



The Gateshead Housing Company Customers and Communities Committee

Wednesday 8 February 2012 at 10am
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.	Apologies for Absence
2.	Declarations of Interest
	<u>ITEMS FOR DECISION</u>
3.	Minutes (Pages 3-11) To approve as a correct record the minutes of the last meeting of the committee held on 11 November 2011
4.	Matters Arising
	<u>ITEMS FOR INFORMATION</u>
5.	Anti-Social Behaviour Partnership Update – July 2011 to December 2011 (Pages 12-34) Report of Director of Customers and Communities
6.	Customer Service Excellence Update (Pages 35-37) Report of Director of Customers and Communities

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 1 February 2012

Item	Business
7.	Housemark – Resident Involvement Benchmarking Results (Pages 38-44) Report of Director of Corporate Services
8.	Customer Involvement Activity – Update (Pages 45-73) Report of Director of Corporate Services
9.	Forward Plan (Pages 74-76) Report of Director of Corporate Services
10.	Items for Future Agendas



CUSTOMERS AND COMMUNITIES COMMITTEE

2 November 2011

PRESENT:

Directors

Kathryn Ferdinand (Chair)
Joachim Moussounda Mouanda
Gordon Spring

Advisers

Bill Fullen	Chief Executive
Neil Bouch	Director of Customers and Communities
Louise Taylor	Equality and Diversity Manager
Deborah Ewart	Principal Housing Services Manager
Jackie Armstrong	Customer Services Manager
Louise Hayward	Neighbourhood Services Manager, Local Environmental Services, Gateshead Council
Stuart Gibson	Governance and Risk Officer

Apologies

Pauline Dillon
John Hamilton

29 DECLARATIONS OF INTEREST

No declarations of interest were declared.

30 MINUTES

The minutes of the last meeting of the committee held on 3 August 2011 were approved as a correct record.

31 MATTERS ARISING – CARE CALL

Following consideration of the information provided by the company on the audit of over 700 files of customers who been notified about the care call charge, the Council has endorsed Cabinet's original decision of 5 November 2011 to add the charge to rent. As a result of the audit, the company has resolved specific issues with tenants and has learnt from experiences.

32 CO-REGULATION – UPDATE ON TENANT AND LEASEHOLDER PANEL

The committee received an update on the establishment of a Tenant and Leaseholder Panel.

Following approval by the Council's Cabinet to set up the panel, a recruitment exercise took place during September 2011, inviting tenants and leaseholders to apply to join.

The recruitment process, developed through a tenant and leaseholder workshop, was carried out in three stages by representatives of Wood Holmes and Gentoo, the two organisations contracted to the project and a representative from the company and the Council.

In total 37 questionnaires were issued, with 18 people completing and returning these. A further three customers dropped out of the process before the group assessment stage due to either being ineligible or changing their mind. 15 customers took part in group assessments over three sessions, with 10 of these being invited back for an interview and final places offered to eight.

Although this means that the panel will not initially be operating to the maximum of 11 members, it will provide a firm base to start the work of the panel and the company will continue to recruit additional members over the coming months. The members have a broad range of skills, experience and geographical spread to ensure that different perspectives are considered in scrutiny exercises.

A programme of training for the panel will take place at the beginning of November with their first meeting planned to take place at the end of November. The group will decide on the name for the panel during the training programme and then branding will be agreed for future correspondence.

The group will then begin their first scrutiny activity supported by the Customer Panel Support Officer and will present their findings to this committee at the end of their review. It is anticipated that by March 2012, the group will be carrying out this role independently.

There were two actions arising from the last committee in relation to the panel.

Following discussions with the project group, it was agreed to revise the wording in relation to accountability within the terms of reference; and instead place the requirement on engaging and communicating with the wider tenant and leaseholder population. This will be achieved through publishing minutes of their meetings, publishing the findings of their reviews and providing information in the Annual Report each year.

In relation to the length of time members could remain on the panel, it was agreed to revise this to state that members could be on the panel for up to three years, however a programme of rolling recruitment and retirement would take place in the first instance to prevent a situation of all members having to stand down at the same time.

RESOLVED – That the information be noted.

33 FELLING DISTRICT OFFICE

On 20 September 2011, the Council's Cabinet approved recommendations which would enable the redevelopment of Felling Town Centre. The proposals include the provision of a new supermarket, retail units and improvements to public spaces.

In order to redevelop the area, the existing offices used by the company and the Council will need to close. The Felling District Office is located on the site of the initial development phase for retail units and as such the housing office needs to close by the end of March 2012, to enable the redevelopment to commence.

The Council has plans to provide a multi-service building in what is now the Felling Sure Start Centre.

Consultation on the redevelopment plans for the Town Centre were held by the developers on 19 and 20 October 2011 to inform the final plans which will be approved by the Council's Planning Committee. The redevelopment plans will be displayed in the housing office for customers to view.

As part of the Council's plans to provide a multi-service building in the Felling Sure Start Centre a variety of services including those provided by the company will be offered from the building.

As a result of the redevelopment proposals, it is envisaged that the main service centre for customers in the East of the borough will be the Gateshead @ Leam Lane building.

A range of services are possible from the Sure Start building including surgery facilities for services such as rent and income team and advice, interviews and appointments on tenancy matters, computer facilities to enable customers to access services and the provision of a Freephone facility.

An initial assessment of access to housing services for Felling customers has been undertaken, details of which were reported.

Over the coming months, the company will be working with customers to raise awareness of the alternative ways they can access services including making payments of rent and Council Tax.

Customers have received initial information on the closure of the office and the proposed redevelopment of the Town Centre.

Between 24 October and 25 November 2011, the company will be seeking customers' views on the proposals to close the Felling office and access to services in the future. This information will inform a Cabinet report which will look in detail at the proposals for the Sure Start building and multi agency services to be provided from the premises.

Stakeholders will be advised of the proposed closure of the Felling District Office and views will be sought on the provision of services from the Sure Start building.

The costs of relocating services to the Felling Sure Start building and the redesign of the Leam Lane office needed to accommodate employees will be assessed and details will be provided to a future committee.

RESOLVED – That the information be noted following consultation and a further report on the proposals and implications be provided to both Resources and Audit and Customers and Communities Committee.

34 ANTI-SOCIAL BEHAVIOUR UPDATE – APRIL TO SEPTEMBER 2011

The committee received a performance update for the period April to September 2011, as well as an update on anti-social behaviour (ASB) procedure developments.

During this period, 1005 new cases were opened. This is a decrease of 20% compared to the same period last year. This decrease links directly to a reduction of 55% in youth disorder cases recorded compared to the previous year. During the same period last year the company received 206 reports of youth disorder, during April – September 2011 it had received 92.

There is a particular link to Birtley in the South Neighbourhood which has seen a significant decrease compared to other neighbourhoods during this period. The company received nine reports of youth disorder during this period in Birtley, compared to 46 during the same period last year; this is a decrease of 80%. This decrease can be attributed to the partnership work being carried out in the South Neighbourhood by a range of different agencies and youth diversionary activities undertaken.

As at 30 September 2011, there were 583 cases currently being investigated across the borough; this is a decrease of 23% compared to the same period last year. The top three types of ASB issues recorded were noise nuisance (306), domestic abuse (97) and youth disorder (92).

During the period, there were 1099 referrals to other agencies in relation to supporting customers during the investigation of ASB cases.

During the period, 955 cases were closed. Of these, 922 (97%) were resolved without the need for legal action. During the same period last year a higher number of cases were closed, however the same percentage of cases were resolved without the need for legal action.

During the period, 316 formal and legal actions were taken, which equates to 2.6 actions being taken each working day. During the same period last year, 332 formal and legal actions were taken, however measured against the total number of closed cases the number of actions taken per working day was the same at 2.6.

The committee received further partnership updates in the following areas: -

- Service Standards
- Performance Indicators
- Closed / open case surveys
- Hate Crime incidents
- Domestic abuse
- Safeguarding referrals
- Vetting and exclusions
- Mental Health Awareness Week
- Incident diaries
- Academic Research – Newcastle University
- Respect Charter – update
- Customer Assessment Tool

RESOLVED – That the information be noted and the committee receive customers' feedback and evaluation from the Mental Health Awareness Week and the findings from the Newcastle University Academic Research in its next ASB Update.

35 ESTATE MANAGEMENT ACTIVITY – APRIL TO SEPTEMBER 2011

The committee received an update on the estate management activity for April to September 2011.

In particular, the committee received updates on the following: -

- Estate Tour Programme
- Neighbourhood Pride
- Designing Out Crime
- Service Improvement Group
- Garden Management
- Grounds Maintenance - Report of Local Environmental Services
- Keep Britain Tidy Accreditation for Wrekenton estates – Cleaner, Safer Greener Quality Mark

RESOLVED – That the information be noted.

36 TYNE AND WEAR HOMES (SUB-REGIONAL LETTINGS SCHEME)

The committee received an update on Tyne and Wear Homes, the new sub-regional choice based lettings scheme that is scheduled to be introduced in 2012.

The Tyne and Wear sub-regional lettings scheme will have one combined housing register for existing and new applicants for housing across the five local authority areas. Registered housing providers operating in the region have also been invited to join the scheme and their housing applicants will be also be included – although many will already be on one of the existing local authority registers.

Each local authority will retain its own lettings policy and will carry out its own assessment of the applicants asking for housing in that area.

Applicants will only need to apply to join the scheme once, but would need to request an assessment of their housing application from each authority area they were interested in.

Whilst only a minority of applicants are expected to apply for housing in more than one area, differences in each policy will mean that these applicants would need to understand that their assessment might be different in each area and that different terminology might be used.

Properties will be advertised each week on a new Tyne and Wear Homes website and customers will be allowed three bids per week. As part of the efficiencies around the scheme, customers will not receive a mailed copy of property adverts – but will be able to collect copies from local offices. Bidding online will be the preferred method, and customers will be able to see real-time updates in their bidding position if they use this method – which will help them to make the most effective use of their bids. However, support and advice and alternative methods will still be available for customers who are unable to bid online.

As part of the development of the scheme an “Enhanced Housing Options” module will be made available for customers to explore a wider range of options than just applying to the Tyne and Wear housing register. This will include low-cost home ownership options.

Existing applicants for housing will need to re-apply to the new combined housing register. As their data will be available to each of the scheme partners, they need to “opt in” to the scheme so that the company can ensure compliance with data protection regulations. It has been agreed that existing applicants will retain their existing registration date. If an applicant is on more than one existing register, then their earliest registration date will apply across all of Tyne and Wear.

Development of the application and re-registration process is nearly complete and over the next few months existing applicants will be asked to re-register and opt-in to the Tyne and Wear scheme. There has been some publicity around the coming changes and all customers will receive further details before re-registration begins.

Once re-registration of all applicants is complete, customers will receive confirmation of their application details, the date for the switch to Tyne and Wear Homes and instructions on how to bid for properties. Throughout this process the HomeChoice team will provide advice and support and will be able to take registration details over the telephone. At this stage, it is thought that advertising and bidding under the new scheme will commence between February and April 2012.

Any HomeChoice members who do not respond will have their applications cancelled from the scheme at the point that it goes live next year. A cancellation letter will be sent out and anyone who then gets in touch within a year will have their application reinstated without losing any waiting time.

Once the new Tyne & Wear Homes scheme goes live, the new website will be accessed via the Gateshead Council or The Gateshead Housing

Company websites and will display available homes across the whole of the Tyne and Wear, including those managed by Housing Associations.

- RESOLVED – (i) That the information be noted.
- (ii) That a briefing note on the scheme be issued to Board Members and Councillors.

37 COMPLAINTS SCRUTINY PANEL UPDATE

The committee received an update on the implementation of the Complaint Scrutiny Panel. In particular, the recruitment process, panel membership and training were reported.

The panel met for the first time on the 3 August 2011 to discuss performance for the first quarter. As a result of discussions on Building Surveying complaints, a number of actions were agreed to improve timescales and communication with customers in this service.

The panel met again on 10 October 2011 to discuss performance for July and August. During the meeting, it was agreed to hold an additional meeting on 14 November to focus on Building Surveying and Home Repairs complaints to give members the opportunity to look at performance in more detail and discuss with service managers how improvements could be made.

The Complaint Panel action plan, which is populated with service improvements agreed at each meeting was submitted. The plan is monitored at each meeting to ensure progress is made and improvements implemented.

The meeting planned for 12 December will look at performance for September and October.

RESOLVED – That the information be noted.

38 MOVING FORWARD TRAINING PROGRAMME 2011/12

The committee received an update on the Moving Forward Customer Training programme for 2011/12.

A total of nine courses have been delivered during the period 1 April to 30 September 2011. There have been a total of 82 customers attending the training, which is an average attendance of 9.1 people per course. This an increase compared to this point last year when the average attendance was 8.8 people per course.

To date, one capacity building course has taken place this year, Inspecting our services (mystery shopping), with 11 attendees. By training a pool of customers in mystery shopping, the company is able to call on these customers during the year to take part in mystery shopping of services internally and as part of the peer mystery shopping the company takes part in with other local housing providers. Two further demand led courses are due to take place in November.

An evaluation form is distributed at the end of each course and the majority of respondents advised they are either very or fairly satisfied with the training they received.

As part of the half year review of the programme, three new courses were added, taking into account emerging issues affecting tenants and leaseholders. These are Choosing the best services (procurement), Self financing and Saving energy and money in your home.

External Funding has been secured from Skills for Life where the company receives £3.80 per person per hour of learning for capacity building courses. For the period, the company will receive £167. Including the courses due in November this will increase to £500 based on existing customer interest.

- RESOLVED – (i) That the information be noted.
- (ii) That the age groups of attendees be included in the end of year report.

39 CUSTOMER INVOLVEMENT ACTIVITY – UPDATE

During the three month period 1 July to 30 September 2011, over 120 involvement activities took place. Customers have been involved in involvement activities on over 5,750 occasions although some may have been involved in more than one activity.

During the period, 199 estate tours took place with 141 customers in attendance.

There have been a number of outcomes from customer involvement during the period, details of which were reported.

RESOLVED – That the information be noted.

40 OPPORTUNITY KNOCKS 2011

The committee received the evaluation report on this year's 'Opportunity Knocks' involvement programme between June and September 2011.

The aim of this year's programme was to engage with people in their local community and through taking this approach, reach those people who typically would not come along to an event specifically organised by the company.

Taking into account both the current financial and staffing pressures, it was agreed that this would be delivered through attending existing community events being held across the borough between June and September 2011.

The Involvement Service Improvement Group were involved in agreeing the schedule of events to attend, ensuring that where possible there was coverage across the five areas of Gateshead, whilst also addressing the different communities of interest living in Gateshead. In total, nine events were attended with two events being cancelled due to the weather.

The focus at these events was to raise awareness of the involvement opportunities available for people to be involved in decision making, increase awareness of the Moving Forward training programme and to promote other projects as they came to the fore, such as recruitment for the Tenant and Leaseholder Panel and the first wave of engagement on the housing options review.

A summary of the key achievements from the events was reported. The full evaluation report also highlights learning which can be taken from this year's approach to be considered when planning for 2012.

RESOLVED – That the information be noted.

41 FORWARD PLAN

A forward plan of reports that will be presented to meetings of this committee during the next year was submitted.

RESOLVED – That the forward plan be noted.

42 DATE AND TIME OF NEXT MEETING

To be agreed.



Report to Customer and Communities Committee

8 February 2012

Title: Anti-social Behaviour Partnership Update – July 2011 to December 2011

Report of: Director of Customer and Communities

Purpose of Report

1. The purpose of this report is to provide a progress update on ASB partnership work and neighbourhood activity.

Background

2. The report provides details of the partnership work undertaken between July and December 2011 to tackle anti-social behaviour and address underlying causes.
3. The report contains updates on areas including racist incident management, hate crime policy and domestic abuse partnership working.
4. The report links to the Safer Gateshead Strategic Priorities and provides progress updates across the neighbourhood management areas. The priorities are: minimising alcohol related harm; reducing re-offending; protecting and supporting vulnerable victims and communities; reducing crime and ASB to improve confidence. The updates are included in appendix one.
5. The Safer Gateshead partnership is currently reviewing these priorities for 2012/13 via consultation with stakeholders. Future reports will reflect the new priorities.

Partnership Update

North East Council for Addictions (NECA) Brief Intervention (BI) Alcohol Worker

6. During this period 41 referrals were made to the BI Worker. The referrals can be broken down further by neighbourhood as follows,

Central	-	8
West	-	2
Inner West	-	14

South	-	1
East	-	10
Housing Options	-	4
Rent & Income	-	1
NECA	-	1

7. Of the 41 referrals 24 related to male customers and 17 related to female customers.

8. The 41 referrals can be broken down further by age profile, detailed below:

Under 18	1
18-30	15
31-40	7
41-50	11
51-60	4
60+	3

9. There were 35 referrals closed during this period following intervention from the BI Worker.

10. The BI Worker is currently working directly with 22 customers; this work is detailed further below: -

- 10 customer are receiving direct support from the BI Worker
- Six customers are receiving dual diagnosis and support in conjunction with the Mental Health Link Worker
- Six customers are currently undergoing an assessment with the BI Worker

11. During November the BI worker represented TGHC at a series of community events held to support Alcohol Awareness Week. This involved promoting the Balance North East campaign which seeks to address alcoholism and underage drinking.

Chandless Project

12. The BI Worker continues to support customers residing in the Chandless Estate. There are currently three customers receiving ongoing support from the BI Worker.

Allerdene Project

13. The BI Worker is currently supporting the delivery of a tailored action plan to address issues of alcohol related disorder on Allerdene. This includes the attendance of a fortnightly surgery at Allerdene Community Centre where customers can call in and confidentially discuss any concerns they may have regarding alcohol consumption. The surgeries have been promoted to local residents via a postcard delivery and leaflet drop. An update on this work will be provided within a future report.

PCT Mental Health Link Worker (MHLW)

14. During this period, 52 referrals were made to the MHLW; these referrals can be broken down further by neighbourhood as follows: -

Central	-	6
West	-	8
Inner West	-	12
South	-	22
East	-	4

15. Of the 52 referrals, 29 related to male customers and 23 related to female customers. This is an increase in referrals from the last period where there were 37 referrals.

16. The 52 referrals can be broken down further by age profile, detailed below: -

Under 18	-	1
18-31	-	4
31-41	-	6
41-51	-	20
51-61	-	9
60+	-	8

17. During this period, work with 30 customers has been closed; please see the breakdown below for further details;

- Two customers have been referred to the Learning Disabilities Team
- Six customers have been referred to Primary Care Mental Health for support
- Seven customers have been referred to the Community Treatment Team
- Three customers have been given advice only and the involvement has now ceased
- Three customers have benefited from dual diagnosis from the Mental Health Worker and Brief Intervention Alcohol Worker
- Five customers declined support.
- The MHLW provided advice to officers relating to four customers during this period and is currently providing ongoing advice and support to 16 customers.

Mental Health Awareness Week

18. A Health & Wellbeing event was held with customers in October 2011. The event delivered a package of activities during the week within each neighbourhood in line with the five themes of the annual programme,

- Give
- Be active
- Connect
- Take notice
- Keep learning.

19. 45 Customers took part in the event. An evaluation of the event is detailed in Appendix 2.
20. The MHLW is delivering staff briefings to local housing office staff throughout February 2012 relating to supporting customers with mental health issues, enabling them to approach customers more effectively and discuss the possible barriers to them dealing with issues linked to anti-social behaviour.
21. The MHLW is planning to deliver customer training linked to Emotional Resilience as part of the annual Moving Forward Training Programme offered by TGHC. These sessions are scheduled to be delivered in July 2012.

Hate Crime Incidents

22. Hate Crime is behaviour that someone perceives to be caused because of discrimination due to Race, Sexual Orientation, Disability or Religion and can include verbal abuse and harassment, graffiti, physical abuse and damage to property.
23. During this period there were 34 new cases opened relating to Hate Crime received. This is a decrease compared to the same period last year, when we investigated 36 cases relating to Hate Crime.
24. The 18 new reports can be broken down by type of hate crime as follows,

Racial	14
Disability	4
25. There are currently 11 ongoing cases in relation to Hate Crime.
26. During this period, 27 cases relating to Hate Crime were closed. The reasons for closure are as follows,

Resolved without the need for legal action	15
Warning issued	3
No nuisance evidenced	2
Referral to other agency	1
Re-housed by Gateshead Council	1
Legal Action – Possession Granted	1
Victim re-housed by TGHC	2
Duplicate Case	1
Case re-categorised following investigation to domestic abuse	1
27. Hate Crime cases continue to be monitored through the ARCH system and actions developed through a multi-agency approach through monthly Hate Crime Meetings.
28. As part of the Hate Crime Meetings, Neighbourhood Tension Monitoring is now discussed on a bi-monthly meeting.

29. During this period TGHC raised 6 tensions during the regular partnership meetings. In addition to this we provided security measures to 1 customer linked to a reported tension. A breakdown of these tensions is detailed below.

South 3 Criminal
 1 Community
 East 1 Criminal
 1 Racist

Domestic Abuse

30. There were 79 new ASB cases opened during this quarter which related to Domestic Abuse.

Age	Female victim	Male victim	Total
18 – 24	20	0	20
25 - 40	30	0	30
41 - 59	20	1	21
60 plus	4	1	5
Unknown	3	0	3
Total	77	2	79

31. These referrals can be broken down further by neighbourhood management area as follows,

Management Area					Total
Central	Inner West	West	East	South	
18	8	11	20	22	79

Referrals for victims of Domestic Abuse

32. To ensure that both victims and alleged perpetrators of domestic abuse receive all the relevant support, 34 referrals have been made to the following agencies.

MARAC 9
 Safer Families 9
 Housing Options Team 14
 DV Support Team 2

Multi Agency Risk Assessment Conference (MARAC)

33. During this quarter NRT Managers attended 13 MARAC meetings and completed 85 research forms to assist the MARAC process. The information provided on these forms includes information relating to tenancy details, rent arrears, anti-social behaviour cases, any outstanding or upcoming legal actions, as well as any local knowledge and associates.
34. Of the 85 research forms that were completed, 43 victims lived in TGHC properties and 26 perpetrators lived in TGHC properties.
35. During this period 20 customers have benefited from security improvements to their property, due to concerns of further domestic violence. We subsequently

carried out 22 security repairs to help make the victim(s) feel safe and secure within their homes. These security measures can be broken down by neighbourhood below;

South	-	10
West	-	5
East	-	3
Central	-	1
Inner West	-	1

Partnership Training

Domestic Abuse Training

36. Officers from the Neighbourhood Relations Team have delivered one Domestic Abuse Awareness training session to 15 front line officers during this period. In addition to this one session has been delivered in partnership with Gateshead Council to other partner agencies.
37. Domestic Abuse has been identified by the partnership as a growing concern within LGBT relationships and there is a lack of awareness of the issues amongst professionals. As a result two officers within the Neighbourhood Relations Team attended specialist training in December 2011 to enable them to identify and respond more effectively to this issue.

ASB Awareness Training

38. The Company have excellent working relationships with Northumbria Police and we continue to work in partnership to tackle anti-social behaviour in Gateshead. ASB Training has been delivered to all Neighbourhood Policing Teams to enhance police officer's knowledge of ASB Procedures and information sharing processes.

Victim Support

39. During this period 47 referrals were made to the ASB Victim Support Worker by TGHC.
40. There have been 28 referrals closed during this period, 10 cases have been resolved, nine customers agreed to receive support however when contacted felt that they did not need support at that time and 9 customers refused to engage with the service.
41. The ASB Victim Support Officer is currently working with 19 Housing Company customers.

Truancy partnership

42. We work in partnership with the Family Support Agency and Gateshead Council's Education Welfare Team to address truancy from young people in council housing by attending Monthly Education Non Attendance Panels.

43. During this period there have been three panels which have dealt with 14 cases of truancy.
44. Of the 14 cases, five related to Council tenancies where no previous ASB had been highlighted and 5 were linked to ASB cases which had been investigated and resolved by TGHC.

Customer Involvement and consultation

45. The ASB SIG has met on three occasions and a total of 30 customers attended the meetings. Customers have been consulted on ASB and Garden performance during the period.
46. Within September's meeting customers in the group took part in several exercises designed by the MHLW to promote mental health and wellbeing. Four customers subsequently agreed to attend and support TGHC at events during October as part of Mental Health Awareness Week.
47. The group have also received presentations from officers from Community Safety and Street Action Enforcement teams on the council's Alcohol Strategy, draft priorities identified within consultation on the Strategic Assessment and litter enforcement, fly-tipping, graffiti removal and parking enforcement issues.
48. Customers and front line officers have also been involved in the development of the new approach to undertaking Customer Assessments when ASB is first reported to us, to ensure appropriate and tailored support is provided to victims and witnesses. This has involved reviewing our procedures and developing the customer assessment tool form and scoring matrix. Feedback on the initial evaluation of the pilot of this approach will be shared with customers at their next SIG meeting.

Safer Neighbourhood Groups (SNG)

49. Further to an update in the August committee report officers from TGHC have attended 28 Safer Neighbourhood Group meetings. Progress against the local Action Plans is detailed within the Neighbourhood Activity detailed in Appendix 1.
50. A 6-monthly review of SNG meetings has also taken place with partners. This focused on identifying current best practice within localised action plans and to identify barriers that were preventing the achievement of positive outcomes.
51. The SNGs are currently finalising how they intend to feedback the successes of their Action Plans to local residents which is required to be completed by the end of March 2012. The aim of the feedback is to contribute to a reduction in fear of crime and to raise awareness of what services are doing to improve local neighbourhood areas. An update on this will be provided within a future report.

Illegal Money Lending – Loan Sharks

52. Several cases have been identified where customers have experienced problems of threatening behaviour, intimidation, serious harassment and criminal damage in relation to illegal money lending.

53. To address these issues and prevent customers being placed in severe financial hardship NRT have liaised with officers from the council and the national loan shark project team.
54. Due to information provided by NRT officers from the national loan sharking team based in Birmingham visited Gateshead and undertook a series of site visits with NRO's to our estates where there was concerns about illegal money lending.
55. A meeting was also arranged by an NRO for the loan sharking team with a key witness, who provided them with intelligence and information which they plan to use to combat illegal lending in the Blaydon area.
56. Further training is to be arranged for NRT and RAIT officers to raise awareness of this activity. Victims of loan sharks will be provided with full support and robust action will be taken with partner agencies against identified perpetrators. Updates will be provided within future reports.

Vetting and Exclusions

57. There were a total of 286 Safer Estates Vetting Checks carried out during this quarter. These related to housing applicants who admitted to criminal convictions on their housing application form.
58. Of these 213 related to male applicants and 73 related to female applicants.
59. Of the 286 vetting checks carried, 69 applicants met the criteria for Exclusion from the housing register, 159 did not meet the criteria for Exclusion.
60. Of these 69 applicants considered for Exclusion, seven were female and 62 male.

Academic Research – Newcastle University

61. The findings from in-depth interviews conducted with several members of the Neighbourhood Relations Team and Mental Health Link Worker will be presented at two one day conferences at Newcastle University.
62. The first conference has a working title, 'Victims of ASB: The Lived Experience and Providing Support' and has been provisionally arranged for April 13 with Baroness Newlove as key note speaker. The researcher has also asked an NRT Manager to speak at one of the events which will be attended by delegates from social housing providers, community safety, police, charities, students and general public.
63. The researcher will also be publishing an academic paper based on the findings and once completed they have agreed to share this work with TGHC. An update will be provided within a future report.

ASB Service Developments

Customer Assessment Tool (CAT)

64. In line with the Safer Gateshead Strategic Priority: protecting and supporting vulnerable victims and communities, further work has now been undertaken in developing our approach to supporting victims and witnesses of ASB. This development has included a joint approach with the council's Community Safety Team and other partner agencies. As part of our pilot approach, officers within the Inner West area have been successfully using the CAT as part of their ASB investigations and an evaluation of progress to date has been undertaken.
65. A key objective of the tool has been to identify, at the earliest opportunity, the risk of harm to our customers. Initial findings have shown that officers have been able to complete the CAT with most customers on the same day that they have reported ASB. This has therefore allowed officers to identify risks at the first point of contact with customers and to take subsequent actions to reduce these risks e.g. making referrals to other agencies, arranging security measures.
66. The next steps are to finalise the evaluation findings and develop an action plan to roll out across the borough which will include delivering training to all Housing Managers, Neighbourhood Relations Officers and Estate Officers. An update on this progress will be provided within a future report. A copy of the Customer Assessment Tool has also been attached in Appendix 3.

Impact on tenants

67. Our partnership approach ensures we continue to focus on the customer priority of tackling anti-social behaviour effectively, supporting vulnerable victims and having a positive impact on tenants, their families and communities as well as increasing customer satisfaction with the service.

Link to Values

68. The 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

69. 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 priorities and re-signing up to the updated Respect Charter.

70. The need to clearly identify and reduce the risk of harm to our vulnerable customers has been recognised through the development of a Customer Assessment Tool. This approach enables us to address underlying causes and provide appropriate tailored support to customers.

Financial Implications

71. The Director of Corporate Services confirms there are no financial implication arising directly from the recommendations of this report.

Value for Money implications

72. There are no additional value for money implications.

Equality and Diversity Implications

73. Ensuring we have access to specialist services and resources to support the most vulnerable residents, regardless of what diverse needs they may have is crucial in tackling ASB. Further developing our approach to managing risk for customers will enhance the service provided.

Health Implications

74. By accessing partnership arrangements with health services we are providing additional support services to help address the underlying causes of ASB and also to support victims and witnesses. This will impact positively on the health and well being of individuals.

Environmental Implications

75. There are no environmental implications as a result of this report.

Recommendation

76. The views of the committee are sought on whether it is satisfied with the update on ASB activity.

Neighbourhood Updates

South Neighbourhood

➤ Continue to address crime and anti-social behaviour to improve confidence

After considering data from all agencies an initial 4 priority estates have been identified by the Safer Neighbourhood Group (SNG) which would benefit from more coordinated action by partners:-

- Springwell
- Beacon Lough East
- Elisabethville
- Birtley

The South SNG will therefore focus their activity on the above neighbourhoods over the coming twelve months. However we have also requested that Allerdene should be considered as part of this longer term approach towards addressing ASB and community confidence.

Low Fell - An Anti-Social Behaviour Order (ASBO) has been sought against a male who resides with his mother in a council property. The terms of the Order contain a number of prohibitions and the male is excluded from entering a large area including Ravensworth Golf Course and several surrounding streets.

A leaflet has been produced to publicise the Order and this has been delivered by Police Officers to local residents.

In addition a 12 month Suspended Court Order was obtained against the council tenancy of the young person's Mother. The terms of the Court order provide local residents with further reassurance should the young person cause any further problems whilst living or visiting his Mothers home.

Notice of Seeking Possessions have also been served on 3 council tenants related to the behaviour of their son's within Allerdene. In each case the young person has refused to engage with support agencies or moderate their behaviour.

➤ Minimise the impact of alcohol related harm

Allerdene – A specific action plan has been agreed with partners to address ASB on the estate and specifically outside of the shops.

TGHC have undertaken an audit of all ASB cases on the estate to identify where there is any link to alcohol consumption this has led to 4 visits to properties by officers with the BI worker to provide advice or signposting to other support agencies to address alcohol related issues.

Promotional material on the effects of alcohol consumption and warning against underage sales 'Think Before you Drink' has been provided to local shops to display. In addition leaflets promoting the BI worker role and providing their contact details have been delivered to approximately 500 homes on the estate.

Direct links have also been made with Trading Standards Officers to allow any information or intelligence from customers regarding underage or proxy sales to be passed directly to their section for urgent attention. This evidence has contributed towards action being taken to revoke the alcohol sales licence of a local shop owner.

There has been an established link relating to higher than average admissions to Accident & Emergency from persons living in Springwell. To address this we are identifying persons whom live in council properties and are working with partners to provide appropriate tailored responses. This will include support, advice and signposting to support agencies. Formal action will also be taken against perpetrators where necessary.

➤ **Protect and support vulnerable victims and communities in Gateshead**

Beacon Lough East – Customers advised TGHC and Police that they were experiencing serious ASB issues linked to the behaviour of visitors to two council tenancies.

Residents were invited to attend a meeting to discuss their concerns and gather further information about the problems they were experiencing.

10 customers attended this meeting several of whom were elderly or from BME communities.

Following this meeting joint visits with Police Officers took place and the tenants of two council tenancies were issued with written warnings. Also from the information provided 3 youths were identified and have now signed Acceptable Behaviour Agreements (ABA's) with specific support measures to help moderate their behaviour.

Customers have advised us that the problems have improved significantly and Police are maintaining regular patrols of the area to provide assurance and report any ASB issues to TGHC.

Low Fell - We were invited to attend a multi agency meeting with Neighbourhood Management, Community Safety, Police Officers and Planning Officers in respect of ASB problems relating to young persons behaviour in and around Ravensworth Golf Course.

Customers were updated that following discussions with TGHC and Council officers a decision had been to close a footpath which had been identified as contributing towards ASB and creating fear and intimidation for many local residents due to large groups who were congregating in this location

After listening to customers concerns about the behaviour of a Council tenant we have assigned a dedicated officer who is liaising closely with the residents to collate details of any further problems.

West Neighbourhood Update

➤ **Continue to address crime and anti-social behaviour to improve confidence**

Bleach Green Estate - The Housing Company has been successful in the application of 3 Injunctions against members of one family who have caused serious nuisance and criminal behaviour on the Bleach Green estate.

Legal action has also been commenced and we have applied to the Court for possession of their home. We hope the Injunction will provide relief to local residents whilst we await the court hearing which is due in March 2012

Lakes Estate - This period has seen a large amount of targeted work relating to noise nuisance and late night disturbance on the estate. This work has resulted in two successful legal actions being obtained against perpetrators of the nuisance; a Notice of Termination and an extension of an Introductory Tenancy.

Letter drops, walk rounds and requests for Police presence have encouraged reporting and increased public confidence. Incidents have decreased and customers have reported improvements.

This work is still ongoing and we hope that publicising the most recent successful legal action should have a further impact as The Housing Company has just been granted possession of a perpetrators property.

➤ **Protect and support vulnerable victims and communities in Gateshead**

South Sherburn – After being informed that a customer felt vulnerable following witnessing a serious assault near their home. TGHC liaised with local Police and arranged for additional security measures to be fitted to their home. The customer has felt more reassured and has chosen to remain at their home.

The victims of this assault resided in private accommodation and a referral was made to the Private Rented team to offer appropriate support and advice.

TGHC were informed that due to being a victim of domestic abuse a vulnerable customer had moved out of their home and felt too frightened to return.

Following discussion with the customer by an NRO a tailored support plan was agreed which included installing security measures. As a result of the actions taken the customer has moved back to their property.

In order to address illegal money lending and associated issues such as threats, harassment and customers being placed in severe financial hardship TGHC have liaised with officers from the Council and the national loan shark project team

The Mental Health Link Worker was joined by the Neighbourhood Relations Officer and staff from The Substance Misuse Team to talk to customers about their health and well being.

Attendance numbers were very high and several referrals into further services were made. Blaydon saw the largest footfall of all of the events in Gateshead. Information and advice was given in relation to alcohol related harm and customers took part in workshop activities.

East Neighbourhood Update

➤ **Continue to address crime and anti-social behaviour to improve confidence**

EAST SNG has decided that Operation WAYS is to be held within the Felling High Street area during March and April 2012.

This is a response to 3 drug related deaths and an increase in drug paraphernalia during the past few months.

The SNG has considered that due to the logistics there is a need to look at different methods that would provide more effective ways to engage with residents in the area.

As an innovative response to enable residents to talk to partner agencies including TGHC the group are looking to use a commercial property.

It is hoped the use of former shop will capture the footfall of local residents who would be provided with advice and support in relation to a number of issue such as health, wellbeing, crime prevention.

LES have agreed to undertake a number of actions to address environmental issues within the area. This includes litter patrols, monitoring the storage and disposal of waste, dealing with graffiti and parking issues.

➤ **Protect and support vulnerable victims and communities in Gateshead**

Crowhall Towers - A number of customers reported concerns regarding unauthorised visitors to block, sleeping on stairwells, drug taking and noise nuisance.

After considering the ASB reports and liaising with partners it was identified that the ASB issues were not being caused by residents but by unknown people who were tailgating into the block.

As many of these people were suspected drug users meetings took place with Community Safety, Operational Support and the PCT Substance Misuse Team.

A series of actions were agreed including providing information to local pharmacies and a peer support group of drug users about the concerns of tailgating and responsibly disposing of drug paraphernalia and litter. Joint visits were also made to several properties to speak to persons who had been identified as entering the block and causing problems.

Local Police have also conducted regular patrols with the Street Action Enforcement team in order to detract unauthorised persons from entering the building.

A survey was then sent to local residents who advised that problems had reduced but that they were still experiencing some nuisance and ASB.

In order to provide a longer term response to customers concerns it was felt the most appropriate method would be to update customer's intercom systems through installing a privacy button.

The privacy button would mean that many customers could choose to switch off their intercoms at periods when they did not want to be disturbed such as late at night or the early hours of the morning.

Learning from other organisations had shown this had proved effective in limiting the number of customers who left their intercom switched on which gave unauthorised visitors less opportunity to try to gain access. It is also prevented customers from being harassed or disturbed at unsociable hours.

To provide the funds for this works a Design out Crime bid was submitted and was successful. Following consultation with residents by the EO and NRO a contractor was commissioned to undertake the works which are expected to be completed by the end of February 2012.

Central Neighbourhood Update

➤ Continue to address crime and anti-social behaviour to improve confidence

Warwick Court – a specific action plan was developed with the local policing team and Operational Support in relation to increased reports of anti-social behaviour within the communal block.

This action plan resulted in the following actions to provide reassurance to customers

- Three public meetings to consult with residents and ward councillors in the block about the problems they are experiencing and to provide updates on actions.
- Provided Handyman service within the block to ensure that any damage or urgent repairs were responded to swiftly.
- Worked in partnership with Northumbria Police to share information about people causing a nuisance in the block and to tackle the problems.
- Obtained an Anti-Social Behaviour Injunction to exclude a known female from entering the block
- Served three Notice of Seeking Possessions against tenants in the block due to their anti-social behaviour
- Two tenants known to be causing anti-social behaviour have terminated their tenancies and now left the block
- Issued written warnings to two tenants in the block due to their anti-social behaviour

Regular letter drops also took place to customers to provide reassurance and encourage them to report ASB. As a result of the targeted work over 4 month period customers have reported a significant improvement.

➤ Minimise the impact of alcohol related harm

TGHC officers worked alongside partners to address alcohol related ASB within the POETS estate.

This involved Police Officers issuing Fixed Penalty Notices (FPN's) and over 30 Direction to Leave notices within the locality.

Details of persons issued with these notices were passed to NRT which led to joint visits with Police and the Brief Intervention Worker and warning letters being issued for breach of tenancy.

➤ **Inner West Neighbourhood Update**

Continue to address crime and anti-social behaviour to improve confidence

Following the conviction of two council tenants within Staithes area for drug cultivation and burglary offences joint visits with Police Officers were conducted to the tenant's homes.

After being made aware that TGHC intended to issue eviction proceedings both tenants decided to terminate their tenancies.

Their details were forwarded to the Private Landlords Team, Housing Options and Housing Associations to raise their awareness and limit the opportunity of both persons gaining further accommodation within the locality.

In response to an increase in graffiti on council owned garages within Teams and Whickham area referrals were made to the Community Payback initiative.

Community Payback has subsequently arranged for offenders to carry out unpaid community work which has involved the painting of over 60 garages within Teams and Whickham. As part of this work rubbish and litter was also removed from the garage areas.

Following successful Question & Answer sessions held at Kingsmeadow and Emmanuel College with partners including TGHC. It is planned to utilise this model at other schools so partners can discuss community safety and crime issues.

It is also hoped that through attendance of local schools this will improve relations between young person and partner agencies. Also to provide intelligence from young persons and allow them to tell partners about concerns or issues they have.

➤ **Minimise the impact of alcohol related harm**

Whickham North has been identified as suffering from disproportionately higher levels of alcohol related disorder compared to other areas of the Inner West.

Trading Standards have been requested by the SNG to undertake test purchase operations at identified off licence premises within the area.

Youth workers have also been asked to visit the area and look at methods of positive engagement and diversionary activities.

Engagement will also take place within local schools to promote healthy living and provide advice to young persons on the dangers of excess alcohol consumption.

The SNG are exploring methods to produce positive messages via publicity to deter young persons from consuming alcohol.

Teams– As a result of complaints made to TGHC and police a male and female were identified as causing significant amount of alcohol related disorder and intimidation to local residents.

Both persons refused offers to engage with the Brief Intervention Worker or other support agencies.

Interim Anti -Social Behaviour Injunctions were obtained with the power of arrest and strict prohibitions about their behaviour.

At a court hearing to consider whether to grant full injunction orders a District Judge took into account that both persons admitted their behaviour and that there had been an improvement.

Two Undertakings were granted against both persons during December.

However following a further report of verbal abuse by both persons towards a local resident, we have now applied to the County Court for a breach of the Undertakings.

This will involve a further court hearing when if found guilty both parties will be in contempt of court and could be sent to prison.

The witness in the case has been contacted and offered full support and security measures.

Should either party be found guilty of breaching their Undertaking then TGHC will seek to end their tenancy via court order.



South Tyneside NHS Foundation Trust

Mental Health & Wellbeing Week – October 2011

Evaluation Report

Purpose of this report

The purpose of this report is to evaluate the mental health and wellbeing event which took place between 10 and 14 October 2011.

The event consisted of five one day events across each neighbourhood with work shops taking place covering the five themes of mental health awareness week, Take Notice, Connect, Give, Keep Learning and Be Active.

Background

The Gateshead Housing Company and the Primary Care Trust developed a joint approach to supporting council tenants who were being identified as causing or contributing to anti-social behaviour and who may be experiencing mental health difficulties and the role of the Mental Health Link Worker was created in July 2008. This approach was at the time and still is a very unique approach adopted by a housing and health organisation.

Part of the role of the Mental Health Link Worker is to develop ways to reach out to council tenants in the community who may not be accessing services to support them. In 2009 we held an event aimed at other housing providers and support agencies to raise awareness of the partnership arrangements and the role of the Mental Health Link Worker. The event was very successful and over 75 agencies attended on the day.

This event led to additional partnership links being developed with Isos Housing who provide floating support to customers who experience mental health difficulties and who have a number of customers in the Gateshead area.

This year we wanted to develop an event which would not only support but involve council tenants in Gateshead.

Outline of the Mental Health and Wellbeing Week

A range of partner agencies took part in the event to support the Mental Health Link Worker to provide 5 work shop sessions throughout the day. These partners included NECA, Library Service, Sure Start and GVOC.

In addition to this 4 customers who volunteered via Customer Involvement Groups within the organisation also took part in helping to facilitate the workshops as well as participating in the sessions. Neighbourhood Relations Officers from each neighbourhood also helped to facilitate the event and support customers throughout the workshops.

The workshops consisted of awareness raising sessions, interactive workshops and health and wellbeing tips. The event also provided lunch for the attendees to enable them to mix with other customers and share experiences and build friendships.

Promotion of the Event

Customers were invited to attend the event through postcards delivered to customers within each neighbourhood via the weekly home choice magazine as well as advertising on our website and in the local press.

In addition to this officers were asked to contact customers they had worked with who they felt would benefit from some additional support in relation to mental health and encourage them to take part in the event.

Customer Analysis

During the event 45 customers attended and benefitted from support and advice from the agencies. Of these customers 14 were male and 31 were female.

Customers attended each of the sessions with exception of the Central one, see details below;

South	8
East	4
West	20
Inner West	3
Central	0

Of the 45 customers who attended the event, 10 were involved in a current anti-social behaviour case, 4 customers are currently experiencing anti-social behaviour and 6 are currently identified as contributing to anti-social behaviour.

Of these 10 customers involved in an anti-social behaviour case, the cases relate to;

Criminal	3
Alcohol nuisance	1
Noise nuisance	2
Youth disorder	4

25 customers who attended the event are not involved in any current ant-social behaviour cases.

Of the 45 customers who took part in the event no customers were currently working with mental health services, however they highlighted that they were experiencing some problems with their mental health and needed support.

Outcome of the Event

The Mental Health Link Worker is now providing direct support to 6 customers in relation to mental health difficulties they are experiencing and has provided advice and sign posting to the remaining 39 customers to other relevant services.

The customers who contributed towards the delivery of the event have been recognised with certificates for their valued contribution as well as an article with their photographs to be published in the New Year in the customer news letter.

The Mental Health Worker has since worked with TGHC Communications Team to develop a Christmas advertising campaign which will go out to employees and customers over Christmas and the new year giving them tips to improve their wellbeing and advice in relation to mental health services for support should they need to access services.

Feedback from Customers

During the event customers told us;

“Good useful session”

“Excellent session and well run”

“Really good, enjoyed it and found it very useful”

“A short mental health course would be good”

“Excellent talking to other people in the same boat”

“Positive and informative”

“Stimulating, helped tremendously”

“Very enjoyable activities”

“Very relaxing, interesting and interactive day”

“I enjoyed being creative and found it relaxing”

“Good networking opportunity and a chance to get creative – loved it”



Customer Assessment Tool

ASB Case Reference:

Customer Name:

Customer Address:

Section 1: Incident

Is this the first time you have experienced problems?	1 2	Yes No
If this is not the first time you have experienced problems, how often have incidents happened previously?	4 3 2 1	Daily Weekly Monthly Occasionally
If this is not the first time you have experienced problems, do you think that problems are getting worse?	1 0	Yes No
Do you know who is causing the problems?	3 0	Yes No
Does the person causing the problem live close to you?	3 0 1	Yes No Not Known
On a scale of 0–5, how fearful are you of retaliation from the person causing the problems?	5 4 3 2 0	Very Not Very Moderately Slightly Not at All
Have you reported the problems you are experiencing to any other agencies? (If yes provide details in Section 4)	0 1	Yes No

Section 2: Health & Wellbeing

Do you believe that the incidents are because of your age, disability, ethnicity, faith, gender or sexuality?	5 0 1	Yes No Not Known
Did the incident involve the threat of violence?	4 0	Yes No
Did the incident involve actual violence?	5 0	Yes No
Do you feel that the incident was personally targeted towards you, a member of your household or the community?	5 4 2 1	Me Personally Household Community Not Known
On a scale of 0-5, how affected do you feel by what has happened?	5 4 3 2 0	Very Not Very Moderately Slightly Not at All
Has yours or anyone's health been affected as a result of this and any previous incidents? Provide Details in Section 5	2 0	Yes No
Do you currently receive any support from an agency because of the problems you are experiencing? If yes provide details in Section 4	0 3	Yes No
If you have answered No to the question above, would you	2	Yes

like to receive any support from a professional agency? Provide details in Section 5	0	No
Section 3: Personal Safety		
Do you currently live on your own ?	1 0	Yes No
Do you have friends and family who support you? Provide details in Section 4	0 3	Yes No
Do you currently feel safe in your home? If no how could we improve this? Provide details in Section 5	0 4	Yes No
Do you currently safe in your community? If No why?	0 3	Yes No
Are the Incidents affecting anyone else in your household? Provide details in section 5	2 0	Yes No
Section 4: Current Support		
Agency Name, Address & Contact Details		
Agencies Role & Worker Name		
Section 5: Other Relevant Information		
Section 6 Customer Consent to Information Sharing		
<p>I consent to The Gateshead Housing Company obtaining and sharing any relevant information about me as part of multi agency work to investigate my complaint and to help to support me and my family.</p> <p>I understand that any information shared will be dealt with in confidence and will only be shared for the purposes of resolving the problems I am experiencing and where there are safeguarding concerns.</p>		
Customer Signature:	Customer Name:	Date:
Officer Signature:	Officer Name:	Date:
Responsible Adult / Supporting Agency	Officer Name	Date

For office Use Only:

Section 7: Assessment Score		
0 – 20	21 - 36	37 +
STANDARD	MEDIUM	HIGH



Report to Customers and Communities Committee

8 February 2012

Title: Customer Service Excellence Update

Report of: Director of Customers and Communities

Purpose of Report

1. To inform the Committee of a forthcoming annual monitoring assessment against the Customer Service Excellence criteria, and to update on developments since the company first achieved the accreditation.

Background

2. Customer Service Excellence (CSE) is an accreditation award issued by the Cabinet office. The company was successful in achieving this accreditation in March 2011. The award lasts for three years, and is subject to annual monitoring.
3. The assessment in March 2011 was carried out by EMQC Ltd, and the same assessor Nigel Hunt will return for a monitoring visit on 22 March 2012.
4. A CSE assessment covers five key criteria: -
 - Customer Insight – understanding who our customers are and how we have shaped services to meet their needs
 - Culture of the Organisation – excellent customer services are at the heart of everything we do
 - Information and access – customers can access services easily and receive good accurate information
 - Delivery – services handle problems and meet customers' needs
 - Timeliness and quality of service – services meet and measure service standards
5. The company were assessed in March 2011 as having a number of strengths, no areas of non-compliance, and only three areas of partial compliance.
6. There have been a number of significant developments for the company since the previous assessment. We will seek to ensure that the assessor sees our work in the context of these changes and will demonstrate how providing excellent customer service has remained at the forefront of all that we do.

Updates on areas of partial compliance

7. There were three areas of partial compliance in the first assessment report that the assessor will want to follow up on: -
 - i. "Satisfaction surveys cover some of the key drivers of satisfaction but not all."
 - ii. "Whilst there are very good processes in place to ensure that customers are treated fairly, there is limited feedback from customers to confirm this."
 - iii. "Whilst the company is good at sharing information with colleagues and partners, it is not able to demonstrate that this has reduced unnecessary contact for customers."

8. In response to these we will be able to show that: -
 - i. A Survey Monitoring working group is reviewing all surveys that are undertaken. This includes reviewing the questions asked, response rates and demographics of respondents.
 - ii. Questions on fair treatment have been added to surveys as they have been reviewed
 - iii. Monitoring of "avoidable contacts" has shown good reductions over the past year.

Reassessment

9. The assessor has requested that on 22 March he visit a housing office that he has not previously been to, and whilst there meet with frontline officers and local residents groups. He would also like to meet with a group of middle managers during the day. We are proposing a visit to the office at Birtley, as this was not covered last year.

10. During the visit and in our evidence submissions we will explain some of the significant changes since last year and some of the key issues on which we have worked together with customers. These will include: -
 - Structural changes to the company and reduction in overall number of employees – but with a continuing focus on customer service
 - Housing Options review, and customer involvement
 - Repairs retender, and customer involvement
 - Establishment of Complaints Panel
 - Establishment of Tenant and Leaseholder Scrutiny Panel
 - Subsequent awards and accreditations, including Investors in People and Health and Wellbeing.

Link to values

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

- A commitment to all our employees.

Impact on tenants

12. Focus groups of tenants will be invited to take part in the reassessment visit on 22 March 2012. Evidence of customer insight, access and service delivery are contained in the evidence files produced for this assessment.

Risk Management Implications

13. Providing excellent customer service is a key priority for the company as set out in the Customer Service Strategy 'Customer First' 2011-13. Failure to deliver on this priority would lead to increased customer dissatisfaction with services. External accreditation is linked to reputational risk, and achieving CSE enhances the company's reputation.

Financial Implications

14. The charge for the reassessment is at the rate of £600 plus VAT per day, with an indication that 1.25 days will be required – to include preliminary reading and planning. This will be covered within existing budget provision.

Equality and Diversity Implications

15. Customer Insight is one of the key criteria for the assessment.

Value for Money Implications

16. The assessment in March 2011 refers to opportunities for continuous improvement around value for money and customer service, such as reducing avoidable contacts.

Health Implications

17. There are no health implications directly associated with this report

Environmental Implications

18. There are no environmental implications directly associated with this report

Consultation carried out

19. Consultation and involvement with customers will be a key feature of the issues we will highlight to the assessor.

Recommendation

20. The views of the Committee are sought on whether it is satisfied with progress on preparation for the reassessment for Customer Service Excellence



Report to Customers and Communities Committee

8 February 2012

Title: Housemark – Resident Involvement Benchmarking Results

Report of: Director of Corporate Services

Purpose of Report

1. To report on our performance in the Housemark Resident Involvement Benchmarking exercise for 2010/11, highlighting our position in relation to other organisations.

Background

2. Housemark provide a Resident Involvement benchmarking module, allowing us to compare ourselves with other organisations both in terms of expenditure and satisfaction with involvement.
3. Benchmarking information helps us to identify how well we are performing in relation to other organisations and identify areas for service improvement and demonstrate value for money.

Summary

4. In total, 49 organisations took part in the benchmarking exercise for 2010/11, however not all organisations submit data for every indicator.
5. The majority of participating organisations were housing associations (37) with 9 ALMOs and 3 local authorities, with the organisations ranging in size. Specifically there were 9 organisations with more than 10,000 properties.
6. The majority of participants were from the Central region (43%), however 33% of those who entered were from the North.

Overall Findings

7. Housemark produce a report which outlines the key findings from the benchmarking exercise. Some of the headline results from this includes: -
 - The average total expenditure spent on resident involvement per property was one per cent of rent due.
 - There is a general trend of an increase in total expenditure on involvement, although non pay spend has fallen slightly.

- Generally staff costs for resident involvement are higher for housing associations compared to ALMOs and local authorities, with the medians being £32.24 and £24.61 respectively.
- Smaller organisations typically spend more per property on involvement than larger organisations.
- The largest area of non pay spend was on communications.
- Satisfaction levels with tenants that their views are taken into account has risen.
- Tenants satisfaction in the 'over 55' category was significantly higher than younger age groups, with a median of 72% satisfaction for over 55, compared to 61% for the under 55s.
- Profiles of involved tenants showed that tenants in the 'over 55' category were over represented compared to all tenants.

Our Performance

8. The appendix to this report shows the quartile performance for the company in relation to the indicators where data was submit.
9. Headline information includes the following: -
 - The company is placed in lower quartiles for all cost indicators as previous performance has also shown. This is due to the methodology adopted by Housemark that high cost equals high performance for these indicators.
 - Total expenditure per property at £25.63 (an increase from £10.44) compared to the median of £41.37. This represents 0.82% of rent due compared to the median of 1.0%.
 - Residents' satisfaction overall that their views have been taken into account has risen from 64.81% to 70.02%; however we are placed in the 3rd quartile due to satisfaction increasingly generally across all organisations.
 - Satisfaction with under 25s has increased significantly from 47.73% to 71.43% placing us in the top quartile.
 - Satisfaction with 25-55 year olds has increased slightly from 55.46% to 58.36%; however this still places us in the third quartile.
 - The response rate to surveys (as a whole) was 22.57%, which placed us in the bottom quartile, compared to the median of 33.49%.

Learning from the results

10. Benchmarking information can help to identify areas for service improvement, however it is important to consider the context to the information being compared and whether like for like information is being assessed.
11. Although we are shown to be in the lower quartiles due to our low expenditure, we are able to demonstrate that satisfaction with involvement has increased significantly within this period and our overall result was close to the median.
12. Two areas of our performance can be identified where further work could be carried out to investigate potential improvements: -

- **Satisfaction of 25-55 year olds** – This is a broad age category used by Housemark, however internally we are able to look more closely at responses from people who fall within these categories. There were limited comments or feedback on the surveys to support the dissatisfaction however we will work with the Involvement SIG to investigate this area.
- **Response rate to surveys** – Response rates vary significantly depending on the survey and the subject. However there are a number of organisations identified within this indicator with response rates of over 40% who we will seek advice and best practice on their approach to generating high responses.

Link to values

13. This report links to the following values: -

- Being customer focused, innovative and professional
- Being a listening and learning organisation
- Embracing equality

Impact on tenants

14. This 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 focussing on why satisfaction is lower with 25-55 year olds.
15. Ultimately by improving the way we involve our tenants and leaseholders in shaping our services, we will continue to improve the way we deliver our services for everyone.

Risk Management Implications

16. Failure to engage with tenants was identified as a strategic risk for the company. Continually monitoring and benchmarking our approach to resident involvement we can ensure that opportunities are available for tenants and that we continue to have tenants and leaseholders willing to work with us to develop and improve our services.

Financial Implications

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

Equality and Diversity Implications

18. The Involvement Team has a commitment to involve diverse communities to ensure their views, needs and aspirations are considered in the decision-making process.
19. This benchmarking process includes looking at satisfaction levels by characteristics such as age, gender and ethnicity. Following the collection of customer profile information on sexuality and religion, we will also be able to compare satisfaction in involvement for these groups as well. This may help us to identify where further targeted work is required.

Value for Money Implications

20. This report details that expenditure on resident involvement is significantly lower than other organisations, however our satisfaction levels have increased compared to last year. This may indicate that we are providing involvement activities in a more cost effective but efficient method.

Health Implications

21. There are no direct health implications arising from this report although the successful implementation of the recommendations would have a positive impact on the health and well being of Gateshead residents.

Environmental Implications

22. There are no direct environmental implications arising from this report.

Consultation carried out

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

Recommendations

25. The committee is recommended to:
 - (i) note the findings of the benchmarking exercise
 - (ii) agree to the company participating in the exercise for 2011/12.



Cost and Resources

Table 1: Total expenditure on resident involvement as a percentage of rent due

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
0.82%	24		1.3%	1.0%	0.8%	37

Table 2: Total expenditure on resident involvement per property managed

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
£25.63	32		£51.53	£41.37	£30.01	37

Table 3: Annual cost of resident involvement staff per property

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
£20.50	31		£36.51	£30.73	£21.99	40

Table 4: Direct employees working on resident involvement per 1000 properties

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
0.64	n/a		1.04	0.85	0.65	38

Table 5: Non pay costs by category

Category	Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Orgs
Communication	3.20	23		11.70	7.79	4.06	26
Informal groups	0.28	12		1.4	0.64	0.17	17
Resident training	0.21	19		1.9	1.1	0.45	22
Grants to groups	1.43	13		4.16	1.82	0.47	22
Resident Board members	0.01	10		0.39	0.21	0.04	12

Consultation

Table 5: Resident satisfaction that their views are taken into account

Category	Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Orgs
Total	70.02%	20		75.03%	70.65%	64.75%	36
Under 25s	71.43%	6		67%	61%	56%	26
25-55	58.36%	17		66.5%	61%	55%	25
Over 55	73.43%	11		77.6%	73%	67%	25
BME	73.68%	6		72.90%	66.70%	62.96%	25
Non BME	69.85%	11		73.70%	69.6%	64%	25
Disabled	71.2%	11		77.39%	71.10%	65.9%	23
Non Disabled	68.93%	12		73.08%	68.97%	62.93%	22

Table 6: Residents who respond to surveys and other consultation exercises as a % of surveys etc sent out

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
22.57%	19		40.28%	33.49%	25.26%	23

Decision Making

Table 7: Number of service delivery board members who are residents

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
40.00%	5		36.89%	33.33%	25%	36

Training

Table 8: Number of residents receiving training as a % of properties managed

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
1.07%	12		1.41%	0.94%	0.42%	32

Table 9: Number of staff receiving training on resident involvement as a % of all staff

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
17.37%	9		19.13%	6.03%	2.74%	32

Table 10: Number of board members receiving training on resident involvement as a % of all members

Our Performance	Rank	Quartile	Upper Quartile	Median	Lower Quartile	Number of Organisations
13.33%	12		45.45%	13.33%	0	25

Equality and Diversity Profiles

Characteristic	Our result – Involved residents	Group Median – involved residents	Number of Organisations
Under 25s	2.45%	2.75%	24
25-55	33.78%	38%	24
Over 55	52.99%	50.89%	25
Male	38.81%	39.15%	22
Female	60.89%	60.8%	22
BME	5.99%	6.68%	23
Disabled	33.5%	26.8%	19



Report to Customers and Communities Committee

8 February 2012

Title: Customer Involvement Activity - update

Report of: Director of Corporate Services

Purpose of Report

1. To provide an update on customer involvement activity for the third quarter of 2011/12.

Background

2. The committee has previously requested a quarterly update of involvement activity across the company.

Summary

3. During the period, 1 October to 31 December 2011, over 95 involvement activities took place. A range of activities are offered to provide tenants and leaseholders with the opportunity to get involved and influence decision making in a way which suits them.
4. In this quarter, customers were involved in various activities including training courses, Service Improvement Groups, drop in sessions, forums, surgeries and mystery shopping.
5. Customers have been involved in our involvement activities on over 2660 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 involved.
7. A breakdown of the type of involvement, number of customers involved, dates of involvement, venues and the outcomes resulting from the activity is provided at Appendix 2 to this report. This also includes the involvement activity carried out by Morrison Facilities Services within Gateshead.
8. At the end of the third quarter, 197 estate tours took place with 143 customers in attendance during this period. This is an increase of 25 attendees from the previous quarter. A breakdown of estate tours is available in a separate report to this committee.

Housing Options review

9. During this period we have carried out the second phase of the Housing options review and continued to raise awareness of the options to be put forward as part of the test of opinion. This has included the following: -
- Roadshows in all housing offices across Gateshead
 - SIG liaison events
 - Specific engagement via the Independent Tenant Advisor, Woodholmes.

Key outcomes of involvement

10. There have been a number of outcomes from customer involvement during this period including the following: -
- Engaged with customers at BME surgeries resulting in one of them gaining a work placement with the company.
 - Raised awareness of the Housing options review and the pending test of opinion with many tenants and leaseholders via drop ins, events and briefings.
 - Customer scrutiny panel called TALISMAN (Tenant and Leaseholder Independent Scrutiny Management) established following briefings, group sessions and interviews.
 - Christmas party held for SIG and forum members as a thank you for their involvement and to discuss the new SIG structure proposals.
 - Customer scrutiny of repairs to common areas to check and maintain high quality of repairs.
 - Residents of sheltered housing informed about proposed changes in their block and given the opportunity to raise any issues or concerns they may have.
 - Kibblesworth community event held to promote the art consultation and showcase the new build properties in the area where many attended and were able to find out about local services available to them.
 - Customers have been involved in the evaluation process for the repairs and maintenance contract, including scoring tender documents and attending presentations.

Planned involvement activity for the next quarter

11. There are a number of involvement activities already scheduled for quarter 4 and include the following: -
- Establishing a focus group to review and update the Simple guide to getting involved.
 - Continuing a review of the company's Guide to the services you can expect from The Gateshead Housing Company.
 - Producing the Moving Forward customer training programme for 2012/13 via a customer focus group and SIG consultation.
 - Re-establishing reception assessments with customers to maintain excellent standards of customer care in our offices.

External Recognition

12. The company and Gateshead Council have been nominated at the Northern Region TPAS Awards for Excellence in Annual Reports.
13. The winners will be announced on 10 February 2012 and this nomination reflects the efforts of the working group of tenants and leaseholders who worked with the company to gather information, interview managers and develop an informative report for all tenants and leaseholders.

Shared Learning

14. In order to continually improve the way we involve customers in shaping our services, we regularly meet and share best practice with other local housing providers.
15. Within the last period, the Involvement and Diversity Manager acted as the Independent member of Gentoo's interview panel recruiting for members of their Scrutiny Group. This continued to build links between both officers and panel members of the two organisations.
16. In the next period, we will also be involved in delivering a joint training day with YHN, North Tyneside and South Tyneside Homes on scrutiny and what it means for customers, called 'Your Housing Services, What's the score?' This will provide tenants not currently involved in scrutiny an opportunity to find out more and provide a chance for them to meet their peers from other areas.

Link to values

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

Impact on tenants

18. We have worked extensively with tenants, leaseholders and the wider community during this period, to get views and opinions to identify priorities and inform services.
19. The information gained from these involvement activities helps inform service improvement and delivery to make sure that the services we are providing to our customers meet their needs.

Risk Management Implications

20. Failure to engage with customers was identified as a key strategic risk for the company.
21. The Tenant Services Authority's Involvement and Empowerment standard requires us to demonstrate that tenants are given a wide range of opportunities to be involved in the management of their housing and are provided with the support they need to take part in this. The activities outlined within this report demonstrate our compliance with this.

Financial Implications

22. The Director of Corporate Services 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

23. The company is committed to involving people from diverse communities to ensure everyone's views, needs and aspirations are considered in the decision making process.
24. Support is available to assist people with additional needs to access involvement opportunities and this is regularly promoted.
25. 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 and the representation of involved tenants is regularly monitored and acted upon.

Value for Money Implications

26. 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.

Environmental implications

27. The environmental impact of involvement is considered when conducting activities across the company and addressed wherever possible, for example, customers sharing taxis where possible when attending events.

Consultation carried out

28. The Involvement Service Improvement Group (SIG) is regularly updated with the progress of involvement across all services and the outcomes which result.
29. In the previous meeting, the Involvement SIG received the involvement activity figures for quarter three and were satisfied with the range of activities that had taken place and the number of customers involved during this period.

Health Implications

30. There are no direct health implications arising from this report although the successful implementation of the recommendations would have a positive impact on the health and well being of Gateshead residents.

Recommendation

31. The views of the committee are sought on whether it is satisfied with the impact on customers to date.

Summary of Involvement activity

Title of Activity	Number of Events	Number of Customers Involved
Meetings	5	35
Drop In Sessions	25	104
Service Improvement Groups	8	54
Events	19	1145
Forums	2	9
Focus Groups	8	50
Training Courses	11	84
Workshops	1	4
Surgeries	4	40
Interview	1	6
Survey	6	1009
Conference	2	75
Mystery shopping	4	14
Other	2	33
Total	98	2662

Breakdown of Involvement Activity

Corporate services – Finance

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Helen Watson	100	Event	Kibblesworth	Kibblesworth community day	Engaged with new customers and raised awareness of involvement opportunities. Some residents signed up to courses and registered interest with SIGs.	01/10/2011
Janice Adams	817	Questionnaire/Survey		Survey to identify customer satisfaction with information provided in relation to leasehold billing and collection.	Customer satisfaction with information provided in relation to leasehold billing and collection has reduced from 87% (in 2010) to 81% in 2011. All customers expressing dissatisfaction have been contacted and the leasehold Service Improvement Group has reviewed the data to help address issues.	01/10/2011
Helen Watson	14	Surgery	Bensham Grove community centre	Feel Good women's group	Spoke to women in the group about the ITO panel recruitment and the new Moving Forward programme and courses available to them. One member said she would get in touch about work placement in the company that may be available, when she has time available.	03/10/2011
Helen Craig	6	Mystery Shopping		List of repairs to communal areas sent to leaseholders and tenants to scrutinise, prior to billing for leaseholders	Customer comments received in relation to standard of work of repairs in common areas in the following blocks; Acomb Court, Bedale Court, Barford Court, Bensham Court, Wellington Court and Willerby Court.	05/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Simon Hand	11	Service Improvement Group	Keelman House	Involvement SIG	Advised of forward planning for working with younger people, group were taken through the annual report and thanked for their involvement in developing this, an update was given on the housing options review, overview given on the success of the summer events and progress of ITO panel.	05/10/2011
Louise Taylor	6	Focus Group	Wood holmes, Cale Cross House	Housing Options Review - Sounding Board	The group went through the engagement report produced for Gateshead Council and TGHC by Wood Holmes. Members of the group highlighted a number of queries that had been raised in service improvement groups about the review for the project to action.	06/10/2011
Louise Taylor	1	Focus Group	Gateshead Civic Centre	ITO Project Steering Group	A progress update was provided to the group outlining the numbers of tenants and leaseholders who have applied what the next steps for recruitment are and the plans for training following this.	06/10/2011
Simon Hand	3	Mystery Shopping	Keelman House	Mystery shopping planning	Meeting held with members of the Disabled Persons' Housing Forum who have volunteered to undertake a mystery shopping exercise on reporting a repair. Mystery shoppers were consulted with on the reporting sheet to check whether it's easy to use and make any changes. Some minor amendments were made but overall participants were satisfied with the form.	06/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Janice Adams	8	Service Improvement Group	Keelman House	Joint meeting of the Repairs and Leasehold Service Improvement Group to identify and implement service improvements for the home repairs service.	The action plan for 2011/12 was reviewed and updates provided. It was agreed three key areas of the service should be focused on Communication, Mystery shopping and Missed Appointments.	10/10/2011
Helen Watson	14	Training Course	B&Q Scotswood	Moving Forward customer training	Autumn gardening course held where customers learned how to prepare their garden for winter, what nutrients are needed for soil and winter planting for colour and food. Attendees were happy with the course and got answers to questions they had.	11/10/2011
Helen Watson	15	Drop In Session	Young Persons Centre, Gateshead	Young persons' drop in	Drop in for young people leaving care or looked after young people, this month themed around housing. Promoted opportunities to get involved with the company and a HomeChoice representative attended who was able to offer advice around available housing with the company.	12/10/2011
Stuart Gibson	7	Meeting	Keelman House	Asset Management Committee	The committee discussed SAP performance, Gateshead Warm Zone, the Biomass District Heating Scheme, the demolition of the Flowershow Field and a capital monitoring statement for 2011/12.	20/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Helen Watson	10	Surgery	Bensham Grove Community Centre	BME Women's drop in	Surgery attended on a regular basis to act as a point of contact for housing issues or queries members may have who are our tenants, future tenants or live on our estates. Also invited to the Women's event on 28 October and received a query around work placements.	24/10/2011
Helen Watson	10	Training Course	Old Town Hall	Moving Forward training, Stress awareness	As part of our range of health awareness courses, customers attended this stress awareness course and learned how to recognise their personal stress triggers, what effects stress has on mental and physical health, tips on handling stress and practical relaxation techniques.	26/10/2011
Helen Watson	9	Surgery	Bensham Grove Community Centre	BME surgery	Raised further awareness of the Housing options review and discussed opportunities to get involved with the company. Query raised around re-housing options, referred to officer in HomeChoice which has been addressed.	26/10/2011
Louise Taylor	6	Interview	Gentoo Sunderland	Interviews for Gentoo's scrutiny panel	Involvement manager acted as independent panel member to recruit tenants to Gentoo's scrutiny panel. Have developed links with Gentoo to continue to share learning and experiences from both organisations panels and for panel members to attend training together.	27/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Stuart Gibson	6	Meeting	Keelman House	Resources and Audit Committee	The committee approved updated operational risk registers for the two directorates within the company and the Equality and Diversity Annual Report 2010/11. In addition, the committee received a sickness absence and human resources update, a health and safety update, the second quarter's management accounts and an internal audit update.	27/10/2011
Stuart Gibson	3	Meeting	Keelman House	Customers and Communities Committee	The committee received an update on the establishment of the Tenant and Leaseholder Panel, the closure of Felling District Office, Anti-Social Behaviour and Estate Management Activity for April to September 2011, Tyne and Wear Homes, Complaints Scrutiny Panel, the Moving Forward Training Programme, customer involvement activity and the 2011 Opportunity Knocks.	02/11/2011
Janice Adams	98	Questionnaire/Survey		Survey to identify customer satisfaction with information provided in relation to repair costs for communal areas and standard of repairs.	Survey outcomes to be collated and reported in Quarter 4.	02/11/2011
Louise Taylor	6	Focus Group	Cale Cross House, Newcastle Upon Tyne	Housing Options Review Sounding Board	The group discussed the planned consultation for the second phase of the review. Members reviewed the three draft leaflets to be issued to tenants and leaseholders during this phase of the review and made comments/changes to make these clearer for customers.	03/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Simon Hand	50	Conference	Old Town Hall Gateshead	Your Voice Newcastle held its annual AGM	Attended this event to gain further information regarding the Your Voice service as this links to the Gateshead Learning Disability Partnership meeting attended by members of the involvement team. This was to celebrate achievements over the past 12 months.	03/11/2011
Stuart Gibson	10	Meeting	Keelman House	Board Meeting	The Board received a presentation on the completed Decent Homes Programme, agreed arrangements for filling vacancy on Board, agreed to adopt a criteria for de-applying the maximum period of office of a Board Member, agreed a new Board and committee structure, approved an updated Risk Register and recommended to the Council the transfer of former tenants arrears into a debtor account. In addition, the Board discussed the second quarter's performance and service standard performance results.	10/11/2011
Louise Taylor	1	Focus Group	Civic Centre	ITO Steering Group	Final steering group to sign off the project. Group reviewed the recruitment process, the members appointed to the panel and future actions to be taken to ensure the success of the panel going forward.	10/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Janice Adams	3	Service Improvement Group	Keelman House	Leaseholder SIG meeting to scrutinise services and identify service improvement	Well maintained estates is a customer priority and Brian Richardson attended the meeting to discuss estate management issues, including estate tours, grounds maintenance, and funding available for improvements. Draft procedural guide, to support customers who are involved in scrutiny of repairs to common areas, was reviewed and suggestions for improvement agreed. The group reviewed performance against service standards for Quarter 2 and agreed that a review of the information provided on the Repairs and Maintenance statement should be completed to try to reduce the number of enquiries from customers.	14/11/2011
Helen Watson	11	Training Course	Keelman House	Moving Forward customer training, Confidence building	Customers learnt how to become more confident and assertive in communicating messages and how to deal with difficult situations. Customers gave positive feedback on this session and felt they had benefitted from attending.	14/11/2011
Louise Taylor	6	Focus Group	Keelman House	Housing Options Review Sounding Board	Members reviewed planned consultation and suggested additional engagement methods the ITA should adopt such as using plasma screens in leisure centres, targeting specific groups such as older persons assembly, youth assembly etc. Actions to be incorporated in the engagement plan.	17/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Alan Sandey	8	Focus group	Keelman House	Resident working group to evaluate tender responses. Tender responses have previously been sent out and residents had spent a significant amount of time reading through and evaluating information prior to the meeting	Residents marked four different questions relating to the repairs tender and influenced the outcome of the procurement exercise	17/11/2011
Helen Watson	6	Training Course	Keelman House	Moving Forward customer training, Dealing with stress	Customers learnt how to recognise their personal stress triggers and what the first signs of stress may be. Feedback was very positive and some felt it could have been a longer session. Going to look at delivering a follow-up session to this due to recognised need and attendees will gain more from attending a secondary session.	18/11/2011
Alan Sandey	8	Focus group	Keelman House	Resident working group to evaluate tender responses.	Tender responses have previously been sent out and residents had spent a significant amount of time reading through and evaluating information prior to the meeting. Residents marked four different questions relating to the repairs tender and influenced the outcome of the procurement exercise.	18/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Simon Hand	5	Service Improvement Group	Keelman House	Involvement Service Improvement Group	Members received an update about the Housing options review and ongoing work around young people. The group also started reviewing the Customer service and Involvement service standards but agreed that further work will be done on this in the form of a focus group. Initial discussions around Moving Forward 2012/13 began and customers were asked to come to the next meeting with ideas on what can be included.	22/11/2011
Simon Hand	5	Forum	Civic Centre	Disabled Persons' Housing Forum	Group were given an overview of the changes that were being put in place by the aids and adaptations service, talked through the report prepared by wood holmes on the first round of the housing options review. An update was given around the ITO and mystery shopping plans were discussed.	23/11/2011
Helen Watson	8	Training Course	Keelman House	Moving Forward customer training, HomeChoice	Customers attended this session to find out more about the service and gain an understanding of how we let our properties, what a sub-regional scheme is, how to apply for a home and what support is available to help apply for a home. Attendees were mainly HomeChoice applicants and found the session very useful.	24/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Louise Taylor	6	Focus Group	Keelman House	Housing options review, Sounding Board	The group requested that additional information on the options ruled out should be provided and queried where savings mentioned within the document would go. Members reviewed the proposed ITA engagement wood holmes will undertake and agreed to receive regular updates on how this is progressing.	24/11/2011
Helen Watson	30	Event	Bensham Grove	BME women's information event	Event held by Oxfam for BME women to promote services in Gateshead. Workshops were undertaken during the event to get feedback on why there may be issues around accessibility of services to women, and use this feedback to help address this.	28/11/2011
Helen Craig	1	Mystery Shopping	Bedale Court	List of repairs of communal areas (October) sent to leaseholders and tenants to scrutinise prior to billing for leaseholders	Comments received from customers in relation to standard of repairs carried out in common area of Bedale Court and necessary action taken.	29/11/2011
Helen Watson	7	Surgery	Bensham Grove Community Centre	BME surgery	Acted as point of contact for BME customers who have housing related queries but may find it difficult to access our offices.	30/11/2011
Alan Sandey	8	Other	Saltwell Room, Civic Centre	Presentation by organisations regarding their tender	The residents group saw presentations of those who have submitted tenders and scored them accordingly.	01/12/2011
Louise Taylor	18	Event	Dunston Activity Centre	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, highlighting the two options will be put forward in the test of opinion. Took any queries to be raised for response.	01/12/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Louise Taylor	36	Event	Wrekenton Housing Office	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	02/12/2011
Louise Taylor	39	Event	Blaydon Office	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	05/12/2011
Louise Taylor	14	Event	Birtley Office	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	05/12/2011
Debbie Taylor / Liz Simpson	54	Event	Civic Centre	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	07/12/2011
Simon Hand	25	Conference	Newcastle Central Library	Meeting to celebrate Keyring's achievements	Attended meeting to find out the achievements of disabled persons Keyring organisation in linkage with the Disabled Persons Housing Sub Group.	07/12/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Helen Watson	4	Forum	Keelman House	BME housing forum	Members received an update from wood holmes about the Housing options review, gave feedback on the annual report, received feedback on the ITO panel and the customer assessment tool which was discussed in the previous meeting. Members also discussed mystery shopping plans.	07/12/2011
Helen Watson	12	Training Course	B&Q Scotswood	Plumbing course	Customers learnt how to connect a washing machine, how to unblock trapped waste from pipes and other basic plumbing skills. Positive feedback was received for the course and attendees felt they'd learnt some valuable skills.	08/12/2011
Louise Taylor	62	Event	Leam Lane	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	12/12/2011
Louise Taylor	34	Event	Felling	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	12/12/2011
Janice Adams	5	Service Improvement Group	Keelman House	Meeting to scrutinise services and identify service improvements.	The Service Charge Income Collection procedural guide was reviewed and amendments agreed. The content of the Repairs and Maintenance statement was reviewed and suggestions for improvement were discussed.	12/12/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Helen Craig	4	Mystery Shopping		List of repairs to communal areas for November sent to leaseholders and tenants to scrutinise prior to billing for leaseholders	Customer comments received in relation to standard of repairs carried out to common areas of Acomb Court, Bedale Court, Barford Court and Bensham Court.	13/12/2011
Helen Watson	10	Drop In Session	Young persons' centre, Gateshead	Young persons drop in for looked after and children leaving care	Monthly drop in for young people where they have the opportunity to raise any housing issues they may have. Shared information about free courses and other opportunities to get involved with the company.	14/12/2011
Louise Taylor	4	Event	Angel Court, Harlow Green	Shaping the Future of Housing – Leasehold Drop In	Engaged with leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took a number of queries and questions asked by leaseholders for response.	15/12/2011
Louise Taylor	32	Event	Civic Centre	Shaping the Future of Housing - Roadshow	Engaged with tenants and leaseholders on the review, specifically highlighting the two options will be put forward in the test of opinion. Took any questions or queries to be raised for response by the project group.	16/12/2011
Louise Taylor	38	Event	Keelman House	Customer Christmas party	Event held as a thank you to customers who get involved in our Service Improvement Groups and forums to recognise the time and hard work they put into these meetings. This was an opportunity to engage with all members and share the new SIG structure proposals and receive customer feedback on these. Attendees were also able to indicate which SIGs they'd like to be a member of if the proposed structure is implemented.	21/12/2011

Corporate services – ITO Panel

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Liz Simpson	8	Training Course	Keelman House	Day 1 Induction Training covering: Introduction to TGHC Introduction to social housing Team Development	Panel members that are well informed about the work and aims of TGHC together with a good understanding of social housing that will result in tangible outcomes for housing scrutiny.	08/11/2011
Liz Simpson	6	Training Course	Gateshead Leisure Centre	Training included: Meet and greet with company's senior management and Heads of services. Introduction to Gateshead Council Introduction to scrutiny Further team building	Panel members that are well informed about the role of scrutiny, the work and aims of Gateshead Council together with a chance to talk to senior management from the company and Gateshead Council will be able to conduct scrutiny exercises that will result in tangible results.	11/11/2011
Liz Simpson	2	Training Course	York	First Annual Tenant Panel Conference covering Revised TSA Standards, TSA Co-regulation Champions, professional practice sessions.	Tenants that are well informed and updated on developments within the housing sector will allow for more tangible outcomes to be achieved from the scrutiny exercises they conduct and ultimately will achieve higher standards of housing service in Gateshead.	28/11/2011
Liz Simpson	2	Training Course	Chester Le Street	Training day included latest developments in tenant-led co-regulation, implications of the localism bill for scrutiny panels, presentation from TPAS on the Tenants' Perspective.	Tenants that are well informed and updated on developments within the housing sector will allow for more tangible outcomes to be achieved from the scrutiny exercises they conduct and ultimately will achieve higher standards of housing service in Gateshead.	29/11/2011

Customers and communities – Customer Service

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Andrea Foreman	9	Meeting	Keelman House	Complaint Scrutiny Panel	Agreed to hold an additional panel meeting to discuss Building Surveying and HomeRepairs complaints in more detail where performance has dropped. Updated the panel on progress with actions on the action plan and agreed new actions including the development of a cross housing office complaints working group to look at shared learning and identify service improvements, and an action to put arrangements in place for dealing with complaints when investigating officers are not in the business.	10/10/2011
Ruth Rogerson	3	Service Improvement Group	Keelman House	Service Improvement Group covering Voids and HomeChoice	Discussion around void process. Customers were also provided with details as to survey results and what team are doing to improve service following these results. An explanation of the downsizing scheme was provided in detail and an update given as to the sub-regional scheme.	15/11/2011
Jan Pooley	100	Event	Springwell community centre	Springwell Christmas event. Lighting of the first Christmas tree, focusing on health and aspirations of the community.	Community engagement opportunity where we promoted moving forward courses and as a result five tenants signed up to them.	21/12/2011

Customers and Communities - Neighbourhood Services

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Julia Burn	3	Drop In Session	Southwood Crescent Communal Lounge	Sheltered scheme drop in	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints, compliments and issues in block. Repairs issues raised and reported.	01/10/2011
Christine Potts	23	Questionnaire/Survey	Derwentside	Visit to individual tenants at Derwentside to complete housing applications and support surveys and explain home loss process as scheme will be decommissioned in future	Residents more informed about the proposals for Derwentside and had the opportunity to raise any queries or concerns they had.	03/10/2011
Julia Burn	3	Drop In Session	Conifer Close Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues they may have.	03/10/2011
Haley Leadbitter	4	Drop In Session	Harrison Court Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues they may have.	04/10/2011
Haley Leadbitter	6	Drop In Session	Angel Court Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues. Welcomed new residents to angel court.	04/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Julia Burn	3	Drop In Session	South Sherburn Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues they have with their housing and estate.	06/10/2011
Mandy Huston	45	Event	Various venues across the borough	Mental Health & Wellbeing Week. 1 event within each neighbourhood. Between 10-14 October 2011	Customers were given advice and support in relation to emotional wellbeing and resilience. Range of services delivered workshops including Primary Care Trust, NECA as well as a session linked to physical wellbeing.	10/10/2011
Haley Leadbitter	5	Drop In Session	Easington Avenue Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	12/10/2011
Julia Burn	1	Drop In Session	Crocus Close Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	13/10/2011
Christine Potts	1	Drop In Session	Milvain Close Communal Lounge	Sheltered scheme drop in	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints, compliments or issues in block.	17/10/2011
Christine Potts	1	Drop In Session	West Acres Communal Lounge	Sheltered scheme drop in	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints, compliments or issues in block.	18/10/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Christine Potts	21	Questionnaire/Survey	Victoria House	Surveyed individuals to receive feedback on the decommissioning proposals	Majority of tenants agree to decommission of scheme but most have expressed a wish to remain in Teams and be re-housed there. Homeloss process has been explained and tenants said they understand this process.	18/10/2011
Haley Leadbitter	4	Drop In Session	Joyce Close Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenant have the opportunity to come along and share their views or discuss any issues.	19/10/2011
Danielle Hazeldine	24	Questionnaire/Survey	West Park	Surveyed individuals to receive feedback on the decommissioning proposals	Residents have been advised of the proposals to West Park and understand the reasons around it. Most have expressed a wish to remain in Dunston and be re-housed in this area.	21/10/2011
Haley Leadbitter	5	Drop In Session	Kays Cottages Communal Lounge	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss issues in block	Discussed and received furniture choices.	24/10/2011
Haley Leadbitter	3	Drop In Session	Croftside Communal Lounge	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints/ compliments/ issues in block	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	03/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Christine Potts	26	Questionnaire/Survey	Sun Hill	Surveyed individuals to receive feedback on the decommissioning proposals	Residents have been advised of the decommissioning proposals and gave their feedback around this. Most have expressed a wish to remain in Swalwell and be re-housed there.	10/11/2011
Julia Burn	5	Drop In Session	Whinney Close Communal Lounge	Sheltered scheme drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	10/11/2011
Richard Finlow	30	Event	Mulgrave Villas Matalan fashion s	Fashion show arranged with Matalan and Gateshead Council	Promoted community engagement Resident/councillor/employee involvement with modelling. Furniture discount for residents at Matalan.	14/11/2011
Martin Poulter	9	Service Improvement Group	Keelman House	Multi Storey SIG	Discussed visitor and pets brief and amendments to be included in the tenancy agreement submitted. Changes to multi blocks signage submitted. Draft service plans discussed. Issues raised around the fire safety work were discussed and have been actioned appropriately. Caretakers and customers have undertaken joint working to improve the appearance of entrances and the caretaker survey was presented to the group prior to distribution.	15/11/2011
Haley Leadbitter	6	Drop In Session	Birtley Villas Unit A Communal Lounge	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss issues in their block	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	15/11/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Julia Burn	7	Drop In Session	Emmaville Communal Lounge	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss issues in block	Customers are better informed as a result of the drop in. Tenant have the opportunity to come along and share their views or discuss any issues.	29/11/2011
John Meldrum	10	Service Improvement Group	Keelman House	ASB Service Improvement Group	Update given from mental health well being week held October 2011. Certificates presented to 4 customers for their support and help during the event. Update from Behnam Khazaeli regarding alcohol awareness week held 14 -18 November 2011.	29/11/2011
Christine Potts	1	Drop In Session	Rectory Hall Communal Lounge	Sheltered Scheme Drop in	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints, compliments or issues in block.	01/12/2011
Julia Burn	1	Drop In Session	Denton View Communal Lounge	Sheltered Scheme Drop in	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss complaints, compliments and issues in block.	01/12/2011
Michelle Muldoon-Smith	8	Focus Group	Harrison Court Communal Lounge	Meeting held with staff and customers bi-monthly to continue to update CHS portfolio	The new standards and structure for 2011/12 was explained to the group and updates made to documents. The group expressed their opinions on the tenant led budget. A representative from Care Call provided information on free NHS dental checks in sheltered schemes.	08/12/2011
Julia Burn	7	Drop In Session	Mosspool Communal Lounge	Sheltered Scheme Drop in	Repairs raised by customers and reported to the Repairs service. Other issues also discussed about limited parking.	09/12/2011

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Julia Burn	5	Drop In Session	William Morris Avenue Communal Lounge	Sheltered Scheme Drop in	Customers are better informed as a result of the drop in. Tenant have the opportunity to come along and share their views or discuss any issues	12/12/2011
Julia Burn	4	Drop In Session	Rydal Crescent Communal Lounge	Sheltered Scheme Drop in	Residents have the chance to raise any issues they have with their housing and estate. Some repairs were raised and reported.	13/12/2011
Christine Potts	2	Drop In Session	Mulgrave Villas Communal Lounge	Sheltered Scheme Drop in	Chance for residents to meet with their Sheltered Housing Estate Officer in lounge and discuss complaints, compliments or other issues in block.	13/12/2011
Julia Burn	1	Drop In Session	Crocus Close Communal Lounge	Sheltered Scheme Drop in	Customers are better informed as a result of the drop in. Tenants have the opportunity to come along and share their views or discuss any issues.	15/12/2011
Natalie Thorburn	25	Other	School Lane, High Spen	Attended School Lane residents Association Christmas Carol Concert, with residents, Councillors, and Children from High Spen School	Opportunity to engage with residents and take any queries or concerns they may have around their homes and estates.	19/12/2011
Haley Leadbitter	1	Drop In Session	Easington Avenue Communal Lounge	Chance for residents to meet with Sheltered Housing Estate Officer in lounge and discuss issues in their block	Residents have the opportunity to discuss issues they may have in their home and on their estate. Repairs raised and addressed for some tenants.	21/12/2011

Customers and Communities – Property services

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Peter Smith	300	Event	Kibblesworth	Community Day to aid cohesion. Venues around Kibblesworth involved a treasure hunt. Art Consultation. Supported by Ward Councillors, Parish Councillors, local community groups, neighbourhood services, housing management and Involvement team	It was a successful day and all services and organisations had effective engagement with the community. Good Community buy-in for the event. Art consultation went well and positive feedback was received from residents.	01/10/2011

Morrison Facility Services

Lead Officer:	Number Attending:	Activity:	Venue:	Description:	Outcomes:	Date of Activity
Julie Hewitson	5	DIY Sessions	Elisabethville	Basic joinery, electrical and plumbing tasks in the home	The tenants enjoyed the session and found it very informative.	04/10/2011
Julie Hewitson	4	Energy Awareness Workshop	Elisabethville	Presentation on how the tenants can save money and energy in the home	The tenants welcomed the session and stated they would certainly try out some of the tips and ideas	06/10/2011
Julie Hewitson	86	Children in Need fundraising	Merlin House	Fundraising for charity. Dress Down, Waxing & Baking sale	The staff had a great day and we raised over £600 for children in need	01/11/2011
Julie Hewitson	120	Health & Wellbeing Week	Merlin House	Several NHS health advisors attended the week long event and gave advise / guidance to staff regarding health.	The staff stated the sessions were beneficial and this will be an annual event with Morrison	07/11/2011
Julie Hewitson	3	Mayor's Annual tree planting	Various Schools	We attended 4 primary schools in the Gateshead area and supplied and planted fruit trees for the children to grow.	As part of the school's curriculum they are covering healthy eating and trying to create allotment areas to grow their own produce so the teachers welcomed this.	25/11/2011



Report to Customers and Communities Committee

8 February 2011

Title: Forward Plan

Report of: Director of Corporate Services

Purpose of report

1. To approve a forward plan of reports which will be presented to Customers and Communities Committee during the next year.

Background

2. The committee agreed, at its meeting held on 2 February 2011 that a forward plan of reports it will receive at future meetings become a standing item on every committee agenda.
3. Attached as an Appendix to this report is a forward plan of reports that will be presented to meetings of this committee during the next year. This will not be an exhaustive list of reports and there will clearly be a number of other items of business that the committee will be required to consider during the course of the next year. It will however give the committee an idea of forthcoming business. It will also assist officers when planning in business and meetings to avoid when there is a lot of business.

Link to Values

4. This report relates to the following company value of being honest, accountable and transparent.

Risk Management Implications

5. The forward plan will mitigate the risk of reports not being planned into the committee cycle.

Value for Money Implications

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

Equality and Diversity Implications

7. Equality and diversity implications will be addressed separately in future reports.

Financial Implications

8. There are no financial implications directly arising from this report.

Health Implications

9. There are no health implications directly arising from this report.

Environmental Implications

10. There are no environmental implications arising from this report.

Consultation carried out

11. Lead officers within the company have identified reports for future meetings of this committee.

Impact on Customers

12. There is no impact on customers as a result of compiling this report.

Recommendation

13. It is recommended that the forward plan be noted.

Customers and Communities Committee Forward Plan

Customers and Communities Committee	Issues to be discussed
May 2012 (date still to be agreed)	<ul style="list-style-type: none"> • Moving Forward Annual Review • Tenancy and Estate Management Strategy 2011/12 – Update • Gardening Scheme Update • Complaints and Compliments - End of Year Report • Resident Involvement Strategy - Update
July/August 2012 (date still to be agreed)	<ul style="list-style-type: none"> • Grounds Maintenance Service Agreement 2012/13 • Rent and Income Annual Report 2011/12 • Lettings Report 2011/12 • HomeRepairs Annual Activity Report 2011/12
November 2012 (date still to be agreed)	<ul style="list-style-type: none"> • Estate Management Activity – April to September 2012
<p>The following reports are taken to every meeting: -</p> <ul style="list-style-type: none"> • Anti-Social Behaviour Progress Report • Customer Involvement Activity 	