services and Tenant Involvement functions.
- To monitor the performance of the Housing Management, Customer Services and Tenant Involvement functions against their key performance indicators and report as required to the Board.
- To take a strategic view of the issues and opportunities associated with the Housing Management, Customer Services and Tenant Involvement functions.
- To monitor continuous performance improvement and the key performance indicators in respect of the Housing Management, Customer Services and Resident Involvement functions.



## Report to the Customers and Communities Committee

18 November 2009

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**Title:** HomeRepairs Reporting Service Performance

**Report of:** Acting Director of Property and Technical Services

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### **Purpose of Report**

1. To provide an update on the impact of additional Customer Services Assistants in the HomeRepairs reporting centre as reported in July 2008.

### **Background**

2. In February 2008, it became clear that tenants were experiencing difficulty accessing the service. This was a result of the introduction of a new telephone system, the co-location of Morrison's supervisors in January 2008 and the increased call handling time necessitated by the new Northgate repairs module. In addition, advice from a leading call centre expert suggested that the service was understaffed and would not achieve the industry standard of answering 90% of calls within 60 seconds.
3. The inspection in December 2008 found that in relation to the repairs reporting service 'customers have difficulty in contacting the repairs reporting service by telephone and improvements are very recent but not yet proven over time'. One of the inspection recommendations was 'To improve access to services by ensuring customers can report repairs by telephone quickly and efficiently'. The expected benefits of this recommendation were:
  - Customers will be more willing to report repairs; and
  - Customers will be more satisfied with the service.
4. Additional Customer Services Assistants (four full time and four part time) were appointed to address the reported understaffing.

### **Home Repairs Service Performance**

5. The impact that the additional resource has had on the performance of the service has been positive.
6. Performance levels for the six months prior to the additional call handlers joining the service (May – October 2008) has been included as a comparison.

7. The tables below detail statistics on calls received, calls answered, average waiting time and percentage of calls answered against set targets: -

#### **Repairs Call Handling Statistics May 2008 – October 2009**

	<b>Calls Received</b>	<b>Calls Answered</b>	<b>Calls Abandoned</b>	<b>Average Waiting Time</b>	<b>% of Calls Answered</b>
May 2008	11614	8270	3344	9mins 59 secs	72%
June 2008	9469	7347	2122	2 mins 58 secs	78%
July 2008	10556	7468	3088	3 mins 50 secs	71%
August 2008	10268	6840	3428	4 mins 30 secs	67%
September 2008	14656	9423	5233	4 mins 55 secs	64%
October 2008	14094	8141	5953	8 mins 02 secs	58%

#### **Repairs Call Handling Statistics April 2009 – October 2009**

	<b>Calls Received</b>	<b>Calls Answered</b>	<b>Calls Abandoned</b>	<b>Average Waiting Time</b>	<b>% of Calls Answered</b>
April 2009	8054	7387	667	1 min 25 secs	90.40%
May 2009	7052	6169	883	1 min 56 secs	85.70%
June 2009	7853	7211	642	1 min 28 secs	90.80%
July 2009	9584	8773	811	1 min 6 secs	90.50%
August 2009	7565	7025	500	37 secs	92.86%
September 2009	8665	8088	577	32 secs	93.34%
October 2009	9017	8628	389	23 secs	95.68%

8. Targets for the service are as follows:

- 90% of calls received into the service to be answered
- Average waiting time for calls to be answered to be within 60 seconds.

#### **Customer Satisfaction**

9. In addition to handling repairs enquires, the service also undertakes telephone and postal surveys to ascertain customer satisfaction levels of tenants experience contacting the repairs centre and the levels of service offered and also to determine tenant's levels of satisfaction once the repair is complete.
10. The information below details levels of customer satisfaction for the current financial year, against a target of 95%

	<b>% of Customers Satisfied</b>
April 2009	95.02%
May 2009	96.57%
June 2009	97.19%
July 2009	97.44%
August 2009	96.98%
September 2009	97.07%
October 2009	97.06%

11. The above figures indicate a consistent level of satisfaction of tenants surveyed in the current financial year to date.

### **Responding to customer dissatisfaction**

12. Whilst customer satisfaction is quite high, it is important that the company responds positively where there is reported dissatisfaction.
13. The company's post inspectors work closely with the HomeRepairs complaints section giving relevant technical advice and support and also carrying out home visits to help resolve any issues raised by customers.

### **Link to values**

14. This report relates to the following company values: -
- Being a listening and learning organisation
  - Being motivated, trained and committed
  - Being customer focused, innovative and professional
  - Being caring and respecting
  - Embracing equality.

### **Impact on tenants**

15. The delivery of an effective repairs service has been identified as one of our tenants' top three priorities.

### **Risk Management Implications**

16. Failure to maintain improvements has been identified as a strategic risk. The improvements delivered will help to mitigate this risk.

### **Financial Implications**

17. There are no financial implications arising from this report.

### **Equality and Diversity Implications**

18. Access to the repairs reporting service is open to all tenants.

### **Value for Money Implications**

19. The effective training of Customer services in identifying repairs requests can improve value for money by reducing the number of variations.

### **Consultation Carried Out**

20. There was no direct consultation carried out as part of preparing this report.

### **Recommendation**

21. The committee is recommended to

- note the performance information included in this report;
- note the decrease in waiting time for tenants to access the service and the sustained levels of customer satisfaction attained via telephone surveys.

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Contact: Paul Marshall, Repairs Partnering Manager

Tel No. (0191) 433 5313

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## Report to Customers and Communities Committee

18 November 2009

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**Title:** Anti-social Behaviour Performance Update  
July – September 2009

**Report of:** Director of Housing Management

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### **Purpose of Report**

1. The purpose of this report is to provide a service update on activity between July and September 2009. The report also outlines current developments and progress in line with our anti-social behaviour strategy.

### **Background**

2. The report provides details on the number and types of anti-social behaviour and actions taken during this period. This includes cases of anti-social behaviour reported by customers, but also issues that have been identified proactively by officers and through the estate tours programme and partnership working. The Report highlights what work the team is doing inline with the six key Respect Agenda themes. Although statistics are included in the main body of the report a more detailed breakdown of this information is available in Appendix 1.
3. Updates on the various specialist areas within anti-social behaviour are also detailed, including racist incident management including Hate Crime policy and procedure developments, domestic violence, and vetting and suspensions.

### **Accountability leadership and commitment**

#### **Performance**

4. The current caseload at the end of September 2009 is 674 cases, this is a decrease compared to the same period last year where the caseload was 706
5. During July 09 – September 09, 511 new cases were opened. This is an increase on the number of cases that were opened between July 08 and September 08 which was 373 cases.
6. There were 490 cases closed during July 09 – September 09, of these 474 (97%) were resolved without the need for legal action. This can be compared with the same period last year where 530 cases were closed, of these 518 (98%) were resolved without the need for legal action.

7. During July 09 – September 09 148 legal and formal actions were taken, this is a decrease compared to the same period last year where 226 actions were taken.

### **Customer Satisfaction**

8. Satisfaction surveys are carried out with customers once a case has been closed. The results are outlined in the table below:

<b>Number of households surveyed</b>	<b>Number of responses received</b>	<b>Very / fairly satisfied</b>	<b>Neither satisfied nor dissatisfied With the service provided.</b>	<b>Dissatisfied</b>
43	30 (70%)  (7 males; 23 females)	25 (83%)	1 (3%)	4 (14%)

### **Managing dissatisfaction**

9. As part of our commitment to continued improvements to our satisfaction data we contact the tenants who raise concerns about the services that they have been provided the following is a breakdown as to why tenants were dissatisfied with our service.
10. Two customers felt that our officers should be more contactable. We have reviewed the cases involving those customers who were dissatisfied and in one case we feel that the officer should have done more to contact or offer alternative ways of communicating information other than letter. In the other case we feel that based on the regular weekly updates by a number of methods we have acted proactively but have not communicated our actions fully with the tenant
11. One customer felt that our policies and procedures did not allow us to get problem tenants out quick enough
12. One customer felt that we did not do enough to try and get the tenant removed from the property. We have reviewed this case and feel that under the circumstances we would have been unable to obtain a court order for Eviction based on the information we held on the case.

### **Private Rented Team**

13. We have now set up quarterly joint meeting with the private rented team to help share good practice when dealing with tenants and residents that may be crossing over between tenure. The aims of the sessions are to co-ordinate responses to provide more consistency and value for money approaches to tackling ASB

### **Warden Service agreement and quarterly performance**

14. The purpose of the service level agreement is to provide comment on performance of neighbourhood patrol response and enforcement activities of the Neighbourhood Warden Service's over the quarter as well as highlighting service developments. The service provided by the neighbourhood warden service is

subject to a service agreement with the involvement of the ASB service improvement group. The service agreement includes the service standards for the Neighbourhood Warden Service. The agreement is currently being reviewed and updated to incorporate improvements made to the service over the last year

**Service Standard 1** - target of 60 per cent of warden time (five hours per day per warden) on street activity.

- Year to date performance for Service Standard 1 - 76 per cent.

**Service Standard 2** - target to attend 85 per cent requests for attention within 20 minutes.

- Year to date performance for Service Standard 2 - 92 per cent.

**Service Standard 3** - Attendance at Community Events or meetings of 12 per month or 36 per quarter.

- Performance for service standard 3 year end figure - 16 per month

### **Online Reporting**

15. 44 ASB reports have been received during this period via TGHC’s website. These reports relate to;

16	neighbour dispute
5	animal nuisance
9	youth disorder
9	noise
1	homeless person
4	threats to neighbours

16. The availability of online ASB reporting will continue to be advertised within the Housing Company newspaper and it is anticipated that the publicity will encourage more customers to report ASB through this facility.

### **Empowering and reassuring residents**

#### **Barnardo’s Parenting Officer Post**

17. The Barnardo’s parenting post is now fully operational and since August 16 referrals have come into the service for additional support. The Post has supported 12 families directly. 3 cases were referred to local children centres and the Amber project. Of the 12 families 3 only required brief intervention work which included advice and guidance on how to make minor changes to lifestyles to help stop the need for further action from the housing office. 5 families have made such positive improvements that the ASB cases opened against them for a variety of concerns including condition of property (external and internal) and youth disorder have since been closed. The officer is also working hard to help educate staff on the need to make timely referrals into the service to continue the positive start the service has made in a short space of time.

### **Brief Intervention Alcohol Worker Post**

18. Claire Humphrey has commenced her role as a Brief Intervention Worker within the Company with effect from 20 May 2009. The placement is an agreement with North East Council for Addictions (NECA) for Claire to be based with TGHC on a two day per week basis.
19. A Brief Intervention is a practice aimed solely at identifying a real or potential alcohol problem and motivating an individual to do something about this. Brief Interventions are short, one to one counselling sessions aimed at encouraging persons to eliminate harmful drinking practices. Unlike traditional alcoholism treatment which can take weeks or even months, brief interventions are typically one to four short sessions.
20. This post will help TGHC continue its commitment to early intervention resources towards vulnerable service groups and provide tailored services to customers in line with Respect Standard for Housing Management. A steering group has been established in order to look at the development of this role and update will be provided within future reports.

### **Mental Health Link Worker (MHLW)**

21. During July 2009 and September 2009 a total of 24 referrals were made to the Mental Health Link Worker, 22 referrals were from TGHC and 2 were from partner agencies.
22. Out of the 24 referrals 12 cases are receiving ongoing involvement and support from the MHLW.
23. 2 cases have been reviewed and given priority status to be re-housed which was supported by medical professionals
24. Of the 24 referrals made to the MHLW, 3 Legal actions were being considered with 2 of these cases a Notices of Seeking Possession had been served in 1 case an Injunction was granted. Because of the involvement of the MHLW and due to the alleged perpetrators having contributing mental health issues this resulted in the injunction being extended and the 2 Notices of Seeking Possession not being pursued at court.

### **Measuring value for money outcomes from MHLW post**

25. Due to the involvement of the MHLW, not only did this lead to these particular tenants remaining in their home, It also led to an overall financial saving for TGHC of £2,000 due to further legal action not being taken in three cases. Combining the average re-let costs of £2,000 in principle this could have saved the housing company in the region of £8,000 in total.
26. During this quarter the MHLW Brief Intervention Alcohol Worker, carried out a dual diagnosis in 3 cases and provided appropriate intervention and support for both mental health and alcohol related issues. This led to the BI Worker making direct referrals to 247 which meant that these particular customers was given access to alcohol services quickly due to the knowledge of the partnership approach.

## **Mental Health and Housing Partnership Day**

27. Gateshead Housing Company and the Primary Care trust held a mental health partnership day and invited organisations from around Gateshead the opportunity to showcase their work and network with agencies to help gain a greater understanding of the services available for tenants and residents 54 delegates attended the event all of which found the day very useful with partnership work and link ups with agencies the key outcome from the day. TGHC are now looking hold another event next year with all of the supporting agencies involved to help provide more consistent approaches to working with vulnerable residents.

## **Prevention and Early Intervention**

### **Young Persons Officer (YPO) Quarterly Report – July- Sept 2009**

#### **DVD Who do you think you are?**

28. The YPO along with David Patterson from the Council's community safety team held another anti social behaviour session at Thomas Hepburn school, Felling about anti social behaviour using the DVD.
29. The aim of the session was to identify different attitudes and perspectives of members of the community but also to discuss consequences of anti social behaviour.

#### **Aquilla Pre Tenancy Course**

30. The YPO attended Aquilla Housing young women's group. The group of young women were all aged between 17 and 25 and are all learning skills to enable them to successfully live independently in the near future and manage to maintain their tenancies.
31. The YPO delivered a session to the group regarding anti social behaviour highlighting the importance of being a good and responsible neighbour, support agencies on offer to TGHC tenants to help maintain their tenancies, How to report anti social behaviour but also the consequences of breaching the tenancy agreement.
32. It is hoped this partnership will continue as part of Aquilla's Pre Tenancy Course.

#### **Wreka Jam Festival**

33. The Young Persons Officer was involved in the Wreka jam Youth Festival that took place at Cardinal Hume High School, Wrekenton on the 26<sup>th</sup> and 27<sup>th</sup> of August 2009.
34. The school provided use of the sports hall, dance studio, outside playground and their all weather sports pitches and allowed the use of two large marquees.
35. The event was a free event for young people aged 12-19 and was strictly alcohol and drug free. Over 200 young people attended the event over the two day period.

36. Activities offered were break dancing classes, basket ball and hockey, rugby and football. The marquees housed local bands providing young people an opportunity to show off their talent and the other marquee housed a decks area for young people to demonstrate their DJ and MC skills and a graffiti workshop was also ran and a Wii Fit competition took place.
37. Agencies such as TGHC, Police, Health, SMART and Morrisons also attended the event to promote their services and engage with the young people to raise awareness of the consequence of anti social behaviour.
38. The aim of the festival was to improve relationships with local young people and partner agencies, provide opportunities to engage in positive activities and encourage longer term engagement and interests in local groups to attempt to reduce anti social behaviour in the area.

### **Morrisons Trade Taster Course**

39. Following the success of the pilot scheme further discussion has taken place with Morrison's in an attempt to try and secure some funding and plan a trade taster programme that can be sustained as it was agreed that this was a popular and positive opportunity for young people.
40. David Stephenson from the Council's Neighbourhood Management Section has agreed to look at funding streams that may help further develop this initiative next year.

### **Acceptable Behaviour Agreements (ABA)**

41. The YPO continues to co ordinate and monitor all GHC Acceptable Behaviour Agreements and Parent Contracts in line with the Graded Response. The YPO continues to work in partnership with other agencies to ensure young people and their families are supported throughout their agreements.
42. One ABA has successfully been completed resulting in the young person returning to full time education and through working with the Family Intervention Programme (FIP) has engaged in positive activities in the local area and significantly reduced incidents of anti social behaviour.
43. Another ABA completed in August has improved this individual school attendance and they have been offered an alternative education placement due to this improvement. Incidents of anti social behaviour have not been reported since completing the ABA.
44. One ABA signed up on 8 July has had only one reported low level incident between July and September and the young person continues to improve their behaviour and adhere to the agreement.

### **Young Person Domestic Abuse training**

45. The Gateshead Housing Company have agreed with Safer Families and the Safer Gateshead Partnership to be part of a train the trainer programme around the effects of family violence perpetrated by young people. The programme aims to help young people with anger issues or previous experience of domestic violence. It is hoped that this educational option can be used as an early

intervention project for those young people displaying possible signs of either perpetrating or victims of Domestic Violence issues. It is hoped that this intervention will help to reduce the number of future domestic violence incidents by working with young people at the earliest opportunity

### **Domestic Abuse**

- 46. Between July 2009 and September 2009 23 tenants requested security improvements to their property based on concerns of further domestic violence. We subsequently carried out 38 security repairs to help make the victims feel safe and secure within their homes.
- 47. We are currently delivering Domestic Abuse Awareness Training to staff and intend to deliver this training to the entire Company. To date approximately 140 staff have received this training. It is hoped that this training will be delivered to 20 staff each month.

### **Tailoring services to support victims and witnesses**

#### **Victims and Witnesses**

- 48. A SLA has been established with Morrison FS for the provision of additional security repairs to help protect and support victims of Anti Social Behaviour and criminal activity. The scheme will help victims and witnesses to feel secure within their homes. It is hoped that victims and witnesses will be encouraged to take a stand against problematic behaviour with the support of additional security should they attend court or provide key information that leads to a criminal prosecution. Appropriate publicity will be produced and an update provided within future reports.
- 49. Between July 2009 and September 2009 we installed security improvements for a tenant who provided information and attended court on behalf of TGHC.

#### **Hate Crime and Racist Incidents**

- 50. During the period July 2009 - September reports of hate crime incidents have been received by TGHC.

<b>Year</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>	<b>Qtr 4</b>	<b>Total</b>
2005/06	2	5	3	3	13
2006/07	5	10	9	2	26
2007/08	5	3	2	2	12
2008/09	1	8	17	6	32
2009/2010	8	11			19

- 51. There are currently 14 ongoing cases being investigated in partnership with other agencies relating to hate crime incidents.
- 52. The table below details closed racist incident cases and reason for closure.

<b>2009/10</b>	<b>No of cases closed</b>	<b>Closure reasons</b>
July to September 2009	5 - Racial 1 - Religion 1 - Homophobic	2 – NRT Investigated –monitored & agreed closure with complainant 2 – Written Warning Issued 3 – resolved without the need for legal action

53. Between July and September 2009, three tenants requested security improvements to their property based on concerns of there being further incidents of hate crime against them. We subsequently carried out seven security repairs to help make the victim(s) feel safe and secure within their homes.

### **Victim Support**

54. 12 referrals have been made to the victim support worker by TGHC during this period and eight persons have taken up support from the service.
55. Victim Support has also obtained funding for an alcohol victim support worker who will also undertake brief intervention support and counselling for victims. A meeting has taken place with this Officer in order to establish close working relations and information sharing.

### **Mediation**

56. Between April 09 and October 09 the mediation service have worked with 34 housing company cases. During this period 13 cases have been successfully resolved while 14 cases are still ongoing so results cannot be published. During this period a further 7 cases failed to reach an amicable agreement

### **Support to tackle the causes of Anti Social Behaviour**

#### **Winlaton Multi Agency Group (MAG)**

57. The YPO is now part of the working group who are working to develop and sustain a multi agency group (MAG) in the Winlaton area. The group consists of member from Police, Community Safety Team, Youth Inclusion Project (YIP) Education and Youth and Community Services.
58. The aim of the group is to identify a top ten matrix of perpetrators of anti social behaviour in the Winlaton area, to discuss and share information to decide an approach to the individuals and identify support for the families and young persons to attempt to reduce incidents of anti social behaviour and improve the family network.
59. An early intervention programme has been coordinated and delivered as a pilot by Youth and Community and the AMBER Programme. The aim is for the service to engage the top ten to offer positive activities and education to assist and further complement the work of other partners to reduce the level of youth disorder incidents in the area.
60. The programme ran from June until the end of August on Thursday evenings at the Winlaton Family Centre.

61. Referrals for the programme are mainly received from TGHC and Police. However, the MAG is hoping to extend this further to local feeder schools for the area.
62. Eight out of the ten young people targeted regularly attended the sessions and accessed a positive activity programme over the summer.
63. Only one of the ten young people has come to the attention of the police since the MAG began the targeted approach.
64. Two of the young people and their families have been referred to and are continuing to work with the Family Intervention Project.
65. Two of the young people and their family are now engaging successfully with the Amber program.
66. One young person has been referred to Pat Wade (Restorative Justice Worker) for work in an attempt to tackle their anti social behaviour.
67. Only one of the ten young people has continued to be reported by the neighbourhood wardens or to TGHC.
68. Of the 10 MAG cases, six were open to TGHC. Four of these have since been resolved.
69. The programme was suspended at the end of August subject to funding however this has been secured and it is hoped the programme will commence again in November 2009. The MAG will also be looking to discuss and begin identifying a top 10 for the Ryton area where the group have identified a significant increase in youth disorder, again Youth and Community will co ordinate and deliver an intervention programme in the Ryton area.

### **We Ask you say**

70. This is a partnership approach led by Northumbria Police which involves carrying out surveys with residents of Gateshead to find out what key issues are the most concerning in their localities. After the information is returned the Police then arrange a partnership approach to tackling the key issues. (Please see area updates for information on Operation WAYS in specific area's where results were available)

### **Protecting communities through swift enforcement**

#### **Family Intervention Project**

71. TGHC has made a number of referrals and we are members attending monthly operational meetings. There are currently 12 ongoing within the family intervention project, 8 of those are TGHC tenants. There have been 16 families in total who have worked with the project.
72. The outcomes to date for the families that have been involved in the project are: four cases have been successfully closed; two cases are involved with family nurturing; one family member now in full time involvement; one family member

now on a training programme; six children are back in school; one individual engaging with safer families (domestic violence service) and NECA (drug & alcohol service); one individual engaging with Women Support Group and, one family is now complying with a child protection plan.

### **Family Intervention Tenancies**

73. In partnership with Barnardo's and Housing Services we have been able to begin preparations for the first family intervention tenancies in Gateshead. The model is based on providing support to tenants and residents who have been very difficult to engage with in the past. The tenancies are valid as long as the tenant is accepting support from the Parenting service and offers the opportunity to gain introductory tenancies if successful. The Scheme gives the housing company the ability to offer vulnerable customers the option of accommodation but has the security that if they fail to participate in the support programme the tenancy can be ended. The Scheme is currently being finalised and the licences are being developed by Gateshead Council with a planned commencement date of November 2009.

### **Link to Values**

74. This report relates to the following values of the company: -
- Being customer focused, innovative and professional
  - Being motivated, trained and committed across the company
  - Embracing equality
  - Being a listening and learning organisation.

### **Risk Management Implications**

75. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. The company's commitment to addressing this issue is recognised through our Delivery Plan service priorities, one of which is to deliver on the Respect Agenda and our commitment to signing up to the Respect Standard for Housing Management earlier in 2007.

### **Financial Implications**

76. The Director of Finance and ICT confirms there are no financial implications arising directly from the recommendations of this report. All actions within the service plan have been agreed and budgeted for within the annual financial consultation process.

### **Value for Money implications**

77. There is no additional value for money implications from this report; however the co-ordinated working and partnership approach to tackling anti social behaviour can offer a significant value for money for our tenants and residents.

### **Impact on tenants and residents**

78. The services that have been provided throughout the course of quarter two have had a positive impact to tenants and residents although there is no direct impact as a result of this report

### **Consultation Carried Out**

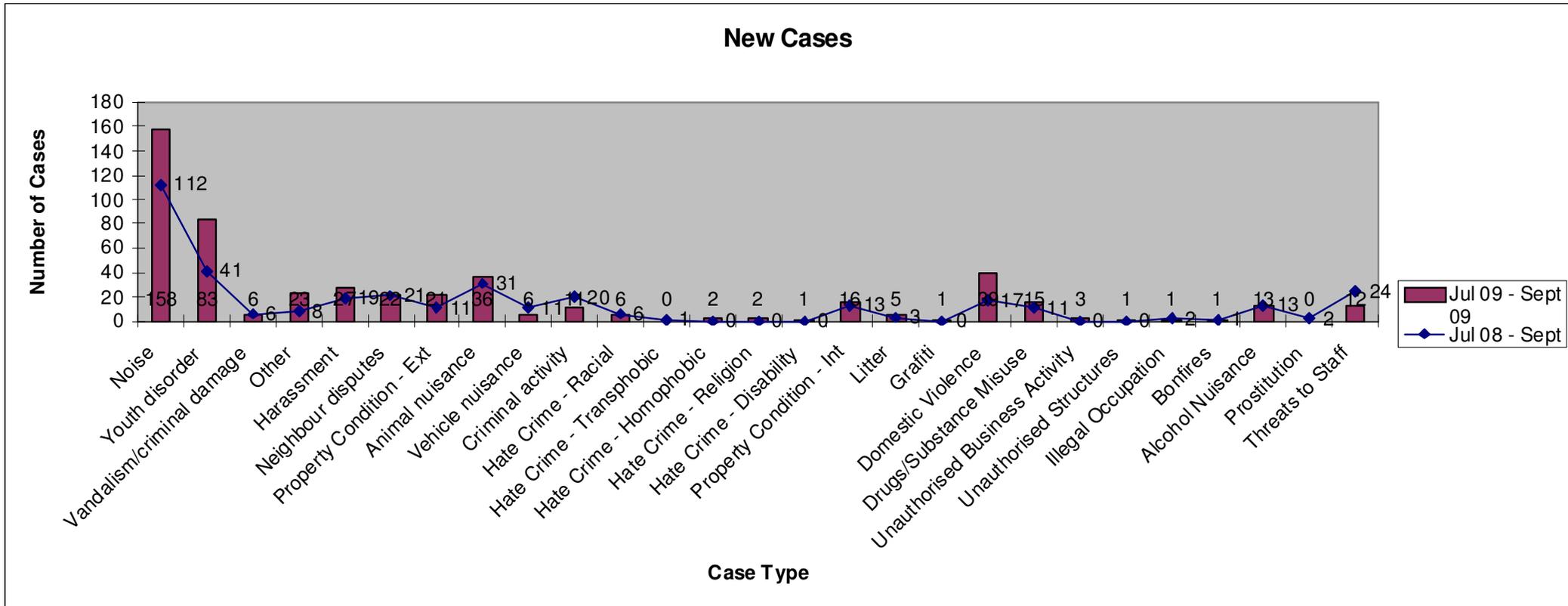
79. Performance against the service is plan is shared bi-monthly with our Service Improvement Group and data from this report will be presented for comment at our Anti-Social Behaviour Service Improvement Group in November 2009.

### **Recommendation**

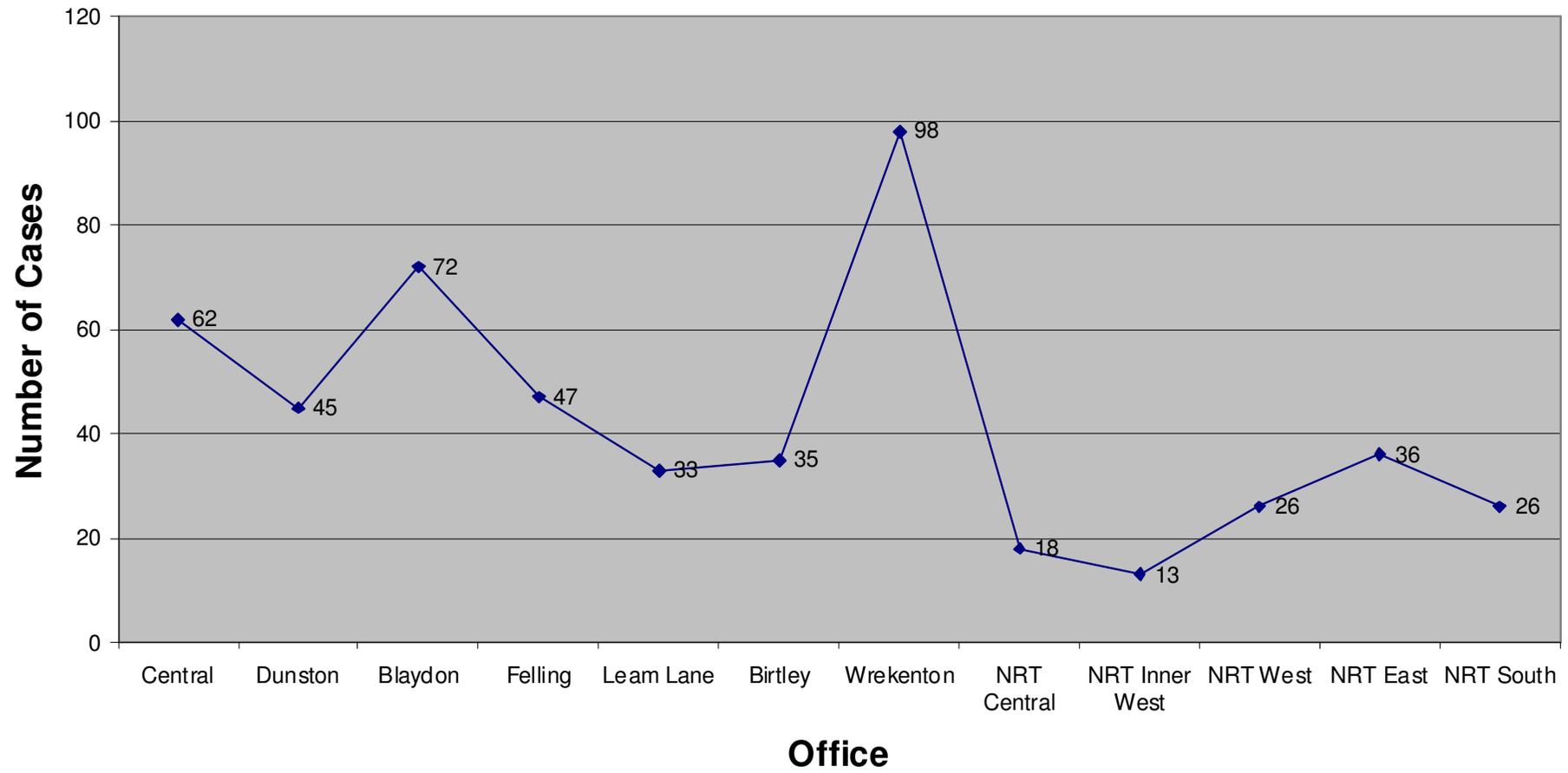
80. The committee is asked to note and comment on the information in this report.

ASB Summary

There were 511 new cases opened across the borough during July 2009 to September 2009, this shows an increase in new cases compared to the same period last year when 373 new cases were recorded.



## New Cases



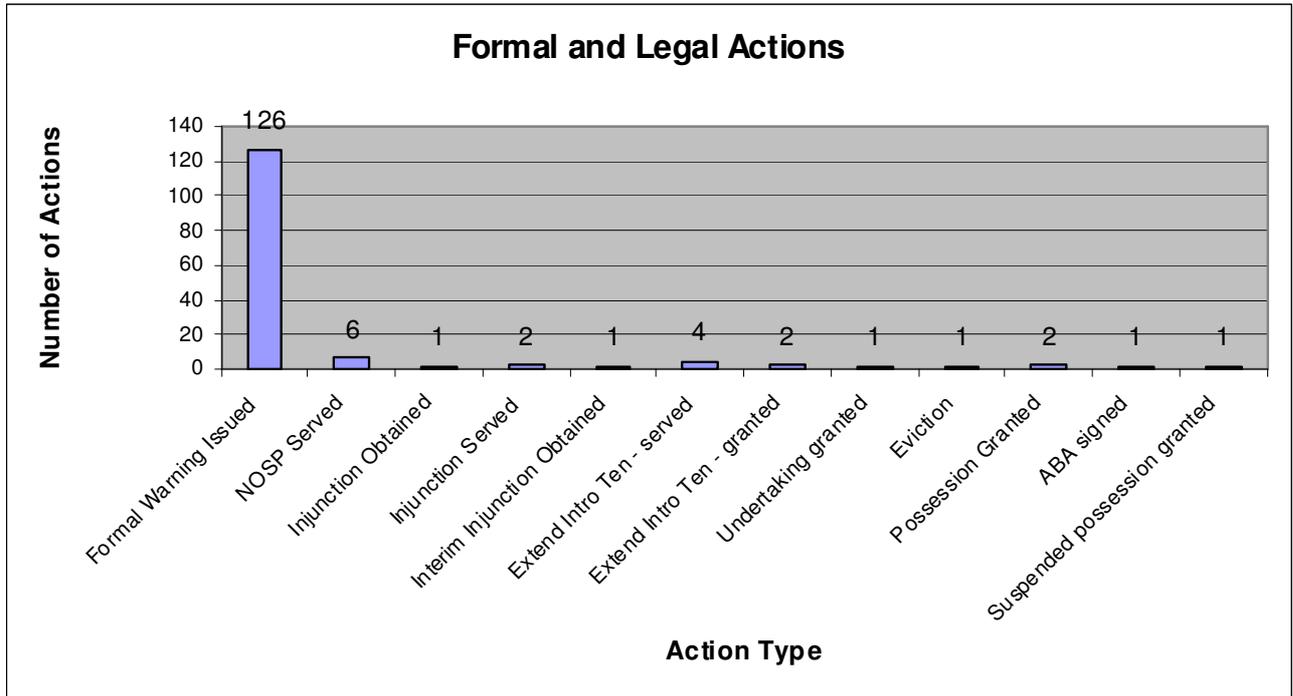
## Current Caseload

At the end of September 2009, 674 cases being investigated in the borough. This is broken down as follows:

ASB Category	Number of Cases					Total
	West	Inner West	Central	South	East	
Noise - General	10	26	41	37	16	<b>130</b>
Youth disorder	22	13	10	31	25	<b>101</b>
Noise – Loud Music	7	19	10	15	5	<b>56</b>
Property Condition – Rubbish/Furniture	3	2	8		8	<b>21</b>
Animal nuisance	8	8	2	14	4	<b>36</b>
Property Condition – Overgrown Garden	1	5	1	6	10	<b>23</b>
Neighbour disputes	13	6	6	6	1	<b>32</b>
Drugs/Substance misuse/Drug dealing	3	6	4	13	2	<b>28</b>
Harassment	6	4	7	11	5	<b>33</b>
Property Condition - Internal	10	3	13	13	3	<b>42</b>
Domestic Violence	6	8	8	9	14	<b>45</b>
Threats to Staff	2	2	2	3	3	<b>12</b>
Criminal activity - General	6	2	6	4		<b>18</b>
Noise - Doors	2			1		<b>3</b>
Other	2	3	3	9	4	<b>21</b>
Alcohol Nuisance	5	1	1	1	3	<b>11</b>
Vandalism/criminal damage	2			3	1	<b>6</b>
Criminal activity - Assault	2	3	3	3		<b>11</b>
Hate Crime - Religion		1	1	1		<b>3</b>
Hate Crime - Racial				1	2	<b>3</b>
Parking disputes	2		2	2		<b>6</b>
Criminal activity – Burglary	2	1	2	4		<b>9</b>
Property Condition – Hard stand, vehicle crossing				1		<b>1</b>
Property Condition – Overgrown Trees/ Shrubbery	2		1			<b>3</b>
Litter		2	1	1		<b>4</b>
Illegal Occupation			1			<b>1</b>
Unauthorised Structures				1		<b>1</b>
Vehicle nuisance	1	1	1		1	<b>4</b>
Hate Crime - Homophobic		2	1	1		<b>4</b>
Hate Crime - Disabilities		2		2		<b>4</b>
Business activity				1	1	<b>2</b>
<b>Totals</b>	<b>117</b>	<b>120</b>	<b>134</b>	<b>194</b>	<b>109</b>	<b>674</b>

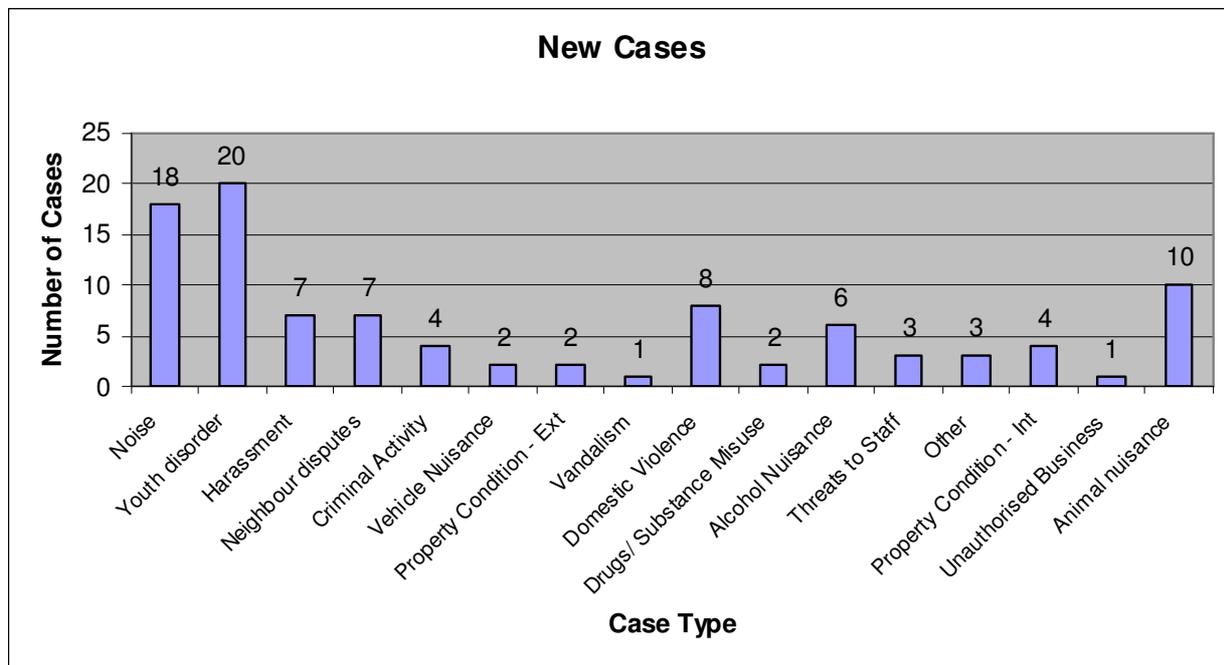
## Formal & Legal Actions

There were 148 formal or legal actions taken during July – September 2009. These can be broken down as follows:



**West**

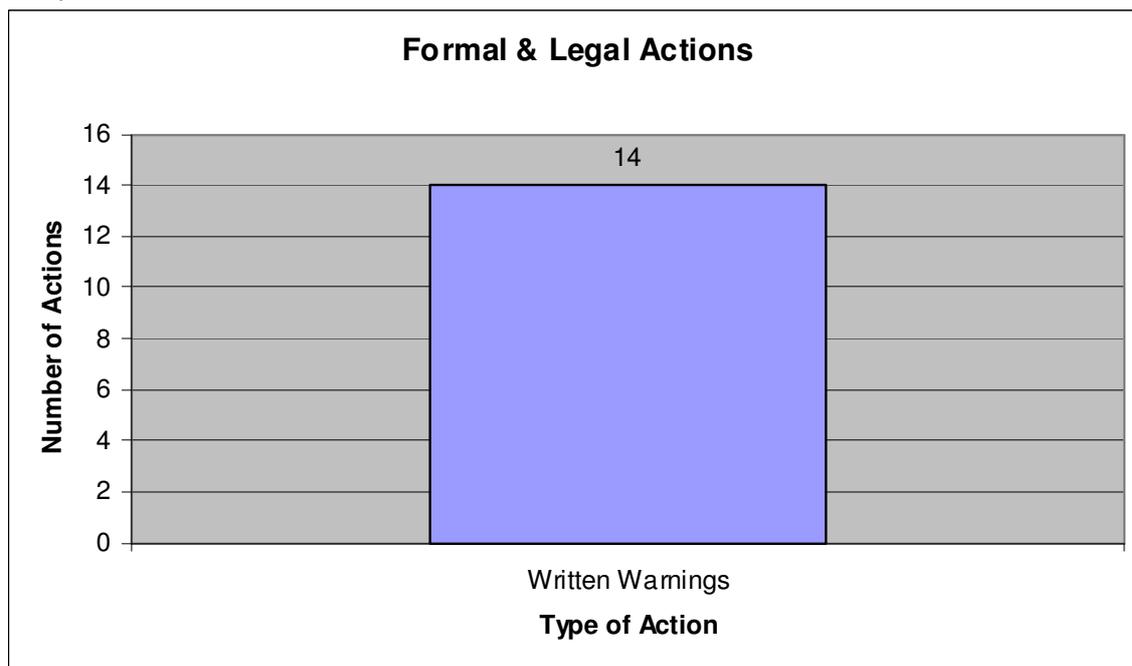
There were 98 new cases opened in the West Management Area during July 2009 – September 2009. They are broken down as follows: -



This can be compared with the same period last year, during which 56 new cases were opened.

**Formal & Legal Actions**

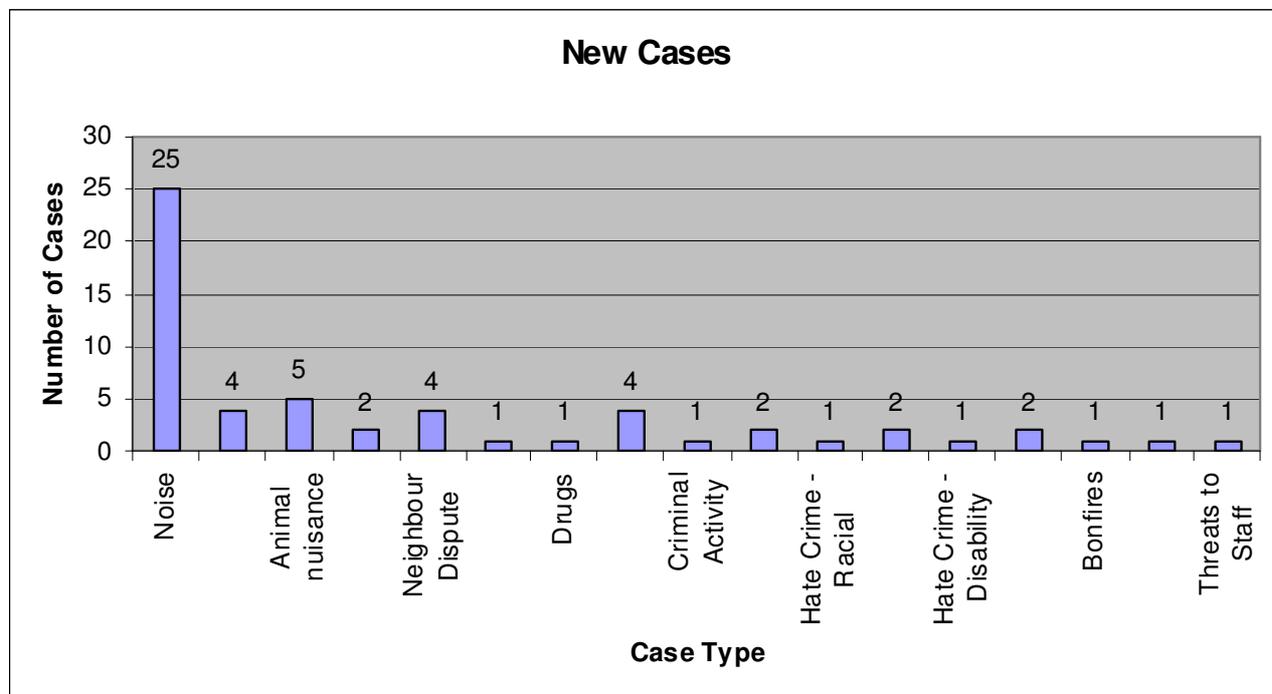
There were 14 formal or legal actions taken overall by NRT and the Local offices during this period.



During the same period last year 18 formal or legal actions were taken by the Local Housing offices and NRT.

**Inner West**

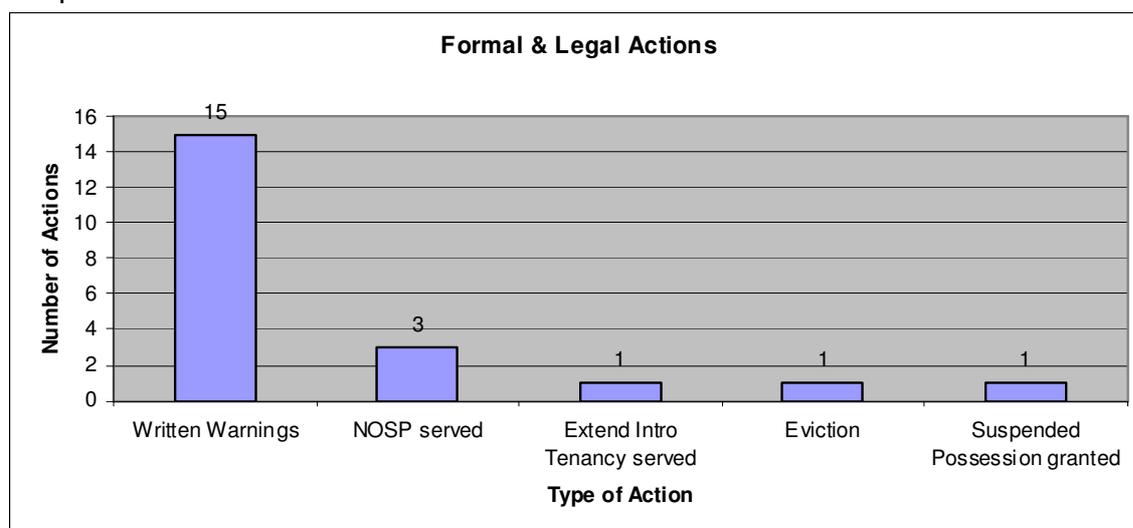
There were 58 new cases opened in the Inner West Management Area during July 2009 – September 2009.



This can be compared with the same period last year, during which 47 new cases were opened.

**Formal & Legal Actions**

There were 21 formal or legal actions taken overall by NRT and the Local offices during this period.



During the same period last year 22 formal or legal actions were taken by the Local Housing Offices and NRT.

## **Operation We Ask You Say**

### **You Said.....**

1. Speeding Cars and Taxis in Clasper Village, Teams.
2. Teenagers hanging around the street in Clasper Village, Teams.
3. Noisy Neighbours/Drunk and rowdy people in Clasper Village, Teams.
4. Rubbish lying around/graffiti in Clasper Village, Teams.
5. Drug issues in Clasper Village, Teams.

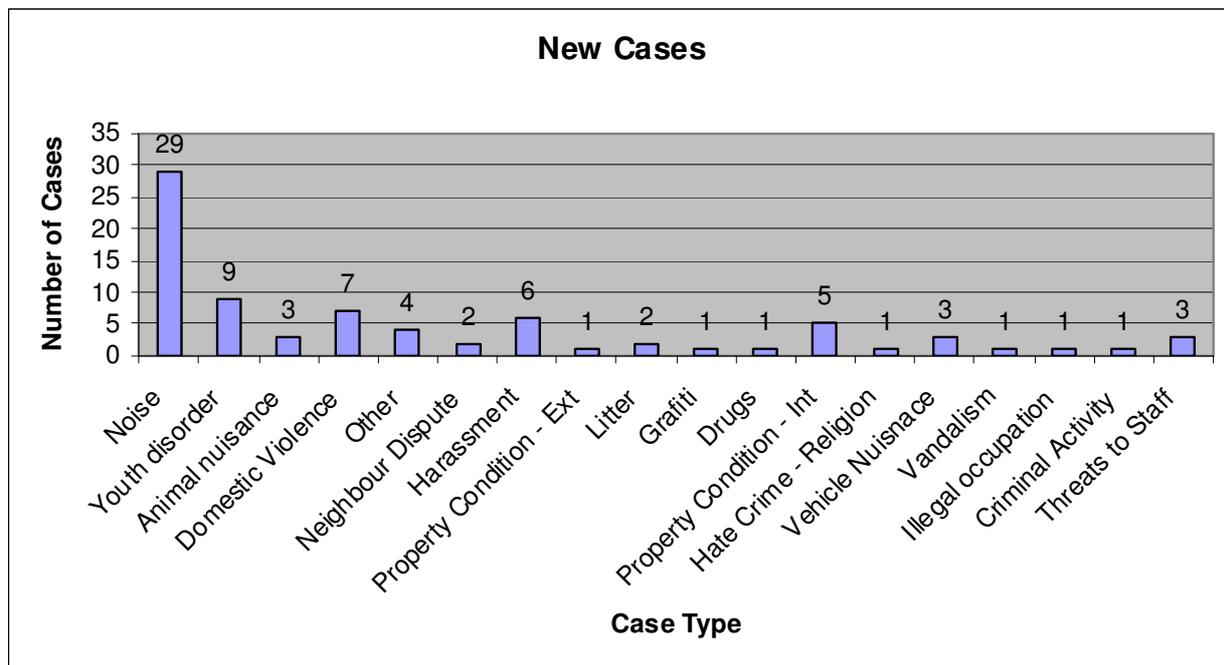
### **We Did.....**

1. Increased patrols in the area by the Motor Patrols Dept and worked in partnership with the Local Authority to conduct checks on Taxis
2. Increased patrols by Police Officers, Community Support Officers (CSO's) and Council Neighbourhood Warden Service - resulting in only 2 reported incidents of Antisocial Behaviour (ASB) being reported in the Estate for the 4 weeks of late June Early July.
3. Joint tenancy visits were conducted by Members of the Neighbourhood Policing Team(NPT) and representatives from the Gateshead Housing Company to reinforce tenancy issues and tenants requirements.
4. The Local Environmental Services Dept from Gateshead Council conducted a comprehensive 'clean up' and graffiti removal programme within the estate.
5. A number of warrants were executed under the misuse of drugs act in the estate resulting in 4 persons being arrested and a quantity of controlled substances being recovered.

The week long focus culminated with a Community Contact day at the Teams Family Centre where police and partner agencies were available to assist with advice to members of the community with any policing, social, housing, health and wellbeing advice, Which proved to be a great success for all concerned.

**Central**

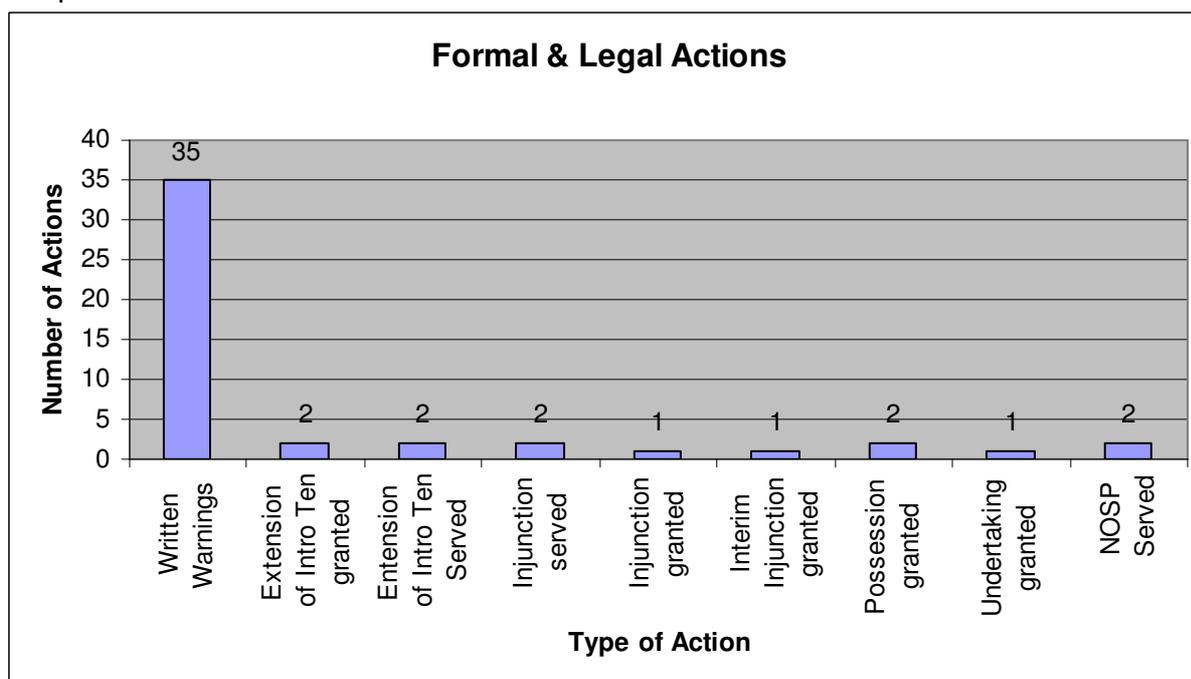
There were 80 new cases opened in the Central Management Area during July 2009 – September 2009. They are broken down as follows: -



This can be compared with the same period last year, during which 59 new cases were opened.

**Formal & Legal Actions**

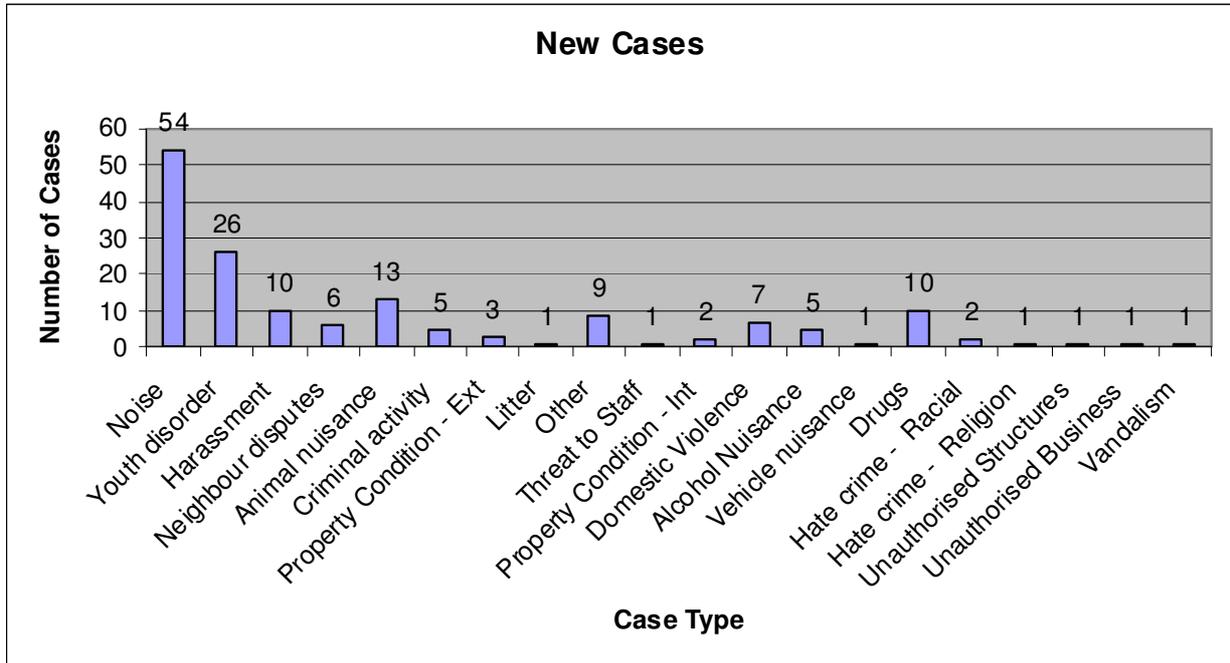
There were 48 formal or legal actions taken overall by NRT and the Local offices during this period



During the same period last year 37 legal actions were taken by the Local Housing Offices and NRT.

South

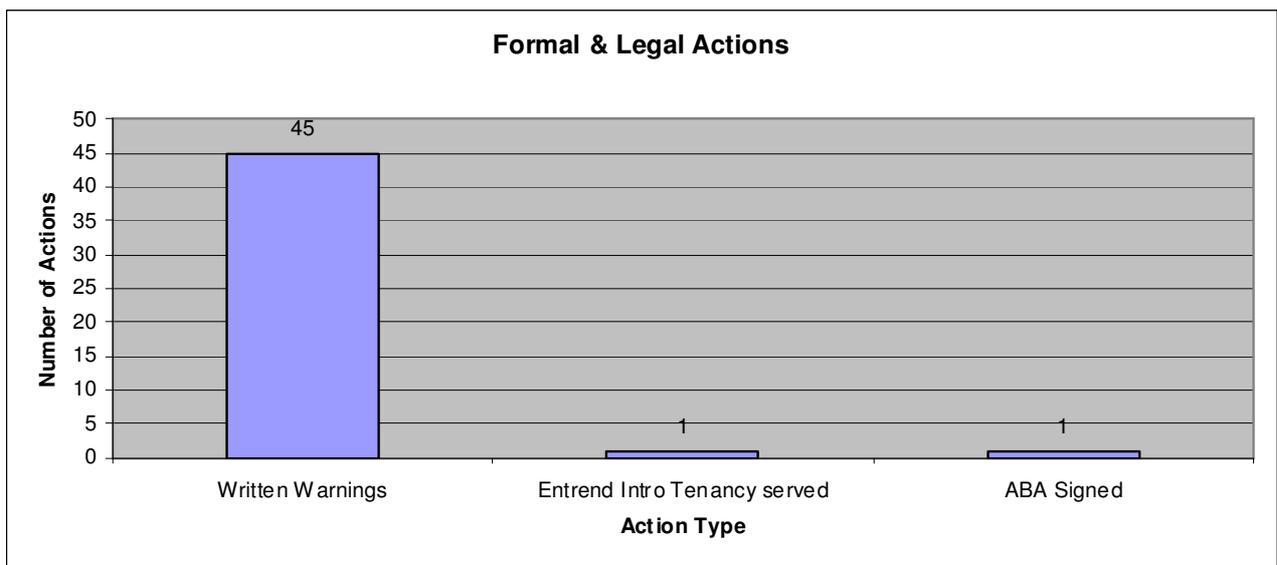
There were 159 new cases opened in the South Management Area during July 2009 – September 2009. They are broken down as follows: -



This can be compared with the same period last year, during which 115 new cases were opened.

Formal & Legal Actions

There were 47 formal or legal actions taken overall by NRT and the Local offices during this period.



During the same period last year 77 formal or legal actions were taken by the Local Housing Offices and NRT.

## **Operation We Ask You Say**

### **You said**

Fear of Crime

Fear of Alcohol related disorder

### **We did**

Joint visits were carried out with Gateshead Housing Company to deal with tenants who have caused noise and disorder in the local area

High visibility patrols were carried out in areas highlighted by local residents to reduce the fear of crime and disorder

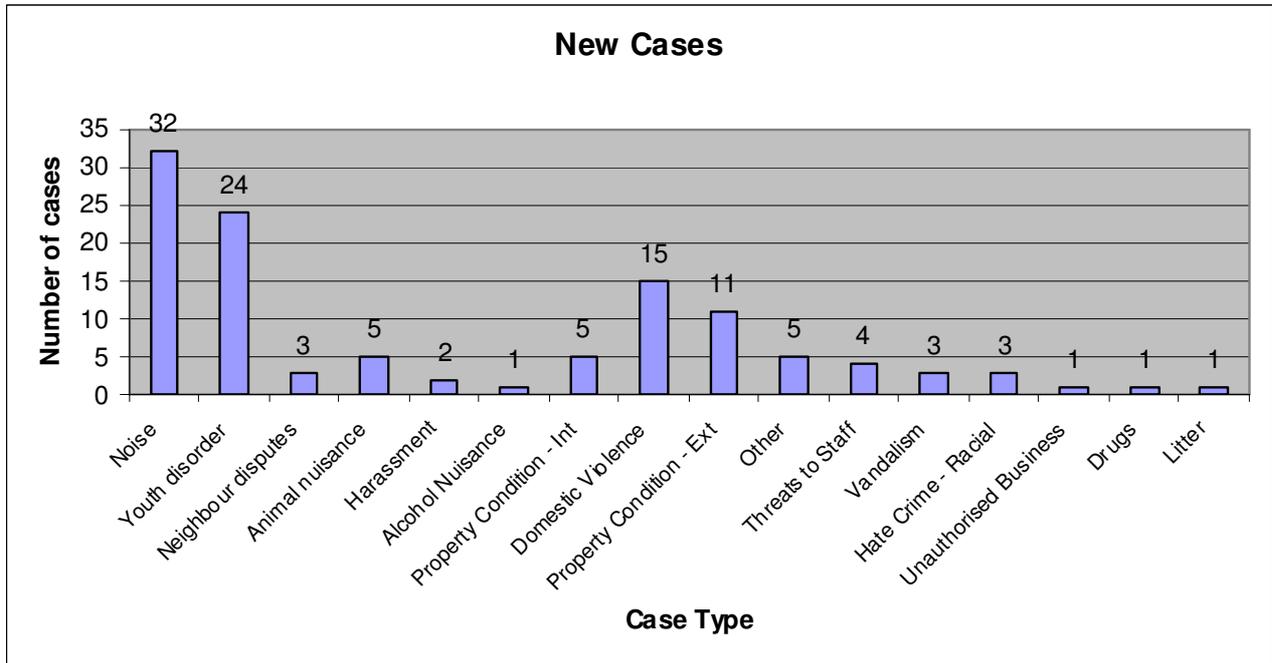
Local off-licenses and pubs were regularly visited and alcohol seizures made to prevent alcohol fuelled disorder

A Neighbourhood Watch Scheme is currently being established in the area with over 40 residents already interested

Regular meetings are to be organised with residents, local neighbourhood beat managers and Gateshead Housing Staff to address issues of concern within the local community

**East**

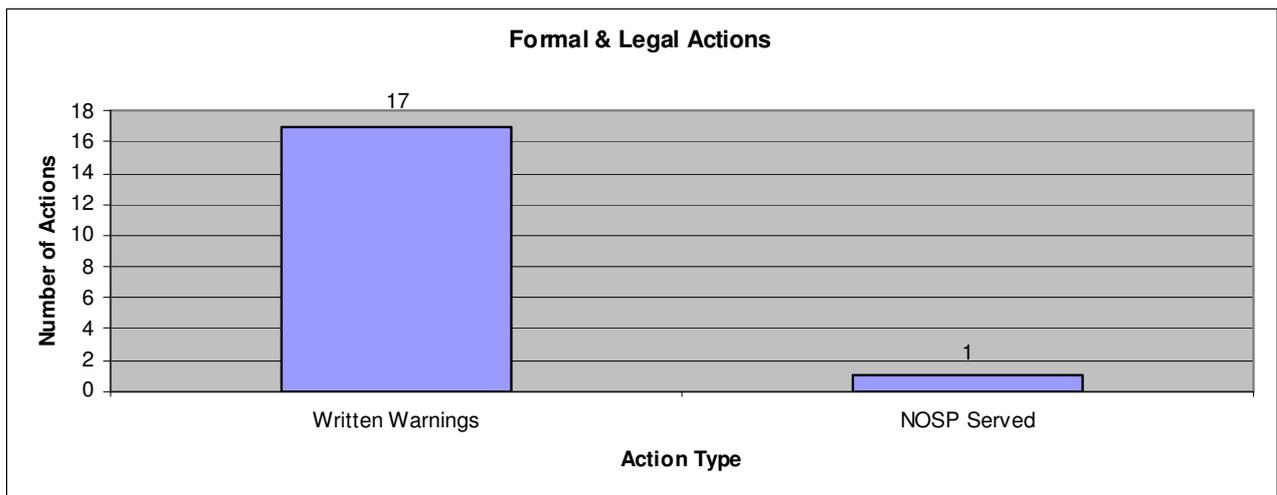
There were 116 new cases opened in the East Management Area during July 2009 – September 2009. They are broken down as follows: -



This can be compared with the same period last year, during which 96 new cases were opened.

**Formal & Legal Actions**

There were 18 formal or legal actions taken overall by NRT and the Local offices during this period.



During the same period last year 72 formal or legal actions were taken by the Local Housing Offices and NRT.

## **We Ask You Say**

### **We asked...**

In April 2009, as part of Operation WAYS, we carried out a survey in the area locally known as 'The Manor', and you told us about this issues you would like the police, Gateshead Council and our partners to address.

### **You said...**

The main concerns were: teenagers hanging around the streets; vandalism, graffiti and other minor damage; and rubbish or litter lying about.

### **We did...**

Together with Council Street Wardens, we have increased patrols in the areas where you identified teenagers were congregating. We challenged the conduct of those being anti-social, seized alcohol and are working with the Futures Plus Youth Inclusion Programme to help those involved understand the effects of their behaviour and help find more meaningful pursuits.

Local Environmental Services have responded quickly to police reports of graffiti and excessive litter, and we hope you have noticed the difference.

In our discussions with local people, we have reinforced what crime figures already confirm, that you live in one of the safest neighbourhoods in Gateshead, but we will continue to work with partners by supporting the creation of a residents group, which will build upon the 'strong sense of community' and ensure that we can continue listening to you, and acting upon your concerns.

### Satisfaction broken down by age, gender and ethnicity

The satisfaction and dissatisfaction data outlined in paragraph 8 is displayed in the table below.

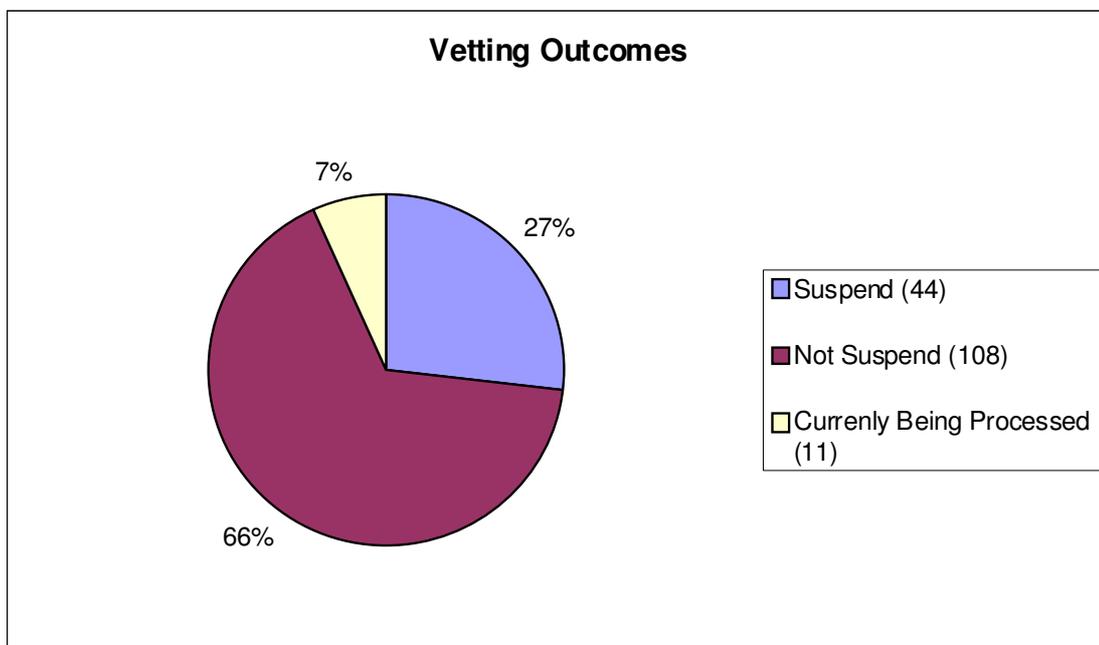
Age	Satisfied				Dissatisfied				Neither Satisfied nor Dissatisfied			
	Male		Female		Male		Female		Male		Female	
	White British	Unknown	White British	Other	White British	Unknown	White British	Unknown	White British	Unknown	White British	Unknown
19 – 25	-	-	-	-	-	-	-	-	-	-	-	-
26 – 30	1	-	1	-	-	-	1	-	-	-	-	-
31 - 35	1	-	2	-	-	-	1	-	-	-	-	-
36 - 40	1	-	3	-	-	-	-	-	-	-	-	-
41 - 45	-	-	2	1	-	-	-	-	-	-	1	-
46 – 50	1	-	3	-	-	-	-	-	-	-	-	-
51 – 55	-	-	-	-	-	-	-	-	-	-	-	-
56 – 60	-	-	-	-	-	-	-	-	-	-	-	-
61 - 65	-	-	1	-	-	-	-	-	-	-	-	-
66 +	2	-	2	-	-	-	-	-	-	-	-	-
Unknown	1	-	3	-	-	-	2	-	-	-	-	-
<b>Total</b>	<b>7</b>	<b>0</b>	<b>17</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Vettings and Suspensions**

During July 09 – September 2009 there have been 163 police checks carried out. These were requested by the following sources.

Source	Number requested
Homechoice	123
Homeless	23
Supported Tenancies	16
Lettings (Civic)	1
<b>Total</b>	<b>163</b>

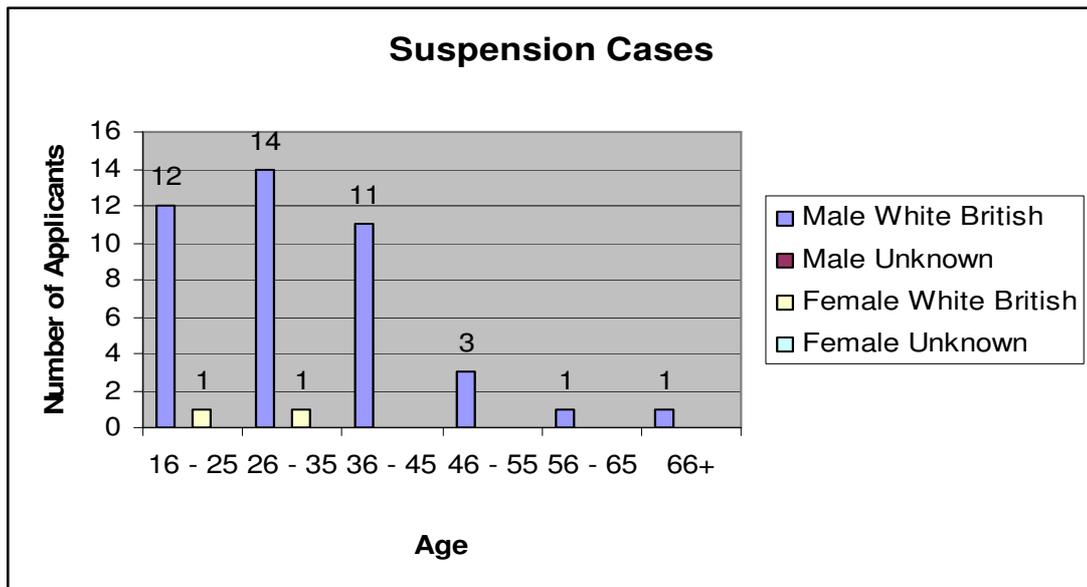
Of the 163 vettings received between July 2009 – September 2009 135 were in relation to male applicants, 28 were female applicants and 1 was unknown. The outcomes were as follows:



Of the 44 applicants put forward for possible suspension 42 (95%) were male and 2 (5%) were female.

Of the 108 applicants who were insufficient to suspend 84 (78%) were male and 24 (22%) were female

The possible suspension cases can be further broken down by age, gender and ethnicity:





## Report to Customers and Communities Committee

18 November 2009

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**Title:** Anti-Social Behaviour (ASB) Strategy 2008-10 update

**Report of:** Director of Housing Management

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### **Purpose of Report**

1. The purpose of this report is to present an update of the company's ASB Strategy 2008/10 and accompanying action plan.

### **Background**

2. The Board approved the ASB strategy in July 2008. As a major provider of housing services in Gateshead, the company, in partnership with the Council and other agencies, is committed to tackling and raising awareness that Anti Social Behaviour is unacceptable.
3. The Gateshead Housing Company signed up the Respect Standard for Housing Management in 2007. We have continued to exceed this standard set for customers around the six key themes of the Respect Standard for Housing Management: -
  - Accountability, leadership and commitment
  - Empowering and reassuring residents
  - Prevention and early intervention
  - Tailoring services for residents and provision of support for victims and witnesses
  - Support to tackle the causes of ASB
  - Protecting communities with swift enforcement
4. Perpetrating Anti Social Behaviour or allowing visitors to commit Anti Social Behaviour is a breach of tenancy agreement, and as such we will take appropriate action against the perpetrators.

### **Key achievements 2008/09**

5. We have linked our key achievements directly to the six Respect Standard themes:

## Accountability leadership and commitment

6. We have:

- Continued to develop the service with the involvement of the ASB Service Improvement Group. We have reviewed all quarterly and annual performance information and worked through a number of policy changes including ASB, Hate Crime and Domestic violence. By working with this group we have been able to edit and share ideas which have been incorporated within these documents.
- Introduced online reporting to help tenants and residents report anti social behaviour anytime day or night. An additional benefit is that customers can report in confidence and we will respond the following day inline with our service standards
- Continued to be accountable to the Service Improvement Group and Safer Gateshead partners providing performance information this has helped us keep tenants and residents involved in what we do and by working in partnership we have been able to provide a more consistent service across the borough
- Demonstrated our commitment to the Respect Standard and publishing details of legal action taken and promoting the Respect agenda with customers. This has helped raise awareness with tenants and residents that we will not tolerate poor behaviour on our estates.
- Working in partnership we have developed new and innovative services for customers such as Mental Health, Parenting Support and alcohol support services. This has led to tailored services being available and easy to access for customers that may require interventions of this nature. Between April 08 and March 09 the Mental Health Worker received 107 referrals which were signposted into appropriate agencies for additional support.
- With partners held an annual Respect Event – We are pleased to say that the Gateshead Respect event was again a success. The event which took place on 31 March 2009 recognises residents of Gateshead who have taken a stand against ASB.
- In partnership with Gateshead Council we helped to provide £100,000 of free hours in conjunction with Community Payback. This has helped put something good back into our estates after an offence has been committed. This work has led to an improvement in the environmental look of estates.
- Supported Bonfire initiative and in October 2008 helped to reduce bonfire injuries by 75% on the previous year. We are still awaiting data from the 2009 initiative.
- In the April 2009 edition of the Gateshead Housing News we provided customers with a summary of our work during 2008/09 that supported the Respect Standard for Housing Management.

## **Empowering and reassuring residents**

7. We have:

- Improved publicity on the availability of Mediation services. In 2008/09 we made 102 referrals to the Mediation service this is compared to 64 referrals the previous year. 74 of those referrals were resolved without the need for legal action.
- Developed a Service Agreement with the Neighbourhood Warden Service – This has helped co-ordinate our approach to tackling ASB offering a greater service to tenants and residents and we have published performance against the service standards contained within the Service Agreement.
- Reviewed ASB service standards and performance with the involvement of the Service Improvement Group. Between April 2008 and March 2009 96% of cases were resolved without the need for legal action (Target 95%) and 97% of cases were acknowledged and investigated within the target timescales (95% target) We also improved slightly customer satisfaction levels from 63% to 64% during 2008/09.
- Implemented a Hate Crime Policy for TGHC and along with Safer Gateshead partners we provide help and support to victims of hate related incidents.
- Delivered refresher training to staff on dealing with Hate related incidents. This made sure that employees are aware of their role and the services in place to help tackle hate crime and support victims.
- Supported tenants to report Hate Crime incidents.
- Developed online reporting so tenants and residents can report ASB at anytime day or night under the understanding that their complaint can be treated confidentially if necessary.
- Improved the quality of ASB reporting and publicity – This has led to customers being informed of the action we have taken to help reduce the level of fear and to prove that we act swiftly to prevent further ASB issues.
- Developed an approach to measure and action dissatisfaction within the service. We now contact customers who have raised dissatisfaction with the service to try and offer additional support in resolving the case and helping to increase satisfaction.

## **Prevention and Early intervention**

8. We have:

- Continued to develop the Mental Health and Housing Link Worker post who worked with 107 tenants and residents in 2008/09. This has helped to provide support and guidance to tenants and developed the services available to

support this vulnerable group

- Developed a truancy initiative with Schools to help protect children who may need early intervention involvement – In partnership with education welfare we are recording truanting children and reporting them to the Education services.

### **Tailoring services for residents and provision of support for victims and witnesses**

9. We have:

- Continued to develop the partnership with Gateshead Thunder Rugby League Club to help provide constructive activities for young people
- Developed a trade taster event with Morrison's to help young people learn and develop new skills that may lead to future employment. Out of the 5 young people who attended 3 went on to attend college and 1 gained an apprenticeship with a private electrician firm
- Provided training to drug and alcohol services around managing anti social behaviour. – This has helped educate other services about NRT and the Company to gain a clear understanding of issues that cut across both services
- Updated our ASB policy and procedures to reflect new working practices. We have changed our procedures to incorporate a number of new initiatives and practices which have helped to inform employees on new support opportunities available for tenants.
- Reviewed and updated our policy and procedures in relation to proactively managing surveillance equipment. This has helped co-ordinate efforts between the Police and Council to help provide valuable case evidence in support of ASB cases.
- Introduced Online reporting of ASB – This has helped give tenants another way to report ASB without customers needing to come into offices
- Developed a new domestic violence policy and procedure document which including staff training and development. Between April 08 and March 2009 106 tenants requested security improvements to their property based on concerns of further domestic violence. We subsequently carried out 166 Security repairs to help make the victim(s) feel safe and secure within their homes.

### **Support to tackle the causes of ASB**

10. We have:

- During the Housing Inspection in November 2008 the ASB service was seen as an area of strength – This is an excellent achievement but we are striving to take this service further and continue to explore ways to support customers

and tackle ASB effectively

- Delivered training to staff on Private rented and owner occupiers to effectively manage cross tenure cases – This has helped us manage issues of cross tenure ASB more efficiently
- The successful development of the Mental and Health and Housing Link Worker Post has enabled TGHC to actively address and support victims and perpetrators of Anti Social Behaviour. The partnership in conjunction with the Primary Care Trust has been able to access support for tenants and residents who previously would have struggled to engage with local services.
- Family Intervention tenancies are a new way of tackling problems within the home. By working with Parents and Barnardos parenting services, we are able offer struggling families the chance of a fresh start which is tailored with intensive support. The aim of the project is to get families to take advantage of support and modify their previous chaotic behaviour.

### **Protecting communities through swift enforcement**

11. We have:

- Developed training and development for front line officers to help support and maintain timely and swift action against tenants who fail to accept support. The training has helped make officers more aware of the types of actions available to them to help resolve ASB and helping to protect the community by using injunction we have been able to stop very quickly problematic households from continuing to ruin the lives of neighbours. A total of 1544 incidents recorded between April 2008 and March 2009, 1500 (97%) were acknowledged and investigations begun within the target time, achieving the target set and (96%) were resolved without the need for legal action in total The Gateshead Housing Company carried out 169 legal and formal actions during this period.
- We have continued to work with the mediation service to help resolve conflict between neighbours. Between March 2008 and April 2009 a total 102 enquires were lodged with the mediation service and 84 of which were made by the TGHC of 34 of these referrals went to a full case meeting. 79% of these cases had a positive resolution to their dispute.

### **What have we achieved so far in 2009/10**

12. We have again developed our ASB action plan in line with the key themes of the Respect Standard for Housing Management. Below is a summary of the areas of work planned for 2009/10. A full breakdown of the action plan is attached in the Appendix to this report.

- We have been successful in securing the services of a Parenting support worker who will work directly with our tenants around support issues.
- We have linked up with North East Council for Addiction (NECA) who has agreed to supply a brief intervention Alcohol support officer to help engage

tenants and residents with alcohol issues.

- We have worked with our partners across community safety to develop and implement the ARCH system which is a computer system that helps us monitor and track hate crime and related incidents so we can provide a tailored service to those residents who are victims of such offences
- We will continue to support victims and witnesses with security measure to make them feel safe within their home.
- In early 2010 we will recognise tenants and residents who have taken a stand against anti social behaviour at the annual Respect awards ceremony hosted by the Mayor of Gateshead
- Review and update the service agreement with the neighbourhood Wardens service to provide consistent services for tenants and residents
- Deliver Alcohol awareness training to front line staff to help raise awareness of alcohol related issues. This will help prevent ASB and offer support for vulnerable customers
- In partnership with the Tyne and Wear Fire service and Respect Birtley provide ASB training to young people through “fired up for a Friday night programme” This intervention looks to warn young people about the consequences of fire related ASB
- Improve customer satisfaction with a complete overhaul of how we manage and respond to performance. We will work through open cases to monitor satisfaction and help provide better outcomes for tenants by being proactive in addressing dissatisfaction. We have developed new ways of capturing satisfaction data and are continuing to have improving customer satisfaction as a key priority throughout the year

### **Link to Values**

13. This report relates to the following values of the company: -
- Being customer focused, innovative and professional
  - Being honest, accountable and transparent
  - Caring and respecting
  - Being positive and responsive
  - Being motivated, trained and committed across the company
  - Embracing equality
  - Being a listening and learning organisation.

### **Financial Implications**

14. The Director of Finance and ICT confirms there are no financial implications arising directly from the recommendations of this report and all actions to be carried out between April 09 to March 2010 have been budgeted for during the initial service planning period in February 2009.

### **Impact to tenants**

15. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. By signing up to the Respect Standard for Housing Management in 2007 we have continued to strive to offer excellent, tailored services to tenants and residents who have been victims of anti social behaviour.

### **Risk management**

16. The company's commitment to addressing this issue is recognised through one of our company objective to Continue to deliver excellent housing services shaped around customer priorities

### **Equality and Diversity Implications**

17. The work that has been carried out this year in conjunction with the Safer Gateshead Partnership in connection to Hate Crime and harassment has led us to be in a stronger position to offer multiple services to our tenants, residents and leaseholders.

### **Value for Money Implications**

18. As part of the service plan a value for money report has been submitted to the Director of Finance and presented to the Value for Money Service Improvement Group who have endorsed the report.

### **Consultation carried out**

19. Consultation on the Anti Social Behaviour Strategy has been undertaken with partner agencies (both statutory and voluntary). We have also involved the ASB Service Improvement Group in the development of the 2009/10 strategy and action plan.

### **Recommendation**

20. The committee is recommended to note the progress made on 2008/10 strategy.

**(Neighbourhood Relations ASB) Action Plan 2009/10**

1. Accountability, leadership and commitment
2. Empowering and reassuring residents
3. Prevention and early intervention
4. Tailoring services for residents and provision of support for victims and witnesses
5. Support to tackle the causes of ASB
6. Protecting communities with swift enforcement

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
1		Accountability leadership and commitment			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Provide Briefing note on purpose and role of Brief intervention worker	July 09		Darren Wilson	Completed	
		Develop mechanism for dealing with Media and a guide for NRO's	July 09		Julie Crichton/ Darren Wilson	Completed and Staff briefing delivered	Y
		Develop Steering Group to develop the role of the Brief intervention alcohol worker	July 09		John Meldrum	Completed	Y
		Develop a good practice guide for staff dealing with highly sensitive noise equipment to limit financial	31 November 09		Andrew Yates/ John Meldrum	Ongoing completion date mid November	

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
1		Accountability leadership and commitment			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		loss including a terms of use for tenants and residents					
		Review Service Agreement with Neighbourhood Warden Service	31 November 09		Darren Wilson	Currently under review Estimated Completion date 30/11/09	
		Develop an updated guide for staff on data protection legislation	31 December 09		Alex Hunter/ John Meldrum		
		Develop mechanism to measure value for money outcomes of service and report to	30 March 10		Darren Wilson		
		Deliver housing training to NECA	30 March 10		John Meldrum		
		Based on inspection recommendation improve customer satisfaction in relation to ASB	30 March 10		Darren Wilson	Ongoing self assessment and good practice sharing	

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
2		Empowering and reassuring residents by Updating Website on legal actions monthly and performance information			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Develop SLA with NECA to develop Role within TGHC	30 May 2009		Darren Wilson	Completed worker in post	Y
		Review Annual report at ASB SIG group	30 May 2009		Darren Wilson	Completed in May 2009	Y
		Promote within local media the role of the Brief intervention worker	31 October 09		John Meldrum	Completed in August 2009	
		Link up the Brief Intervention worker with MHLW Post to carry out dual diagnosis case management and report positive outcomes to Diversity committee and ASB SIG	31 October 09		Darren Wilson	1 Case completed (1/7/09)	Y
		Promote within local media the role of MHLW post and MHLW Partnership day	2 October 09		Mandy Huston/ Darren Wilson	Partnership day took place 2 <sup>nd</sup> of October	Y

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
3		Prevention and Early Intervention			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Develop specialist areas of research for NRO role to help improve interventions and document learning outcomes	30 June 09		Mandy Huston	Completed and area's of work cascaded to NRO's	Y
		MHLW to extend services to support ASBO and FIP panels	30 June 09		Darren Wilson	Completed MHLW is now part of sub group called upon in particular cases	Y
		YPO in partnership with Respect Birtley and the fire service to provide ASB training on the Fired up for a Friday night programme and report outcomes	30 July 09		Carla Colledge	Project underway and supported by TGHC	Y
		Develop training in conjunction with safer families to deliver a young persons domestic violence programme	30 July 09		Carla Colledge	Completed	Y
		Develop SLA for part-time parenting support officer	30 July 09		Darren Wilson	Completed	

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
3		Prevention and Early Intervention			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		MHLW and Alcohol support worker to develop dual diagnosis case work and report outcomes to Diversity and Access committees	31 August 09		Darren Wilson	Information was discussed at July Diversity and Access committee	
		Arrange induction programme with staff for Barnardo's parenting worker	31 August 09		Darren Wilson	Induction completed	Y
		YPO to deliver anti bonfire training with secondary schools in conjunction with Tyne and wear fire service	10 November 09		Carla Colledge	Ongoing	
		Arrange steering group for Barnardo's parenting worker	31 October 09		Darren Wilson	Completed and up and running	Y
		In conjunction with Barnardo's parenting services deliver team brief on parenting orders and agreements	31 December 09		Darren Wilson	Arrange for 8 <sup>th</sup> of December	
		Actively support youth services with Friday night ASB projects	30 March 10		Carla Colledge		

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
3		Prevention and Early Intervention			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		YPO to develop young persons Anti Social Behaviour programme to support ABA	March 10		Carla Colledge		

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
4		Tailoring services for residents and provision of support for victims and witnesses			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Develop victims and witnesses repairs scheme with Morrisons	30 June 09		John Meldrum	Completed	Y
		Develop a good practice guide for frontline staff when dealing with victims and witnesses including team brief	31 July 09		John Meldrum	Completed	Y

	Ref / Evidence	Service Area Priority	Intended Outcome	CMT Lead/ SMT Lead	Source	Business Plan Objective	
4		Tailoring services for residents and provision of support for victims and witnesses	.	Neil Bouch/Darren Wilson			
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		MHLW to develop links with Victim support for a more joined up approach	31 August 09		Mandy Huston	Completed	Y
		Develop links between Brief intervention & victim support	31 August 09		John Meldrum	Completed	Y
		Develop Burglary support scheme	30 November 09		John Meldrum/ Darren Wilson	System within Northgate set up requiring Staff script for dealing with enquiries	

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
5		Support to tackle the causes of ASB			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Support brief intervention worker to develop links and training and including partner agencies	31 October 09		John Meldrum	Completed training with NRO's around BI Support and rolled out training across housing office network	
		Develop a guide for NRO's on dealing with vulnerable young people and older persons in relation to ASB	31 December 09		Darren Wilson / Jim Foster	Work underway	
		Implement Family Intervention Tenancies within Gateshead	31 November 09		Darren Wilson	One tenancy identified	
		Evaluate graded response to ASB in partnership with Community Safety	30 March 10		Darren Wilson		Y

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
6		Protecting communities with swift enforcement			Neil Bouch/Darren Wilson		
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Develop a System to capture and action multi storey ASB	30 June 09		Mandy Huston	Completed	Y
		Develop and deliver training to NRO's and EO's on a "good practice guide to the extension of introductory tenancies	30 November 09		Julie Graham/ John Meldrum	Training arranged for 25 <sup>th</sup> of November	
		Investigate possible support agencies that can enhance our hate crime services	30 November 09		Darren Wilson	Ongoing work with Gateshead Access Panel around support networks	Y
		Investigate and develop training brief to staff on the suspension of right to buy	30 March 10		Emma Snaith		

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
		Supporting the introduction of a Single Equality Scheme for the Company.	Prepare the Service area for the introduction of a company-wide Single Equality Scheme		Darren Wilson	Legal obligation and Single Equality Scheme Action Plan 2009/10	
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
		Report on Hate Crime and harassment performance framework to the Diversity and Access Committee six monthly	30 May 09		Darren Wilson	Complete and case details to HSBM quarterly	
		Introduce the Arch System for recording hate crime and harassment	30 December 09		Darren Wilson	Scheduled date of internal launch is currently delayed due to implementation problems now estimated for December	
		Provide training to employees on using the Arch hate crime recoding system	30 September 09		Darren Wilson	Train the trainer programme is complete with key officers across the service trained	
		Raise Awareness of the Hate Crime Reporting procedure with tenants	30 December 09		Darren Wilson	This has been put back as we need to make sure staff are fully aware of new system.	
		Target promotion of hate crime reporting procedure to support groups	31 October 09		Darren Wilson	This has been delayed in partnership with a boroughwide consistent	

	Ref / Evidence	Service Area Priority	Intended Outcome		CMT Lead/ SMT Lead	Source	Business Plan Objective
		Supporting the introduction of a Single Equality Scheme for the Company.	Prepare the Service area for the introduction of a company-wide Single Equality Scheme		Darren Wilson	Legal obligation and Single Equality Scheme Action Plan 2009/10	
Status	Ref / Evidence	Action	Target date dd/mm/yy	Resources	Lead Officer	Progress + date	Complete? Y/N
						approach	
		Provide update and involvement opportunities for Service Improvement group and service changes and improvements	31 October 09		Darren Wilson	Completed	
		Deliver agreed actions and milestones as set out in the Single Equality Action Plan 2009/10	31 March 10		Darren Wilson		
		Develop a performance framework to monitor all forms of hate crime	31 March 10		Darren Wilson		



## Report to Customers and Communities Committee

18 November 2009

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**Title:** Service Improvement Groups – Outcomes

**Report of:** Director of Finance

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### **Purpose of Report**

1. To present a report on the outcomes achieved by the Service Improvement Groups (SIGs) representing the various services across the company from April 2009 to September 2009.

### **Background**

2. SIGs were initially formed in 2007 with ten being in place by May 2008. These represent the key services within the company. SIGs were created to ensure customers can influence decision-making processes across the organisation and have a role in scrutinising services in a consistent and structured method.
3. The broad aims of the SIGs are to ensure: -
  - Involvement takes place across all services
  - Residents can get involved in the decision making processes
  - Residents are involved in monitoring and scrutinising services
  - All services achieve some standard company commitments regarding involvement.

### **Current Situation**

4. A SIG steering group meets bi-monthly to oversee and direct the work of the SIGs. This is chaired by a tenant giving them a key role in the strategic direction of the groups. This group also gives SIG leads the opportunity to feedback progress and outcomes from the groups, address any common issues that arise, share best practice and discuss any potential new areas of work for the groups.
5. The SIGs have a commitment to meet a minimum of six times per year. Some groups are able to meet more frequently than this if service demands require this.

6. Since the last update two of the groups have merged to provide more focus and direction to the group. The Tenancy Management and Estate Management groups merged in June 09 following approval with all members. The newly joined group have agreed a workplan for the coming year encompassing areas of both tenancy and estate management.
7. A set of ground rules have been introduced for the SIGs and all other involvement activities to follow. These were developed with customers following an incident with a particular member at a SIG resulting in customers feeling uncomfortable. These are now referred to in each meeting to ensure both customers and officers are happy with them.
8. A number of outcomes have been achieved from the SIGs. Some examples since the last update are attached at appendix 2 and include: -
  - Agreeing work plans for 2009/10 setting out what will be the main areas of work will be for the year ahead.
  - Agreeing a standard report to be used when reporting performance information to the SIGs.
  - Selection of a new fire supplier for Decent Homes demonstrating a substantial cost saving.
  - Planning the company's Involvement Week 'Opportunity Knocks'.
9. Three priorities were agreed for all SIGs to deliver in 2009/10 which are: -
  - Annual Service Planning
  - Scrutinising Performance Data
  - Checking Service Standards
10. There are 178 different residents involved in the SIGs; some of these residents are involved in more than one group. This is an additional 18 members since the last update. One tenant can be involved in a maximum of three SIGs at anytime.
11. We continually promote SIGs via methods including; our newspaper, the Moving Forward programme, our Guide to Getting Involved, targeted telephone calls to new tenants and at external events and consultation sessions.
12. SIG meetings for each service have been agreed up to April 2010. These are advertised on our website and will be in future editions of the company newspaper.

### **Link to values**

11. This report relates to the following values:
  - Being customer focused, innovative and professional
  - Being a listening and learning organisation

### **Impact on Tenants**

12. The SIGs ensure residents are given the opportunity to influence real decisions about the strategic direction of the organisation, particularly through setting service standards and getting involved in the monitoring and scrutinising of performance.

### **Risk Management Implications**

13. The SIGs ensure we continue to be responsive to service users' needs, give high quality and cost-effective services, and deliver them in fair and accessible ways.
14. The SIGs also help us meet the requirements of the Audit Commission's Key Line of Enquiry for resident involvement.
15. The work of the SIGs demonstrates our commitment to giving tenants greater involvement and influence on the services provided by their landlord. This is in keeping with one of the proposed standards of the Tenant Services Authority for Tenant Empowerment and Involvement.

### **Financial Implications**

16. The Director of Finance and ICT confirms that a budget and resources are available to support SIGs for 2009/10.

### **Equality and Diversity Implications**

17. We are committed to involve people from all backgrounds to ensure everyone's views, needs and aspirations are considered in the decision making process. This helps to ensure involvement outcomes are representative of the communities we serve.
18. All SIG leads have received advice and guidance on making their group more representative of the community we serve and continually look to increase membership and representation on the groups. Appendix 3 shows a breakdown of the current membership by profile information.
19. Support is available to assist people with additional needs to access the Service Improvement Groups and is regularly promoted.

### **Value for Money implications**

20. The involvement of tenants and the wider community can result in value for money savings as service managers gain an insight into what tenants want and need. This can result in resolving issues first time and delivering something that works for all parties.
21. SIG leads ensure that they demonstrate value for money in the running of the groups through maximising use of free or low cost venues.

### **Consultation Carried Out**

22. The Involvement SIG acts as a scrutiny board for all involvement activity and receives performance information on a regular basis. This group receives performance information relating to service standards and the profile of involved customers on a 6 monthly basis.

### **Recommendation**

23. The committee is recommended to note the progress made to date and the outcomes achieved by the SIGs.

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Contact: Louise Taylor, Acting Involvement and Diversity Manager Tel: 0191 433 5380

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## Service Improvement Groups

<b>Service Area</b>	<b>Lead Officer</b>
Anti Social Behaviour	Darren Wilson
Involvement Service	Louise Taylor / Helen Watson
Repairs Service	Simon Hand
Home Choice and Voids Service	John Stephen
Decent Homes Service	Alan Sandey
Tenancy and Estate Management Services	Brett Routledge
Leasehold Services	Janice Adams
Older Persons Services	Michelle Cherrett
Customer Service	Ruth Rogerson
Value for Money	Eric Jubb

**Please Note:** Rent and Income Service are part of the Tenancy and Estate Management SIG.

## Outcomes from Service Improvement Groups April 09 – September 09

Customers were involved in helping us achieve the following outcomes via SIGs;

### Involvement

- Appointed a tenant chair to the group
- Carried out a mini-review of the Guide to Getting Involved
- Contributed to the planning of Involvement Week ‘Opportunity Knocks’, which will be a week long event to promote opportunities to get involved across Gateshead.
- Members of the group attended the Regional Instep Resident Involvement Conference at St James Park to hear feedback from other tenants and organisations on how they’ve improved services in their areas.
- Scrutinised performance information relating to service standards for involvement.
- Carried out a 6 month review of the Moving Forward Training Programme.

### Older Persons

- Continued work on the Scooter Storage policy to ensure that the policy meets the needs of customers living in sheltered schemes.
- Introduced ICT facilities into some of the sheltered units as a result of identifying customers’ priorities to support people to stay in their homes for longer.
- Reviewed the tenant led budget and how this should be allocated within the sheltered schemes.
- Discussed the role of Local Environmental Services and identified areas for improvement including providing a gardening service for vulnerable customers and areas where bushes are left to overhang and obstruct.

### Anti Social Behaviour

- Reviewed and scrutinised end of year performance information for ASB cases.
- Agreed a change of wording for case closure letters to make it clear this does not mean the case cannot be reopened.
- Discussed the Neighbourhood Wardens service and how they work more closely with the Neighbourhood Relations Team.
- Investigated the role of the newly appointed Alcohol Intervention worker.

## **Repairs**

- Reviewed the out of hours times and agreed to a change in the opening hours to close at 7pm instead of 8pm. This has led to more resources being concentrated on answering calls during the earlier peak periods.
- Reviewed the role of the Post Inspectors team and how this could be promoted more successfully.
- Agreed a mystery shopping scenario to be used in a joint exercise with leaseholders.
- Agreed a set of key performance indicators relating to repairs to be presented to the group on a regular basis for scrutiny.
- Took part in the Value for Money review of the service.

## **Decent Homes**

- A tenant chair for the group has been appointed.
- Carried out a mystery shopping exercise on Decent Homes sites at respite properties and site offices and agreed an action plan to address issues raised.
- Discussed the impact of accelerating the Decent Homes programme.
- Scrutinised performance against service standards.
- Agreed to change fire supplier resulting in a large cost saving for the company.
- Agreed the introduction of Credit card HomeBonus cards to replace paper vouchers.

## **Customer Service**

- Contributed to the developing of the new complaints procedure and panel including identifying potential questions for panel interviews.
- Reviewed the use of surveys by the company and what customers perception was, including the volume of them sent out, the format of them and when they receive them.
- Reviewed the Reception Assessment procedure to prepare for another round of assessments in September.
- Discussed the content of complaints letters and customers identified what key information they would like to be included and what is not necessary.

## **Leaseholders**

- Appointment of a customer Chair and Vice Chair to the SIG
- Reviewed the repairs procedure for leaseholders.

- Received and scrutinised performance information against service standards.
- Investigate the possibility of providing internal responsive repairs for leaseholders in response to the Audit Commission recommendation.
- Reviewed the pilot scheme of Communal Repairs.
- Developed a draft document for a pre-sale interview with potential leaseholders.

### **HomeChoice & Voids**

- Identified a new supplier for furnished tenancies and reviewed the furniture to be provided through the scheme.
- Identified improvements to the online application form procedure having taken part in completing one.
- Suggested amendments to the proposed Mutual Exchange scheme including areas such as layout and design
- Assessed the furniture proposed to be used for the furniture contractor tender

### **Tenancy and Estate Management**

- Agreed the merger and held first meeting as the Tenancy and Estate Management SIG to provide more focus and reduce duplication from the meetings.
- Agreed a workplan for the newly merged group.
- Scrutinised the Estate Management Activities Report, outlining the profile of people getting involved in estate tours.
- Carried out a bus tour of Gateshead, visiting a number of estates to monitor performance against the Grounds Maintenance Service Level Agreement.
- Involvement in the review underway of the estate tour programme including consideration of how a grading system for estates might work in Gateshead.

### **Value for Money**

- Took part in a review of the Rent and Income service and discussed how this service might be benchmarked with other providers.
- Approved the budget for 2009/10.
- Discussed the introduction of an Employee Incentive Scheme.
- Took part in the review of the Neighbourhood Relations Team.

## Membership of SIGs by profile information

\*There are six members of Service Improvement Groups who only receive copies of minutes and can contact us to feed in their opinions if they wish.

Age Range	Total	%
Under 25	2	1.12%
25-29	16	9.00%
40-49	22	12.36%
50-59	29	16.29%
60-74	74	41.57%
75+	30	16.85%
Unknown	5	2.81%
<b>Total</b>	<b>178</b>	<b>100%</b>

Gender	Total	%
Male	75	42.13%
Female	103	57.87%
<b>Total</b>	<b>178</b>	<b>100%</b>

Does the customer have a disability?	Total	%
Yes	78	43.82%
No	100	56.18%
<b>Total</b>	<b>178</b>	<b>100</b>

Type of disability?*	Total	%
Mobility issues	49	50.52%
Blind or visual impairment	5	5.15%
Deaf or hearing impaired	11	11.34%
Wheelchair user	12	12.37%
Mental Health disability	12	12.37%
Other	8	8.25%
<b>Total</b>	<b>97</b>	<b>100%</b>

\* Please note some people have more than one disability

Ethnicity	Total	%
White British	162	91.01%
White Other	2	1.12%
Asian or Asian British – Indian	1	0.56%
Asian or Asian British – Pakistani	1	0.56%
Asian Bangladeshi	1	0.56%
Mixed Other	2	1.12%
Black or Black British – African	8	4.49%
Unknown	1	0.56%
<b>Total</b>	<b>178</b>	



## Report to the Customers and Communities Committee

18 November 2009

**Title:** Customer Involvement Activity – 1 July to 30 September 2009

**Report of:** Director of Finance

### Purpose of Report

1. To advise the committee on how customers have been involved in decision making processes.

### Summary

2. During the three month period, 1 July – 30 September 2009, over 130 involvement activities took place. These included Moving Forward customer training courses, BME surgeries, Estate Tours, TSA consultation event, LGBT Northern Pride event, Service Improvement Groups, workshops, Decent Homes Choices events and a clean up day.
3. Customers were given an opportunity to get involved through a variety of methods including meetings, surgeries, forums, choices events and courses.
4. Activities took place at a variety of locations across Gateshead on various days of the week, at different times of the day. The Involvement Team, Service Improvement Group leads and other officers continue to target under represented groups to make involvement representative of the wider community.
5. Customers have been involved in our involvement activities on over 7600 occasions although some may have been involved in more than one activity.
6. Appendix 1 shows a summary of activities undertaken in this period and demonstrates the variety of ways customers have been able to get involved.
7. A breakdown of the type of involvement, number of customers involved, dates of involvement and the outcomes resulting from the activity is provided at Appendix 2.

### Key Outcomes

8. There have been a number of key outcomes from customer involvement during this period including the following: -

- Addressed accessibility issues to services for BME and disabled customers via our BME and Disabled Persons' Housing Forums
- Tenant Chairs have been appointed to some Service Improvement Groups including Involvement and Leasehold Services
- A young persons' event was held at Cardinal Hume School to raise awareness of issues around anti-social behaviour and reduce ASB incidents in the area
- Held the TSA's National Conversation phase 1B presenting their proposed standards to customers and collated their feedback on these standards which were submitted to the TSA
- Customers took part in planning a peer mystery shopping exercise with customers and officers from other ALMOs
- A clean up day was held in conjunction with Birtley East Residents' group and a local school which helped remove 13.75 tons of rubbish from the estate.

### **Involvement Week**

9. During the period reported, customers have also been involved in planning 'Opportunity Knocks', a week of involvement activities held during the week commencing 19<sup>th</sup> October 2009.
10. The aim of this week was to get out to people in their local communities and raise awareness of the vast range of involvement opportunities already out there for people.
11. A steering group of internal officers was set up to oversee the planning of the week and customers were also involved in this process through the Involvement Service Improvement Group.
12. Appendix 3 shows the programme of activities which took place during the week including Estate Clean Ups, an Involvement Roadshow, Estate Tours, coffee mornings, HomeExchange sessions etc.
13. A set of 'Big Questions' were also agreed to be asked as part of the week. These were issued at all events as well as being included in the newspaper sent to customers the week before the event. Findings from these questions are currently being compiled.
14. A full report will be submitted to the next committee outlining outcomes from the week, any follow up actions, findings from the 'Big Questions' and learning points for future events.

### **Link to values**

15. This report relates to the company values of:
  - Being customer focused, innovative and professional
  - Being a listening and learning organisation

### **Impact on tenants**

16. We have worked extensively with tenants, leaseholders and the wider community during this period, to get views and opinions to identify priorities to inform services.

17. Following the involvement activity detailed in appendix 2, a number of changes to services and decisions have been made to reflect the needs and priorities of people who receive our services.

### **Risk Management Implications**

18. Failure to continue to engage with tenants has been identified as an overall strategic risk for the company.
19. Involving customers and the wider community in decisions that impact on them is our legal responsibility and something that is encouraged by the Audit Commission and Department of Communities and Local Government and more recently the Tenant Services Authority.

### **Financial Implications**

20. The Director of Finance confirms that a budget is available to support customer involvement and resources have been made available to support the activities outlined in this report.

### **Equality and Diversity Implications**

21. The Involvement Team is committed to involving people from diverse communities to ensure everyone's views, needs and aspirations are considered in the decision making process. This helps to ensure involvement outcomes are representative of the communities we serve.
22. Support is available to assist people with additional needs to access involvement opportunities and this is regularly promoted.
23. Every effort is made to ensure we do not directly or indirectly discriminate against any individual or group and to provide equal access to this service.

### **Value for Money Implications**

24. The involvement of tenants and the wider community can result in value for money savings as service managers can gain an insight into what tenants want and need. This can result in resolving the issues first time and delivering something that works for all parties.

### **Consultation Carried Out**

26. The Involvement Service Improvement Group is regularly updated with the progress of involvement across all services and the outcomes which result.

### **Recommendation**

27. The committee is recommended to note the report.

<b>Title of Activity</b>	<b>Number of Events</b>	<b>Number of Customers Involved</b>
Choices Events	11	759
Drop In Sessions	15	98
Events	17	5912
Focus Groups	2	2
Forums	2	11
Meetings	18	399
Service Improvement Groups	11	89
Surgeries	6	41
Training Courses	6	50
Work Shop	4	85
Clean Up Day	1	20
Other	44	135
<b>Total</b>	<b>137</b>	<b>7601</b>

## Involvement Activities: 1 July 2009 – 30 September 2009

### Business Support:

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Helen Watson	8	Training Course	Home <b>Repairs</b> training course	Customers learnt about the Home <b>Repairs</b> service and recent changes implemented. A Morrison representative also attended to inform customers about their side of repairs work.	06/07/2009
Helen Watson	50	Event	What is Mental Health awareness event.	This event was held for BME women to raise awareness of mental health issues. A guest speaker talked about her own experiences and a doctor also did a presentation around dealing with stress. Key links were made with other agencies.	14/07/2009
Helen Watson	15	Surgery	Gateshead Visible Ethnic Minority Support Group	Liaised with customers and responded to queries raised. Raised awareness of Involvement Week and advised will have further information at future surgeries. Customer agreed to attend the next BME Housing Forum.	15/07/2009
Helen Watson	4	Forum	BME Housing Forum	Customers were involved in a mini service review around accessibility to the Tenancy and Estate Management Service. Issues raised included: <ul style="list-style-type: none"> <li>* HomeChoice staff having more knowledge of facilities or services near estates to help when applying for a home</li> <li>* courtesy cards to be left by garden service staff if customers aren't in</li> <li>* Customers who have been on estate tours to do a 'day in the life' piece of work to help encourage others to attend future tours.</li> </ul>	17/07/2009

<b>Lead Officer:</b>	<b>Number Attending:</b>	<b>Activity:</b>	<b>Description:</b>	<b>Outcomes:</b>	<b>Date of Activity</b>
Helen Watson/Louise Taylor	17	Event	TSA National Conversation Phase 1B	Customers attended the second phase of the TSA's National Conversation to hear the proposed standards following the 1st round of conversations. Customers provided feedback on these standards through group discussion work.	17/07/2009
Helen Watson/Louise Taylor	5000	Event	Northern Pride event	This was the 2nd Northern Pride event held and is the biggest lesbian, gay, bisexual and transgender celebration in the North East. We were able to raise awareness in the LGBT community that the company supports this customer group and many customers also took away information around how they can get involved with the company and different courses they can attend.	18/07/2009
Helen Watson	8	Training Course	B&Q Summer Gardening	Customers developed their gardening skills by learning what to plant at this time of year, how to take care of flowers and plants and various approaches to gardening depending on the size of your garden.	21/07/2009
Louise Taylor	8	Service Improvement Group	Involvement SIG	Customers approved the Chair, Gordon Wallace and Audrey Brown volunteered to be Vice Chair - all agreed. Discussion focused on targeting young people and how we may achieve more involvement from this hard to reach group. Also discussed Involvement Week.	22/07/2009
Helen Watson	16	Meeting	Birtley East Tenant and Residents Meeting	Promoted opportunities to get involved to the group by presenting our Guide to Getting Involved and Moving Forward programme. Also raised awareness of the company's Involvement Week.	28/07/2009
Helen Watson	10	Surgery	BME Housing Surgery	HW attended surgery to respond to or signpost queries to correct officer. Customer queries raised about the HomeChoice system and how it works with regard to the amount of time people must wait for a property. Also discussed the Right to Buy of property.	29/07/2009

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Louise Taylor	7	Forum	Disabled Persons Housing Forum  Quarterly forum to discuss and address issues affecting disabled tenants and leaseholders.	The group took part in a mini service review of the Tenancy and Estate Management Services, particularly focussing in on the Estate Tours and Sign Up Processes.  A number of issues were raised and potential solutions found such as: *Including information Including information on distances of estate tours *Giving information on the gradient of estates for people who want to take part in estate tours. *Providing a list of useful numbers in the welcome pack received at sign up.	29/07/2009
Helen Watson	8	Training Course	B&Q Paving course	Customers learnt skills and tips about; how to prepare the ground before laying paving, what materials are needed to carry out the task and how to maintain paving after it has been laid.	11/08/2009
Louise Taylor	1	Focus Group	Involvement Week Steering Group	The steering group met to discuss progress in the planning of Involvement Week, 'Opportunity Knocks'.  A tenant representative was present to give ideas on the best way to raise awareness of the event, potential ideas for events etc.  Agreed to confirm events by the first week in September to make sure they can be publicised in the October's newspaper.	19/08/2009
Ruth Rogerson	10	Service Improvement Group	Customer Service Improvement Group	Review of Reception Assessment Checklist. Amendments made to criteria and scoring system.  Discussion of complaint response letters - customers provided their views on what constitutes a 'good' or 'bad' letter and gave their opinions on what letters should or should not, include.	26/08/2009

<b>Lead Officer:</b>	<b>Number Attending:</b>	<b>Activity:</b>	<b>Description:</b>	<b>Outcomes:</b>	<b>Date of Activity</b>
Helen Watson	8	Training Course	Healthy for life! Relax for life	Customers learned about how to recognise personal stress triggers, what effects stress has on mental and physical health, tips on handling stress and took part in practical relaxation techniques.	02/09/2009
Helen Watson	12	Training Course	Decent Homes: What is it?	Customers learnt about the Decent Homes standard and what to expect when getting work carried out in your home.	10/09/2009
Helen Watson	6	Training Course	B&Q Energy Saving	Customers learnt some useful tips on energy saving measures including different types of insulation, energy saving light bulbs and radiator valves.	15/09/2009
Helen Watson	1	Focus Group	Peer Mystery Shopping group	As part of the peer mystery shopping exercise customers and officers met to plan how the exercise will work and agreed which organisations will mystery shop each other. Agreed training session will take place at Gateshead as part of Involvement week. Exercise taking place in November.	29/09/2009

## Finance and ICT

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Eric Jubb	2	Service Improvement Group	Value for Money Service Improvement Group	Was decided to start an employee Incentive Scheme. Repairs review Environmental indicators	29/07/2009
Eric Jubb	11	Service Improvement Group	Value for Money Service Improvement Group	Review of VFM Survey and Training for Employees Repairs Review - Final VFM Suggestion Scheme - Update Decent Homes- Provision of New Fires – Alan Sandey NRT Review – Darren Wilson	09/09/2009

## HomeChoice

<b>Lead Officer:</b>	<b>Number Attending:</b>	<b>Activity:</b>	<b>Description:</b>	<b>Outcomes:</b>	<b>Date of Activity</b>
Jonathan Graham	5	Service Improvement Group	HomeChoice SIG	Had Voids and NRT present to explain what they do to the group, also discussed mystery shopping and explained about the out-based mystery shopping we would be doing in September.	14/07/2009

## Housing Management

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Michelle Cherrett	23	Meeting	The Lonnen Consultation Meeting - Sheltered Scheme Review	Discussed with residents at The Lonnen options for Sheltered Scheme Review.  Answered any questions and provided information.  Carried out questionnaires of residents views and opinions. Collated results of questionnaires to send to Cabinet.	01/07/2009
Ian Burton	1	Other	Tenant attended St Mary's green estate tour.	Tenant gave suggestions to improve their estate.	02/07/2009
Teresa Smare	3	Event	Encams Quality Mark workshop	Residents from Wrekenton joined partners and TGHC officers in a workshop to prepare for the safer cleaner greener quality mark for Wrekenton estates.	07/07/2009
Michelle Cherrett	6	Service Improvement Group	Older Persons Service Improvement Group	Discussed issues which affect older people with LES Grounds Maintenance as requested by residents at previous meeting.  Talked through Scooter Storage Policy. To amend & discuss at September's meeting.  Tenant led budget. Vote on options. Implement for 2010.	07/07/2009
Ian Burton	1	Other	Tenant attended Dunston Park estate tour.	Tenant provided feedback to improve their estate.	07/07/2009
Ian Burton	3	Other	Eslington Court Estate Tour.	Customer Gillian Osbourne, attended with Lucy Goldsborough involved in making a difference on estate.	08/07/2009

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Teresa Smare	11	Event	Bus Tour in East and West Neighbourhood to monitor Grounds Maintenance standards	Customers were impressed by everything they saw on the tour. Following the tour there was a question and answer session held when customers asked about reduction in grass cutting, weed control and a number of individual concerns from some residents	10/07/2009
Margaret Copeland	8	Service Improvement Group	Tenancy and Estate Management SIG	Gave overview of service and new combined SIG. Discussed review of Tenancy management procedures and explained the group's role in this. Reported on recent bus tour where residents monitored grounds maintenance standards.	14/07/2009
Chris Hardy	20	Clean up day	Birtley East Residents group along with tenants and residents	Clean up day in conjunction with residents group and local school; 13.75 tons of rubbish removed from the estate by organising clean up day and locating skips on the estate.	14/07/2009
Jacqueline Delaney	18	Meeting	Tenants and Residents Association Meeting.	Discussed issues on the estate including feed back from last meeting.	14/07/2009
Ian Burton	1	Other	Tenant attended Dunston Road Estate Tour.	Tenant provided feedback for their estate	14/07/2009
Laura Bell	7	Surgery	Clasper Village residents' surgery - updated residents on possible developments re MUGA pitch, decent homes surveys etc. Residents also had the opportunity to raise issues of concern.	Consultation docs returned.	15/07/2009
Wilf McNeany	20	Event	Presentation by the children of Colegate and Bill Quay Primary schools about their involvement in one of the housing company's Neighbourhood Pride bids. "Improvements to the Dilley Line"	Agreed the Neighbourhood co-ordinators would report back to the two schools in September when the schools re-open.	16/07/2009

<b>Lead Officer:</b>	<b>Number Attending:</b>	<b>Activity:</b>	<b>Description:</b>	<b>Outcomes:</b>	<b>Date of Activity</b>
Jane Brownlee	1	Other	Estate Tour carried Albert Place.	Estate tour carried out and no issues recorded.	16/07/2009
Ian Burton	3	Other	Mrs Rutter attended Racecourse estate tour.	Mrs Rutter involved in improving her estate.	16/07/2009
Ian Burton	1	Other	Tenant attended Whickham North Estate Tour.	Tenant provided feedback to improve estate.	16/07/2009
Jane Brownlee	1	Other	Estate Tour carried out on Furrowfields Estate.	Tour carried out with resident of the estate. Minor issues raised and reported to the relevant service users.	20/07/2009
Ian Burton	1	Other	Tenant attended Rectory Glebe Estate tour.	Tenant gave feedback to improve their estate.	20/07/2009
Jacqueline Delaney	5	Beacon Lough Multi's Estate Tour	Estate Tour	Estate Tour carried out with resident and councillor to identify any issues and service improvements. Issues passed to relevant service users.	21/07/2009
Nicola Cleugh	18	Meeting	Springwell Tenants and Residents Association Meeting.	Discussed issues on the estate including feedback from last meeting.	21/07/2009
Ian Burton	2	Other	Tenant attended Sunnyside estate tour.	Tenant involved in improving their estate.	21/07/2009
Ian Burton	1	Other	Tenant attended Coach Road Estate tour.	Tenant gave feedback to help improve their estate.	21/07/2009
Ian Burton	3	Other	Tenant Gillian Osbourne attended estate tour.	Tenant involved in improving her estate.	22/07/2009
Steven Kelly	1	Estate Tour	Estate tour of Cedars Green carried out with 1 resident.	Grounds Maintenance issues picked up and issues regarding parking. Customer received an estate tour feedback sheet via email after the tour.	23/07/2009
Ian Burton	1	Other	Tenant attended Swalwell estate tour.	Tenant provided feedback during estate tour and issues addressed.	23/07/2009
Ian Burton	1	Other	Tenant attended Dunston Hill Estate tour.	Tenant gave feedback to improve their estate	23/07/2009

<b>Lead Officer:</b>	<b>Number Attending:</b>	<b>Activity:</b>	<b>Description:</b>	<b>Outcomes:</b>	<b>Date of Activity</b>
Geoff Crute	12	Residents Group	Birtley East Residents Group. Monthly meeting.	Discussion about Estate Issues Development of Park.	28/07/2009
Ian Burton	2	Other	Tenant attended Watergate estate tour.	Tenant involved in improving their estate.	28/07/2009
Geoff Crute	33	Event	Kibblesworth update. Re airey houses 3 Sessions held during the day at the Millennium Centre Kibblesworth.	Update for residents of the Airey properties in Kibblesworth. Next stage about selection panel and the 3 developers that have been chosen to submit applications to build new properties. 3 Councillors also in attendance.	29/07/2009
Jane Brownlee	8	Meeting	Beacon Lough East Residents Group held monthly meeting at calendar Court. Meeting held with residents, Housing Company and the police.	Discussed issues and concerns on the estate and agreed next meeting to be held in September.	30/07/2009
Steven Kelly	3	Estate Tour	Estate Tour of Allerdene Estate carried out with 3 residents.	Issues with grounds maintenance, repairs, and other estate issues picked up and reported to necessary service. Residents then received an estate tour feedback report in the post.	30/07/2009
Ian Burton	1	Other	Tenant attended Lobley Hill estate tour.	Tenant provided feedback during estate tour.	30/07/2009
Kevin Roberts	13	Other	Accompanied Estate Tours in the Felling Area	Issues raised by residents and follow up actions taken	31/07/2009
Ian Burton	1	Other	Eslington Court Estate Tour	Gillian Osbourne attended Estate tour, to help improve her estate.	05/08/2009
Ian Burton	3	Other	Mrs Lennox attended Eslington Park, estate tour.	Mrs Haswell involved in highlighting issues on his estate.	05/08/2009
Steven Kelly	4	Estate Tour	Estate Tour of Barford Court carried out with caretaker and 2 residents	Several issues picked up by EO and residents and reported to necessary departments for actioning.	06/08/2009
Steven Kelly	3	Estate Tour	Estate Tour of Stretford Court carried out with caretaker and one resident	Several issues picked up by EO and residents and reported to necessary departments for actioning.	06/08/2009

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Chris Hardy	1	Estate Tour	Northside estate tour	Several issues picked up by EO and resident and reported to necessary departments for actioning.	06/08/2009
Steven Kelly	2	Estate Tour	Estate Tour of Beacon Lough Upper carried out by Estate Officer and one resident	Several issues picked up by EO and resident and reported to necessary departments for actioning.	11/08/2009
Chris Hardy	3	Estate Tour	Birtley east estate tour	Several issues picked up by EO and resident and reported to necessary departments for actioning.	13/08/2009
Christine Potts	2	Drop In Session	Derwentside drop in session  Tenant at 29 Derwentside raised complaint about his roof not being fixed and water leaking into his flat	Michelle Cherrett to contact supervisor in repairs to raise issue and get roof fixed.	11/08/2009
Jill Borrowdale	4	Surgery	Surgery held at 2 Abbot Court, Chandless estate to allow residents to attend and raise any queries/concerns they may have regarding the estate with NRT, Housing Office and Northumbria Police.	Advice given regarding antisocial behaviour and decent homes. Provided residents the opportunity to discuss any issues.	13/08/2009
Catherine Murphy	1	Drop In Session	Cheshire Avenue Drop in session  Tenant at Cheshire Avenue back door damaged during Decent Homes work has not been told if door is going to be replaced despite numerous enquiries.	Repairs contacted & problem reported. Tenant complained and complaint logged-response received by Elaine Widdowson.  Bob Whitfield visited and has arranged for the fascia board to be repaired and painted and inspected back door.	13/08/2009
Joyce Scott	20	Meeting	DDA Meeting at Boltons Bungalows	Informing tenants of DDA works going ahead and recording tenants' views and questions.	19/08/2009
Christine Potts	1	Drop In Session	Sun Hill Drop in session  Tenants not happy with big black marks appearing on the carpets in the corridors	Repairs are arranging site meeting with workmen to show them where the problem is	19/08/2009

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Ian Burton	1	Other	Tenant attended Holmeside Estate Tour.	Tenant involvements gave insight into what's happening on their estate.	20/08/2009
Joyce Scott	50	Meeting	DDA Meeting at Greenfields	Informing tenants of DDA works being carried out and recording their views and questions	20/08/2009
Jane Brownlee	1	Other	Beacon Lough east Estate Tour carried out with a resident of the estate.	A number of untidy and overgrown garden were identified resulting in the tenants receiving letters to improve their gardens.	25/08/2009
Jill Borrowdale	3	Surgery	Surgery held at 2 Abbot Court, Chandless estate to allow residents to raise any queries/concerns they may have regarding the estate with NRT/Housing Office/Northumbria Police.	Advice given to residents regarding antisocial behaviour.	25/08/2009
Chris Hardy	10	Meeting	Birtley East Residents group.	Presentation given on Estate Tours to give information and to promote attendance. Also to give feedback on issues and discuss on going issues.	25/08/2009
Ian Burton	2	Other	Mr Chatt attended Derwentwater estate tour.	Mr Chatt suggested ideas to improve his estate.	25/08/2009
Ian Burton	2	Other	Gillian Collins attended estate tour.	Tenant involved in improving estate.	25/08/2009
Jane Brownlee	300	Event	Wrekham Youth Festival held at Cardinal Hume School in Wrekenton. Led by Neighbourhood Management. A number of activities were organised for youths in the area to attend.	To get youths in the area to attend festival and get involved in the activities made available and to reduce anti-social behaviour in the area.	26/08/2009
Chris Hardy	50	Event	Elisabethville festival, numerous fun day activities organised for residents from many partners including Morrisons, Neighbourhood wardens, TGHC, Gateshead Council, Resident groups etc	Interaction with tenants along with education and advice on issues.	26/08/2009

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Michelle Cherrett	8	Meeting	CSHS Accreditation Meeting at South Lea Sheltered Scheme	Sheltered scheme officers, tenants and TGHC staff and council staff working together to achieve accreditation.  Continue working on standard 1: Service delivery, review and continuous improvement and standard 2: policy & legislation.  Received positive feedback from assessor Jean Bray on evidence relating to chosen standards from Interim Advisory Report.	26/08/2009
Ian Burton	1	Other	Tenant attended Ravensworth Road Estate tour	Tenant gave feedback to help improve their area.	26/08/2009
Chris Hardy	1	Estate Tour	Elisabethville Estate tour	Several issues picked up by EO and resident and reported to necessary departments for actioning.	27/08/2009
Jane Brownlee	1	Other	Lyndhurst South estate Tour. Small amount of issues picked up and passed onto the relevant services.	Repairs raised for garages which have been vandalised and form completed for Community Payback to improve an overgrown area of the estate.	28/08/2009
Ian Burton	1	Other	As per ward issue logs - Customer at Scafell gardens requested additional fencing to his property. Carried out consultation with that customer and ward members re: best outcome	Fence fitted at customers address which stopped ASB in his front garden	28/08/2009
Kevin Roberts	11	Estate Tour	Accompanied Estate Tours in the Felling Area	Issues raised by residents and follow up actions taken	31/08/2009

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Catherine Murphy	2	Drop In Session	Lyndholme Drop in session.  Tenant asked when washers and dryers are going to be replaced	Explained to tenant about tendering process and how we are currently looking at suppliers before awarding with contract before this could be dealt with. Tenant satisfied with response.	02/09/2009
Ian Burton	1	Other	Tenant attended St Marys Green Estate tour	Tenant gave feedback to help improve there estate.	03/09/2009
Steven Kelly	6	Resident Meeting	Allerdene Residents meeting - meeting at community centre with Estate Officer, members of the community, workers from the community centre and a youth worker present to discuss estate issues and give residents opportunity to discuss any problems.	Members given up-to-date estate statistics including current number of ASB cases and lettings. Also informed residents of potential Neighbourhood Pride schemes which had been put forward.	07/09/2009
Ian Burton	1	Estate Tour	Tenant attended estate tour	Tenant gave ideas to help improve their estate.	08/09/2009
Catherine Murphy	1	Drop In Session	Leyburn Place Drop in Session. Tenant at 88 Leyburn reported bathroom door not closing.	Appointment has been raised with repairs.	08/09/2009
James Moody	9	Service Improvement Group	Informed and involved customers in the early stages of developing Estate Grading. Presented the concept via PowerPoint and open discussion	Agreed with customers that they would be involved in every stage of the development of Estate Grading. Customers happy to devote next meeting to estate grading and relative workshops.	10/09/2009
Jill Borrowdale	2	Surgery	Surgery held at Abbot Court, Chandless estate for residents to attend and raise any queries/concerns with Northumbria Police, Estate Officer and NRT about issues on the estate.	Enabled residents to attend and raise issues they had about their estate.	10/09/2009
Ian Burton	1	Other	Tenant attended Dunston Road Estate Tour.	Tenant provided feedback to improve his area.	15/09/2009

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Michelle Cherrett	18	Service Improvement Group	Older Persons Service Improvement Group	Reported back to tenants on scooter storage policy and finalised with tenants how the policy should be presented. Gathered views from tenants on presentation of annual satisfaction surveys and how they would like information to be presented. Agreed ideas on how to spend the tenant led budget, per number of properties, which will be reviewed in April 2010.	15/09/2009
Ian Burton	2	Other	Mrs Rutter attended Racecourse estate tour.	Mrs Rutter involved in providing feedback to improve her estate.	17/09/2009
Hazel Forster	40	Event	Presentation evening for Gardening Competition in West Area.	Presentation of certificates to Housing Company tenants who had won 'classes' within competition. TGHC had sponsored the event which was lead by Gateshead Council.	17/09/2009
Ian Burton	1	Other	Tenant attended estate tour.	Tenant provided feedback to improve estate.	17/09/2009
Jane Brownlee	1	Other	Estate Tour on Albert Place carried out	Carried out tour and spoke to residents, who are happy with their properties especially after the sustainability works carried out.	17/09/2009
Kevin Roberts	18	Other	Issues raised by residents and follow up actions taken	Issues raised by residents and follow up actions taken.	30/09/2009

## HR and Admin

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Denise Burlison	300	Event	Recruitment Event at the Sage Gateshead - Attended by TGHC HR and Admin Team	Promoted TGHC as an Employer of Choice within the borough of Gateshead. Received multiple application forms for available jobs from local people from diverse backgrounds. Was able to talk face to face and gave confidence to people with regards to applying for jobs within the company.	15/09/2009

## Leasehold Services

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Helen Craig	6	Service Improvement Group	Monthly meeting to investigate and develop service improvements	Discussed provision of 'internal repairs' for leaseholders and identified leaseholders' priorities for the service. This information will be provided to Repairs Manager and included in the tendering process for 'Responsive repairs contract'.	06/07/2009
Janice Adams	4	Meeting	Ad-hoc meeting to discuss decent homes works and the impact on leaseholders in Glynfellis Court.	Further clarification of the works to be completed and financial assistance available.	22/07/2009
Helen Craig	4	Drop In Session - South Neighbourhood	Informal meeting to listen and learn from leaseholders and to identify service improvements	Answered general queries and discussed possible service improvements including the provision of internal repairs to leaseholders. Leaseholders felt this was a good idea.	23/07/2009
Janice Adams	6	Service Improvement Group	Monthly meeting to investigate and develop service improvements	Discussed performance against service standards and identified service improvements to help increase performance. The content of a Debt Advice booklet for leaseholders was agreed.	07/09/2009
Janice Adams	5	Meeting	Ad-hoc meeting to discuss decent homes work and the impact on leaseholders in Glynfellis Court	Answered concerns leaseholders had raised concerning the work and financial assistance available.	09/09/2009
Helen Craig	3	Drop In Session	Informal meeting to listen and learn from leaseholders and to identify service improvements	Answered general queries and discussed possible service improvements including them revising of the invoice to make easier to read.	24/09/2009

## Decent Homes

Lead Officer:	Number Attending:	Activity:	Description:	Outcomes:	Date of Activity
Jean Laskey	50	Choices Event	Decent Homes Choices event held at Winlaton Centre.	Choices made for work & feedback given on estate issues to form the basis of future sustainability work.	02/07/2009
Andrea Foreman	12	Event	Attended Birtley East Primary school open day to consult with parents and children on proposed play plans.	Established customers' views on proposals and preferences for elements of design.	02/07/2009
Andrea Foreman	30	Meeting	Meeting held with petitioners and local residents to discuss the proposed play at Birtley East.	Established background to the scheme and evidenced the data from consultation on the estate to backup the development of the proposal. Established issues and discussed how these could be approached to ensure the successful implementation of the scheme. Ex	06/07/2009
Andrea Foreman	40	Meeting	Attended Harlow Green focus group to discuss Decent Homes improvements	Discussed tenants priorities for improvements and took issues away to discuss with Council.	07/07/2009
Andrea Foreman	40	Workshop	Worked with years 2 and 6 at Birtley East Primary school	Established preferences by age group for a scheme on the estate.	09/07/2009
Andrea Foreman	20	Drop In Session	Drop in to discuss proposals for Community garden	Established views on the proposals and gathered suggestions to inform the design process.	09/07/2009
Kelly Richardson	80	Choices Event	Opportunity for residents to discuss decent homes work prior to it starting and view examples of products at Bill Quay.	Queries answered and choices collated.	15/07/2009
Kelly Richardson	88	Choices Event	Opportunity for residents to discuss decent homes work prior to it starting and view examples of products at Crowhall Towers.	Queries answered and choices collated.	23/07/2009

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K McDougal	15	Workshop	Art Work workshop with local children.	Introduce our art work consultation activities in High Lanes. Kids made clay models and started to think about what they would like to see on the estate.	29/07/2009
Lisa Orton	60	Choices Event	Choices event for Tenants in Clarendon to view all the kitchens and bathrooms on offer and speak with representatives from TGHC and Frank Haslam Milan.	Very well attended, most tenants made it to the event and picked their choices and I resolved any queries they had.	05/08/2009
Iain Crosbee	40	Choices Event	Event Held at Mount Pleasant Club to obtain choices and opinions on Decent Homes & Sustainability work for the estate.	Number of choices obtained and opinions about what sustainability work is needed to the estate.	07/08/2009
Iain Crosbee	33	Choices Event	Held at Greencroft Club to obtain choices and opinions on sustainability work to Centurion Way Estate.	Choices and opinions obtained from all who attended.	10/08/2009
Kate McDougal	15	Workshop	High Lanes Public Art Workshop.	Artist working with local adults and children about ideas for art work one two workshops.	12/08/2009
Kate McDougal	15	Workshop	High lanes Public Art Workshop.	Artist working with kids to look at ideas for public art in High Lanes.	12/08/2009
Andrea Foreman	6	Meeting	Harlow Green focus group meeting - update on Decent Homes improvements	Residents aware of progress with planning for the scheme	18/08/2009
Esther Hedley	5	Drop In Session	Dunston Road public artwork consultation with residents at Dunston Activity Centre	residents suggested ideas for the artwork form and discussed positives and negatives with the artist stone sculptor Danny Clahane	24/08/2009
Esther Hedley	10	Drop In Session	Consultation event at Dunston Activity Centre as part of Dunston Road Public Art Community Engagement	Residents and councillors met Sculptor Danny Clahane to see pieces of his previous work to inspire and give ideas about what kind of art they would like to see.	25/08/2009

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Andrea Foreman	20	Event	Stall at WrekaJam Youth Festival at Cardinal Hume school	Gathered views from young people on proposals for play and adiZone at Springwell	26/08/2009
Andrea Foreman	20	Event	Stall at WrekaJam Youth Festival at Cardinal Hume school	Gathered views from young people about the proposed play/adiZone at Springwell	27/08/2009
Andrea Foreman	6	Event	Attended Birtley East TARA coffee morning to update on development of play scheme	Residents kept informed of progress	01/09/2009
Andrea Foreman	6	Meeting	Attended TARA meeting to consult on proposals for play and community garden	Resident gave their input into the scheme design	01/09/2009
Alison Bulman	121	Meeting	Decent Homes Choices event for High Spen and Barlow.	Helped tenants make choices for Decent Homes Work starting at High Spen and Barlow.	02/09/2009
Kate McDougal	15	Other	Trip to Sunderland Glass Centre as part of High Lanes Public Art Community Engagement	Children and parents visited Sunderland glass centre and various art works around Sunderland to inspire ideas from children about what kind of art they would like to see.	03/09/2009
Andrea Foreman	20	Event	Springwell Community Festival at Fell Dyke school organised by Children's centre.	Gathered feedback on proposals for play and community garden schemes. Made important links with other services working in the area.	05/09/2009
Kate McDougal	20	Drop In Session	Show adults and children on the estate proposals for play space that will be put on estate.	Discussed with children and adults the park proposals and asked them questions about what they would like to see and if they think our proposals will work on their estate.	10/09/2009
Debbie Mason	154	Choices Event	Choice event held at 2 Acomb Court for Residents of Acomb & Bedale Court	Provide residents with information about the Decent Homes programme scheduled for the blocks. Display examples of fixtures/fittings that can be installed. Show generic kitchen designs for the flats Provide support in completing choices Consult on sustainability issues.	11/09/2009

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Esther Hedley	2	Drop In Session	Dunston Road artwork at West Park APU - drop in for resident consultation	residents suggested ideas for the artwork form and discussed positives and negatives with the artist stone sculptor Danny Clahane.	11/09/2009
Carole Nicholson	10	Meeting	Meeting of a handful of residents from Regent Court to discuss the forthcoming Decent Homes work and issues that they have.	Productive meeting to discuss queries regarding Decent Homes work.	15/09/2009
Jean Laskey	67	Choices Event	Your Homes, Your Choice event for residents of South Sherburn Estate prior to Decent Homes work starting.	Tenants were able to view fixtures and fittings on offer to help them decide on new kitchens, bathrooms and fires prior to Decent Homes work starting on their estate. Also gave them the chance to speak to members of TGHC and FHM about any issues they had.	15/09/2009
Andrea Foreman	6	Drop In Session	Birtley East TARA coffee morning	Gathered feedback from residents on the proposed play scheme.	15/09/2009
Alex Adamson	30	Choices Event	An all day event where customers who were due to have decent homes work could view and make their choices for kitchen and bathrooms. Also ask any question they may have regarding decent homes	Choices were collected and feedback taken for future sustainability work.	21/09/2009
Alex Adamson	77	Choices Event	Choice event held at 42 Barford Court for residents living in the block.	Provide residents with information about the Decent Homes programme scheduled for the blocks. Displayed examples of fixtures/fittings that can be installed. Showed generic kitchen designs for the flats and provided support in completing choices. Consulted on sustainability issues.	21/09/2009
Andrea Foreman	6	Meeting	Meeting with Springwell TARA to discuss development of an allotment	Explored opportunities for TGHC and the TARA to work together in developing the scheme and adding value to the community garden scheme	21/09/2009
Lisa Orton	80	Choices Event	Marian Court Choices event, an opportunity for the Tenants to view kitchens, bathrooms and doors.	Residents invited turned up to make their choices for the Decent Homes work to be carried out. We will collect the other choices by door knocking.	24/09/2009

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Andrea Foreman	12	Drop In Session	Kibblesworth development meeting	Established resident priorities for their estate for sustainability funding.	24/09/2009
Esther Hedley	10	Event	Dunston Road artwork - consultation with secondary school children - practical workshop with Danny Clahane	Children learnt skills in stone sculpture and the school had pieces of artwork to keep for display.	28/09/2009
Esther Hedley	9	Drop In Session	Dunston Road artwork - Dunston Activity Centre - practical workshop for residents.	Residents gained skills in stone sculpture.	29/09/2009

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## Report to the Customers and Communities Committee

18 November 2009

**Title:** Housemark – Resident Involvement Exercise 2008/9

**Report of:** Director of Finance

### Purpose of Report

1. To report on our performance in the Housemark Resident Involvement Benchmarking exercise for 2008/9, highlighting our position in relation to other organisations.

### Background

2. In March 2008 a Resident Involvement Benchmarking service was introduced by Housemark in partnership with TPAS (Tenant Participation Advisory Service).
3. The housing company took part in the Housemark exercise for 2008/9 allowing us to compare our services like for like and make value for money judgments about the service we provide on both a regional and national level.

### Summary

4. 90 organisations took part in the benchmarking exercise although not all organisations submit information for each indicator.
5. A range of ALMOs, Housing Associations and Local Authorities took part in the exercise although the majority were housing associations (52 of the 90), and about one third of the organisations took part from across the country although more than a third were from the North.

### Overall Findings

6. Housemark produced a report outlining the key findings from this national exercise. This includes:
  - The number of resident involvement staff has risen slightly overall, with housing associations spending the most on involvement workers (a median of £19.21 per property).
  - The amount social landlords are spending on areas such as communications, newsletters, events and resident training has risen on average by a third since 2007/08.

- ALMOs are spending more per property on resident involvement (an average of £31.45) than local authorities (£22.14) and housing associations (£30.44).
  - Across all organisations, on average 0.7% of residents received training.
  - Residents in London were generally less satisfied (median of 54.9%) as did those in the largest organisations (for organisations with stock of more than 10,000 properties, the median value was 58.5%).
  - London had the lowest total expenditure on resident involvement, suggesting there is a link between the total expenditure on involvement and the corresponding satisfaction that their views are being taken into account.
7. The full report produced by Housemark is available on request and has also been posted on the Board Members Website.

### **Our Performance**

8. Appendix 1 shows the quartile performance of the company compared to the Resident Involvement Group for all indicators submitted.
9. This highlights the following key findings:
- The company is in the bottom quartile for total expenditure per property at £12.37, this compares to the average of the top quartile at £40.56
  - The company is in the bottom quartile for cost of staff working on involvement per property at £4.82 per property compared the average of the top quartile at £23.70.
  - The company is in the 2<sup>nd</sup> quartile for overall satisfaction with opportunities for participation in management and decision making at 68.44% compared to 69.0% in the top quartile.
  - The company is in the bottom quartile with satisfaction that views are being taken into account, at 53.5% compared to the upper quartile of 74.3%.
  - The company is in the top quartile for satisfaction with opportunities for participation in all categories except the group non BME customers where we are in the 2<sup>nd</sup> quartile.

### **Link to values**

10. This report is in line with the following values of the company: -
- Being customer focused, innovative and professional
  - Being a listening and learning organisation
  - Embracing equality

### **Impact on tenants**

11. This benchmarking exercise provides us with valuable information on how we are performing compared to other organisations and indicates potential areas of improvement for the future such as increased investment in resident involvement.
12. This will ultimately lead to improvements in the way we deliver resident involvement which has a direct link to the quality of service customers receive.

## **Risk Management Implications**

13. Failure to continue to engage with tenants has been identified as an overall strategic risk for the company.
14. Regular monitoring and benchmarking of our services ensures that we continually improve our mechanisms to involve and empower tenants in line with the recommendations of the Tenant Services Authority.

## **Financial Implications**

15. The Director of Finance confirms that a budget and resources are available to support activities outlined in this report.

## **Equality and Diversity Implications**

16. The Involvement Team has a commitment to involve diverse communities to ensure their views, needs and aspirations are considered in the decision-making process.
17. The Housemark exercise allows us to benchmark our services by age, ethnicity and disability. The findings from this exercise will identify any future work needed with these groups to improve satisfaction levels.

## **Value for Money implications**

18. This report highlights that expenditure on resident involvement is significantly lower than other organisations nationally, however part of this is due to external funding being brought into the service via the Moving Forward programme. A report on the Moving Forward is also being presented at this committee.

## **Consultation carried out**

19. The Involvement SIG receives regular performance information to scrutinise the consistency and quality of resident involvement being delivered across the company.
20. The findings from the Housemark report will be presented to the November meeting of the SIG to give customers the opportunity to see how we perform in relation to other organisations.

## **Recommendation**

21. The committee is recommended to:
  - note the findings of the benchmarking exercise
  - agree to the company participating in the exercise for 2009/10.

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Contact: Louise Taylor, Acting Involvement and Diversity Manager Tel: 0191 433 5380

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## Housemark – Resident Involvement Exercise 2008/9

## Quartile performance of the company compared to the Resident Involvement Group

## Costs:

Table 1: Total expenditure on resident involvement per property managed

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
£12.37		£40.56	£29.86	£16.62	70

Table 2: Total spend on resident involvement as a percentage of rent due

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
0.45%		1.46%	1.05%	0.68%	67

Table 3: Properties managed per whole time equivalent working on resident involvement

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
6281.13		1183	1753	2626	72

Table 4: Cost of staff working on resident involvement per property

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
£4.82		£23.70	£17.66	£11.55	63

## Consultation:

Table 5: % of residents satisfied that their views are being taken into account (OLD Status users)

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
53.50%		74.3%	69.5%	57.6%	16

Table 6: % of residents satisfied with opportunities for participation in management and decision making (OLD Status Users)

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
68.44		69.0	58.8	58.0	16

**Table 7: % Residents who respond to surveys and other consultation exercises as a % of properties managed**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
6.97%		38.32%	30.14%	16.15%	45

**Table 8: % Residents satisfied with the opportunities for participation in management and decision making – under 25**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
58.33%		56.5%	51.0%	41.5%	12

**Table 9: % Residents satisfied with the opportunities for participation in management and decision making – age 25 -55**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
59.09%		55.5%	53%	48.5%	11

**Table 10: % Residents satisfied with the opportunities for participation in management and decision making – age over 55**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
74.04%		70.7%	64.0%	60.8%	11

**Table 11: % Residents satisfied with the opportunities for participation in management and decision making – BME**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
78.0%		60.0%	57.0%	52.0%	15

**Table 12: % Residents satisfied with the opportunities for participation in management and decision making – non-BME**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
68.16%		68.6%	59.0%	55.3%	15

**Table 13: % Residents satisfied with the opportunities for participation in management and decision making – disabled according to DDA definition**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
72.3%		69.0%	61.0%	54.9%	13

**Table 14: % Residents satisfied with the opportunities for participation in management and decision making – not disabled according to DDA definition**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
65.50%		64.5%	59.5%	55.6%	14

**Table 15: % Residents who are satisfied that their views are being taken into account by their landlords – under 25**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
33.3%		63.1%	57.5%	42.3%	10

**Table 16: % Residents who are satisfied that their views are being taken into account by their landlords – 25-55**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
44.2%		68.5%	62.0%	51.5%	11

**Table 17: % Residents who are satisfied that their views are being taken into account by their landlords – over 55**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
59.86%		74.3%	70.5%	64.7%	10

**Table 18: % Residents who are satisfied that their views are being taken into account by their landlords – BME**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
44.74%		70.4%	60.5%	48.9%	14

**Table 19: % Residents who are satisfied that their views are being taken into account by their landlords – non BME**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
53.7%		72.9%	70.0%	59.2%	14

**Table 20: % Residents who are satisfied that their views are being taken into account by their landlords – disabled according to DDA definition**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
57.09%		73.0%	66.7%	57.1%	9

**Table 21: % Residents who are satisfied that their views are being taken into account by their landlords – not disabled according to DDA definition**

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
50.8%		73.0%	59.0%	50.8%	9

## Decision Making:

Table 22: % of members of service delivery boards who are residents

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
33.33%		39.6%	33.3%	25.0%	74

## Training:

Table 23: Residents who have received some training provided or part funded by the organisation as a % properties managed

Our Performance	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
1.03		1.2%	0.7%	0.4%	65



## Report to the Customers and Communities Committee

18 November 2009

**Title:** Moving Forward Customer Training Programme 2009/10 – update

**Report of:** Director of Finance

### Purpose of Report

1. To provide an update on the Moving Forward Customer Training Programme 2009/10 since its launch in April 2009.

### Background

2. The Moving Forward programme has been running since 2004, offering customers a chance to develop their skills and capacity, with the aim of getting more involved with other activities across the company.
3. The Audit Commission inspection in 2008 highlighted the customer training programme as an example of good practice and innovation, encouraging customers to develop life skills.

### Summary

4. Courses are run by B&Q, Gateshead Council's Community Health Development team, Jigsaw and The Gateshead Housing Company. Jigsaw were appointed this year, following consultation with customers, to deliver the capacity building courses.
5. Previous Moving Forward programmes have solely included scheduled courses throughout the year which meant there was little room for flexibility. Feedback from the 2008/09 programme told us that many customers were not able to attend many of the courses, namely capacity building, at the specified dates and times, particularly as it clashed with the school run.
6. In the 2009/10 programme, capacity building courses have been introduced as demand-led, which is a new strategy for this year's programme. The aim is to hold a course when the demand is there, and organising it at a time that's convenient for our customers.
7. This year the programme was sent to all tenants and leaseholders via the company newspaper which reached over 22,000 homes, plus a range of community organisations. Last year it reached approximately 2000 people,

including all customers on the Involvement Database, various community organisations and distributed at numerous events.

8. As a result greater interest has been generated in courses and resulted in less need for targeted work to generate attendance.

### **Current Position**

9. A total of 12 courses have run since the launch of the 2009/10 programme, which is the same number that took place at this point in the year for the 2008/09 programme.
10. For the period 1 April to 30 September 2009, 100 customers have attended our courses and at the same period in 2008 there were 83 attendees. Therefore an additional 17 customers have attended this year.
11. Since the launch of the 2009/10 programme, two capacity building courses have run with a total of 15 people attending. At the same point last year, four capacity building courses had ran with a total of 16 people attending.
12. In August 2008 funding was secured from Skills for Life where we receive £3.80 per person per hour of learning.
13. For the period 1 April to 30 September 2008 we received £399 and for the same period in 2009 we will receive £775.
14. Appendix 1 highlights information from 1 April to 30 September 2009 about the number of courses held and the number of attendees. Comparison data is provided for the same point in the year in 2008. It also shows the amount of funding that will be received during this time period.
15. Appendix 2 shows a full breakdown of courses held and attendance figures for each.

### **Link to values**

16. This report relates to the company values of: -
  - Being customer focused, innovative and professional
  - Being a listening and learning organisation

### **Impact on tenants**

17. Offering a range of free courses where customers can build their skills and capacity is an example of how the company encourages customers to develop in order to get involved with other activities across the company.
18. Demand led courses have been introduced following customer feedback to ensure they are more accessible to our customers and more efficiently run.

### **Risk Management Implications**

19. Failure to engage with customers was identified as a key strategic risk for the company. Moving Forward courses provide customers with skills and knowledge which helps them scrutinise our services more effectively.

### **Financial Implications**

20. The Director of Finance confirms that a budget is available to support customer involvement and resources have been made available from this budget to support the Moving Forward Customer Training Programme.
21. External funding has been secured from Skills for Life to help support the Moving Forward Customer Training Programme.

### **Equality and Diversity Implications**

22. The company has a commitment to valuing diversity and ensures all customers have the opportunity the access the courses within the programme.
23. Every effort is made to ensure we do not directly or indirectly discriminate against any individual or group and we provide equal access to this service.

### **Value for Money Implications**

24. By introducing demand led courses to the 2009/10 programme it ensures that courses are run when there is guaranteed attendance, rather than spending time and money on a session where there is little or no take up by customers.
25. Payment for the demand led courses is made on completion of the course. Therefore we are only paying for what we are receiving.
26. Funding received for the courses is re-invested into further training for customers to help build their capacity.
27. Both the 2008/09 and 2009/10 programmes cost £4000 to design and print. However, by sending it to all tenants and leaseholders via the newspaper it worked out at 19p per programme whereas last year it cost £2 per programme.

### **Recommendation**

28. The committee is recommended to note the findings made in this report and to receive a further update at the end of the programme.

## Moving Forward Review – 1 April to 30 September 2008/09

	2008/09	2009/10		
		Scheduled Courses	Demand led Courses	Total
<b>Number of courses held</b>	12	10	2	12
<b>Total of Attendees</b>	84	85	15	100
<b>External funding received</b>	£399	£547	£228	£775

Appendix 2

2008/09		2009/10	
Course Title	Total Attended	Course Title	Total Attended
B&Q Home Security Tuesday 15th April 2008	6	Healthy For Life! Fit For Life Wed 13 May 2009	5
B&Q Gardening Tuesday 6th May 2008	12	Decent Homes: How to prepare Tues 26 May 2009	8
Decent Homes Wednesday 14th May 2008	5	B&Q Gardening Tues 9 June 2009	15
Empowering Young People Saturday 17th May 2008	Cancelled	Chairing Meetings (Demand-led course) Thursday 11 June 2009	5
Health Up! Thursday 22nd May 2008	Cancelled	Healthy For Life! Eat For Life! Wed 24 June 2009	7
B&Q Gardening Tuesday 3rd June 2008	Cancelled	Mystery shopping (Demand-led course) Wednesday 24 June 2009	10
Building your confidence Wednesday 4th June 2008	1	Home <b>Repairs</b> Mon 6 July 2009	8
B&Q Summer Gardening Tuesday 1st July 2008	10	B&Q Summer Gardening Tuesday 21 July 2009	8
Home <b>Choice</b> Wednesday 16th July 2008	Postponed - strike action	B&Q Paving Tuesday 11 <sup>th</sup> August 2009	8
Health Up! Friday 18th July 2008	8	Healthy for life! Relax for life Wednesday 2 <sup>nd</sup> September 2009	8
Dealing with Stress Tuesday 22nd July 2008	5	Decent Homes: What is it? Thursday 10 <sup>th</sup> September 2009	12
B&Q Paving Tuesday 5 <sup>th</sup> August 2008	13	B&Q Energy saving Tuesday 15 <sup>th</sup> September 2009	6
B&Q Shelving Tuesday 2 <sup>nd</sup> September 2008	4		
Home <b>Choice</b> Saturday 13 <sup>th</sup> September	5		
Running Your 1 <sup>st</sup> Home Friday 19 <sup>th</sup> September 2008	10		
Health Up! Tuesday 23 <sup>rd</sup> September 2008	5		
<b>Total</b>	<b>84</b>		<b>100</b>