



Report to the Board

19 September 2013

Title: Service Standards Performance – First Quarter 2013/14

Report of: Managing Director

Purpose of Report

1. To inform the Board of the first quarter performance results against our service standards for 2013/14.

Background

2. The Appendix contains the first quarter performance results and full commentary on these results. These indicators and the targets relate to the service standards we set for our tenants and leaseholders which were agreed by the Board on 21 March 2013.
3. The results are colour coded comparing performance against the targets for 2013/14 and against 2012/13 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares the quarterly results therefore this is not included within the first quarter report.

Service Standard Indicator Summary

4. Our service standards are shown against each service area, followed by the service standard indicators which have been set to measure our performance against these standards.
5. We have developed a suite of service standard indicators to measure our performance. The satisfaction results have been gathered using a number of surveys and other indicator results have been gathered from data collected through our systems, such as the complaints data.
6. We currently have 54 service standard performance indicators which are included within our 'Guide to Services' documents for both tenants and leaseholders.
7. At the end of the first quarter, our performance shows that:-
 - a. 26 indicators were traffic lighted green, which shows that we have met the targets set for them. This is up from 24 in the first quarter 2012/13.

- b. There were no indicators traffic lighted amber, which usually shows that we have not met the target set but performance has improved from the prior year. This a change from 1 as at the first quarter 2012/13.
 - c. 4 indicators were traffic lighted red, which shows that we have failed to meet the targets set and performance was worse than in the prior year. This is down from 8 as at the first quarter 2012/13.
 - d. 24 indicators were not measurable against a target at the end of the year. Of these, 2 indicators will be reported in quarter two, 2 indicators are not collected quarterly, 11 indicators will be reported in quarter two, 1 indicator is a baseline target, 1 indicator is a baseline target to be reported in quarter two, 3 indicators are baseline targets to be reported in quarter four and 4 indicators will be reported in quarter 4.
8. Overall, performance relating to 26 out of the 30 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 87% of our indicators. This is a significant improvement from 75% as at the first quarter 2012/13. We will use the results of these indicators to improve the services that we provide to our tenants and leaseholders. Where there were no targets set the results will form the benchmark for performance to be compared in 2014/15.
 9. These service standard indicator results are reported to our customers to enable them to judge how well we are performing against the service standards that we set.

Link to values

10. This performance report is aligned to the following company values:
 - Being honest, accountable and transparent.
 - Being customer focused, innovative and professional.

Impact on tenants

11. Performance of the company has an impact on the quality of services we provide to our customers.

Risk Management Implications

12. Performance improvement and providing excellent customer service is a priority for the company. Our operational risk 'Inaccurate Performance Reporting' is mitigated through management sign off on the performance indicator results.

Financial Implications

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

Health Implications

14. The provision of excellent customer service and ensuring high satisfaction with the service we provide may have an indirect positive impact on the health and well being of Gateshead residents.

Environmental Implications

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

Equality and Diversity Implications

16. Our service standards were developed in consultation with tenants and leaseholders to ensure that all our services are accessible to all of our customers.

Value for Money implications

17. Performing to our service standards will ensure that we provide an efficient and effective service to our customers. This will ensure that spend on providing these services is being spent in the areas that are important to our customers.

Consultation carried out

18. There was no consultation carried out relating to this report.

Recommendation

19. The views of the Board are sought as to whether they are satisfied with the year end service standards performance results.



The Gateshead Housing Company
April - June 2013/14
Service Standards



The Gateshead Housing Company April - June 2013/14 Performance

Home Repairs



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Home Repairs - Service Standards

Our Service Standards are:

- 1) We will tell you the maximum time we will take to complete the repair (KPI)
- 2) We will offer you an appointment for all urgent and routine repairs at a time that is convenient to you (KPI)
- 3) We will take care to protect your furnishings while doing repairs
- 4) We will clear away rubbish from the repair that has been left outside within two working days of completing
- 5) We will confirm with you your request for small tasks within 24 hours
- 6) For approved requests, we will contact you within 10 working days to arrange a suitable appointment date and time

	HomeRepairs	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Satisfaction with the service from the small tasks team	100%	99%	100%		
	We will respond and deliver the small tasks service on time (Within 10 working days)	98%	95%	93%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Customer satisfaction with the service is 100% against a target of 99%. The scheme has now maintained 100% satisfaction since April 2012. We have responded to and completed 93% of small tasks within 10 working days against a target of 95%. This is an improvement on the same period last year but was affected by one referral being made incorrectly.

Supplementary Information

Results are based on 11 satisfaction surveys carried out from 12 small tasks completed within the period. 14 referrals were successfully made to the scheme with 13 being responded to in target.



The Gateshead Housing Company
April - June 2013/14 Performance

Cyclical



Not on Target



Not on Target but Improved





Target Met/Exceeded

Gas Servicing- Service Standards

Our Service Standards are:

- 1) We will carry out an annual gas or solid fuel service and will contact you four weeks before this date
- 2) We will take care to protect your furnishings while carrying out the service
- 3) We will give you a copy of the annual service certificate
- 4) We will show you how to use your appliances in a safe and efficient way

	Cyclical Maintenance / Gas Servicing	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Overall satisfaction with the annual gas service	98.76%	98.50%	To be reported quarter 2		
	We will inspect 5% of completed services to check the quality of work	100%	100%	100.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

We are performing to a high standard and are carrying out all gas service quality checks.

Supplementary Information



The Gateshead Housing Company
April - June 2013/14 Performance

Investment



Not on Target



Not on Target but Improved



Target Met/ Exceeded






Home Improvements - Service Standards

Our Service Standards are:

- 1) We will treat you and your home with respect and courtesy at all times
- 2) We will work with our partners to minimise the disruption to your home and keep you informed of progress during the work
- 3) We will provide you with information about the works and how it will effect you
- 4) You will receive at least two weeks notice before work starts on your home
- 5) We will ensure we clear up following the work
- 6) Any minor items of work will be completed within one week of the work being completed on your home

Making Improvements to Your Home - Service Standards

- 8) We will acknowledge requests to carry out improvements within one week
- 9) We will advise you within two weeks if you require any Building Regulation Approval or Planning Permissions

	Home Improvements	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Satisfaction with the assistance and information given to tenants before the improvement	97.83%	96%	100.00%		
	Making Improvements	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	We will advise you within 2 weeks if you require any building regulation or planning permissions	75%	80%	100.00%		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)	99.60%	97%	97.68%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

100% of customers were satisfied with the improvements made to their home with all residents benefitting from bathroom replacements. 100% of tenants were advised within 2 weeks if they required building regulation or planning permissions. 173 requests made with 2 requiring notification and both achieved targets set. 97.68% of applications received were acknowledged within one working week.

Supplementary Information



The Gateshead Housing Company

April - June 2013/14 Performance

Lettings and Voids



Not on Target

Not on
Target but
Improved

Target Met/ Exceeded

Lettings & Voids - Service Standards

Our Service Standards are:

- 1) We will register new applications and update changes of circumstances within one week of receiving all the required information
- 2) We will provide you with advice and information on rehusing prospects, and typical waiting times for different types of property
- 3) We will assist any customer who would like help in making bids
- 4) We will contact successful bidders within three working days of bids closing
- 5) When you view a property, you will be accompanied by a Housing Officer who will offer advice and information about the property
- 6) The property will be prepared to our published lettable standard ready for the start of your tenancy
- 7) We will provide advice on managing your tenancy
- 8) We will contact you in the first week to check there are no issues about paying rent, and to offer any additional help or support
- 9) We will arrange for the furniture to be delivered and assembled on an agreed date if you have chosen a furniture package
- 10) We will arrange to visit you within six weeks to see how you are settling in

	Lettings and Voids	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	We will register and update your application within 1 working week	79.51%	93%	94.46%		
	Overall customer satisfaction with the advice and information on applying for a new home	92%	90%	To be reported quarter 2		
	Overall customer satisfaction with bidding for properties	94%	97%	To be reported quarter 2		
	We will notify successful bidders within 3 working days	93.93%	93.50%	94.12%		
	% of customers who said that the property viewing was useful	98.98%	98%	99.69%		
	Satisfaction with the condition of the property offered in line with the lettable standard	94.01%	95%	95.70%		
	Satisfaction with the advice and support offered to new tenants	97.80%	98%	99.06%		
	% HomeWelcome visits carried out within 6 weeks	85.30%	86%	86.20%		
	Satisfaction with furniture packages	98.80%	97.50%	To be reported quarter 2		

Overall comments on the service standards and how we are performing against these standards

Current Performance

The Lettings Team have had an impressive start to the year with all indicators exceeding targets. Time taken to register applications were undertaken within 5 days for 94.46% of cases. 94.12% of successful bidders were notified within 3 working days and 99.69% of customers thought the property viewing was useful. 95.7% of customers surveyed considered the property viewed met the lettable standard and high satisfaction was also achieved for advice and support provided (99.06%). 86.2% of all welcome visits were carried out within 6 weeks which was an improvement of 2012/13 year end results.

Supplementary Information

Satisfaction with advice and information on applying for a new home, the bidding process and satisfaction with furniture packages will be reported in quarter 2 .



The Gateshead Housing Company

April - June 2013/14 Performance

Rent Payments and Advice



Not on Target



Not on
Target but
Improved

Target Met/ Exceeded

Rent Payments and Advice - Service Standards

Our Service Standards are:

- 1) We will offer a range of ways to pay your rent & service charges
- 2) We will produce clearly written rent letters, including an easy to understand statement which we will send every 13 weeks
- 3) We will give at least 28 days notice of changes to rent or service charges
- 4) We will offer help to customers who are experiencing financial difficulty, including help from specialist debt and welfare benefit advice services
- 5) We will contact you within two weeks of your tenancy ending to inform you of the outstanding balance (and refund you if it is a credit balance)

	Rent Payments and Advice	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Satisfaction with information on how much rent to pay	93.30%	91%	To be reported quarter 2		
	Are our rent letters and statements easy to understand?	94.40%	91%	To be reported quarter 2		
	Satisfaction with the advice we give on rent or on debt	95%	95%	To be reported quarter 2		
	Satisfaction with rent payment methods	95.80%	91%	To be reported quarter 2		
	We will contact former tenants within 2 weeks to inform them of outstanding arrears or credit balances	97%	95%	96.71%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

96.71% of tenants were contacted within two weeks to inform them of their outstanding arrears achieving target set.

Supplementary Information

Rent and Income Team survey will be distributed in July and the remaining service standard indicators will be reported on in Quarter 2.



The Gateshead Housing Company
April - June 2013/14 Performance

Customer Services



Not on Target



Not on Target but Improved






Target Met/ Exceeded

Customer Services - Service Standards

Our Service Standards are:

- 1) We will answer your call to HomeRepairs and HomeChoice within 60 seconds
- 2) We will answer all other calls within 20 seconds.
- 3) We will ask customers if they were satisfied that they were able to talk to the right person when they contacted us
- 4) We will ask customers if they were satisfied we were able to deal with their enquiry
- 4) We will deal with your enquiry at the first point of contact
- 5) We will deal with your complaint within 10 working days of us receiving it, or advise you straightaway if the investigation may take longer
- 6) We will give you regular feedback whilst we are investigating your complaint
- 7) We will review your complaint if you're not satisfied with the outcome within 20 working days of us receiving your request

	Customer Services	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	The % of complaints dealt with within 10 working days	71.16%	70.00%	75.23%		
	% of customers satisfied with communication throughout the handling of their complaint	65.57%	65.00%	64.47%		
	% of customers that were satisfied that they were able to talk to the right person	N/A	Baseline	To be reported in quarter 4		
	% of customers that were satisfied we were able to deal with their enquiry	N/A	Baseline	To be reported quarter 4		

Overall comments on the service standards and how we are performing against these standards

Current Performance

109 step 2 complaints recorded, with 82 responses within 10 working days. We will focus on further improvements and ensure holding letters are issued where complaints can not be responded within 10 days. This should also help improve satisfaction with communication throughout the complaint (where one more satisfied response would have made result in target). Levels of complaints are reducing compared to last year.

Supplementary Information



The Gateshead Housing Company

April - June 2013/14 Performance

Involvement



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Involvement - Service Standards

Our Service Standards are:

- 1) We will work to ensure that our involved customers represent the communities we serve
- 2) We will provide training and support to customers as appropriate to their need
- 3) We will provide you with feedback on how your involvement has made a difference
- 4) We will listen to your views and take these into account when making decisions about how service are delivered
- 5) We will attend and support where possible local community events that affect our tenants and leaseholders

	Involvement	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	The representation of involved customers	852	840	867		
	Annual training programme course attendance	254	180	43		
	Satisfaction with the feedback following involvement	98.55%	97%	reported every 6 months		
	% of tenants satisfied that their views are taken into account	73.60%	72.50%	73.90%		
	Number of events attended	18	16	14		

Overall comments on the service standards and how we are performing against these standards

Current Performance

The first quarter has shown very positive results with performance against the targets set for the year are either already being met or on course to be achieved by the end of the year.

Supplementary Information



The Gateshead Housing Company

April - June 2013/14 Performance

Estate Management



Not on Target





Not on
Target but
Improved

Target met/ exceeded

Estate Management - Service Standards

Our Service Standards are:

- 1) We will carry out a published programme of Estate Tours, that includes grading of all estates, at least every three months
- 2) We will provide written feedback to customers who attend the Estate Tours within 10 working days
- 3) We will ensure grass cutting is carried out every 15 working days between April and October (except in extreme inclement weather) in partnership with Gateshead Councils LES Dept
- 4) We will visit Gardening Service customers every four weeks during the growing season between April and October
- 5) We will investigate and visit all initial reports of untidy or overgrown gardens within three working days

	Estate	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	% of tenants satisfied with the appearance of their estate and how it is maintained	64.70%	73%	To be reported quarter 3		
	How we delivered on the published programme of estate tours	792 Estate Tours (100%)	100%	197 estate tours (100%)		
	% of estate tours that involved customers	83.70%	83%	90.36%		
	% of tenants satisfied with the quality and frequency of garden service visits	89.25%	91%	To be reported quarter 4		
	Average time taken to resolve Garden Case	N/A	Baseline	3.3 weeks		
	% of tenants with untidy gardens that have been visited within 3 working days	100%	100%	100.00%		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	97%	100%	100.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

All 197 published estate tours were completed with 1 tour carried out later than advertised. 90.36% of these tours were carried out with residents which is well above the 2013/14 target. 187 of the completed estate tours were graded, 165 were graded gold and 22 graded silver. Garden cases were resolved on average within 3.3 weeks and 100% of all garden cases were visited within timescales. There were 15 reports of suspected abandoned properties of which 100% received a visit within 24 hours.

Supplementary Information



The Gateshead Housing Company

April - June 2013/14 Performance

Managing Tenancies and Anti-Social Behaviour



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Managing Tenancies and Anti-Social Behaviour - Service Standards

Our Service Standards are:

- 1) We will acknowledge your complaint & provide you with a case reference number and advise you of the name of the investigating officer
- 2) We will begin investigating your complaint within one working day for high priority cases, for example racial harassment or domestic abuse and within five working days for routine cases, for example neighbourhood disputes and noise nuisance.
- 3) We will agree what actions will be taken and how we will feedback to you
- 4) We will talk to you before closing your case and we will follow this up in writing
- 5) We will acknowledge receipt of any incident diaries you give to us within one working day and feed back to you about the contents of your incident diary within five working days of receiving them
- 6) We will respond to requests to exchange homes within six weeks
- 7) We will respond to requests to assign or succeed tenancies within 10 working days

	Managing Tenancies and Anti-Social Behaviour	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	We will give you a decision on your request to assign or succeed your home within 10 working days	99%	100%	98.00%		
	We will give you a decision on your request to exchange your home within 42 working days	100%	100%	100.00%		
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	98%	98.50%	99.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

97 requests to assign or succeed a tenancy were received and of those requests 98% were responded to within 10 days. Of the 67 applications for mutual exchanges that were received in this quarter all were responded to within timescales achieving target set. During Quarter 1, 505 new anti social behaviour (ASB) cases were opened and of these 500 (99%) were acknowledged and actioned within timescales.

Supplementary Information

There were 2 tenancy change cases that were not responded to within the 10 day target. Of the 67 mutual exchange applications received 13 were rejected and customers received a response on average within 10.32 days which was an improvement of 16.15 in quarter 4, 2012/13. Between April - June 2013, whilst all ASB cases were investigated 5 cases did not meet target timescales; 1 of which did not receive an acknowledgement within timescale and 4 were not actioned within timescales.



The Gateshead Housing Company

April - June 2013/14 Performance

Leasehold



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Leasehold- Service Standards

Our Service Standards are:

- 1) We will send your legal representative a solicitor enquiry pack when you sell your flat within seven days of receipt of the enquiry
- 2) We will manage the services provided to your property/block and keep you informed of changes in law that affect you through our twice yearly newsletter
- 3) We will send you a statement of your service charge account, including all income received and adjustments made, on a quarterly basis
- 4) We will provide you with information relating to your service charge account, including account statements every 26 weeks and service charge bills in February and June each year
- 5) We will respond to all 'disputes' within two weeks and ensure that all decisions made are referred back to individual departments to ensure improvements to services
- 6) We will reply to your letters and e-mail correspondence within ten working days

	Leasehold Services	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Satisfaction with the information given prior to becoming a leaseholder	92.00%	90%	To be reported quarter 4		
	% of leaseholders satisfied with the service they receive	69.01%	70%	73.00%		
	% of leaseholders satisfied with the communal repairs and maintenance service	69.60%	71%	To be reported quarter 4		
	Satisfaction with the account information	84.60%	86%	To be reported quarter 3		
	% disputes raised and responded to within 10 days	98.81%	95%	94.74%		
	% of enquiries responded to within 10 days.	93.28%	95%	88.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Overall customer satisfaction with services provided is above target. However, performance against service standards in relation to response times for disputes and customer enquiries is below target. Under the terms of the lease debt created in June 2013 for £37,466 (which relates to work carried out in 2012/13) cannot be pursued until July 2013 and resulted in an increase of enquiries/disputes which effected Quarter 1 performance.

Supplementary Information

The ability of the Leasehold Team to respond to disputes within timescales was effected by a vacancy within the team. This will be resolved following the appointment of a new team member starting August 2013.



The Gateshead Housing Company
April - June 2013/14 Performance

Sheltered Housing



Not on Target



Not on Target but Improved




Target Met/ Exceeded

Sheltered Housing - Service Standards

Our Service Standards are:

- 1) We will work in partnership with the Council's CareCall service to ensure you receive appropriate support to enable you to live independently
- 2) We will produce a newspaper every six months to keep you informed about our older persons services
- 3) We will hold drop-in sessions and an annual meeting within your scheme to discuss any issues and how services can be improved. We will ensure feedback is provided within two weeks

	Sheltered Housing	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	% of sheltered housing tenants that are satisfied with living in their scheme	98%	97%	To be reported quarter 2		
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners	N/A	Baseline	To be reported quarter 2		
	% of sheltered housing tenants satisfied with the opportunities for involvement	88%	86%	To be reported quarter 2		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Performance for the Sheltered Housing service standard indicators will be reported in quarter 2.

Supplementary Information



The Gateshead Housing Company

April - June 2013/14 Performance

Communal Areas and Multi Storey Blocks



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Communal Areas and Multi Storey Blocks - Service Standards

Our Service Standards are:

- 1) We will ensure communal areas are cleaned to the published standard
- 2) We will undertake inspections of each multi-storey block cleaned by caretakers and to ensure they meet published standards
- 3) Caretakers will attend accompanied viewings to provide information about the caretaker services and answer questions about the block
- 4) We will visit all new tenants within an agreed timescale to provide practical information about their new home

	Communal Areas and Multi Storey Blocks	Performance 2012/13	Target 2013/14	Performance April - June 2013/14	Result Against Target	Trend
	Satisfaction with the caretaking service	93%	94%	To be reported quarter 4		
	Satisfaction with the Concierge service	N/A	Baseline	To be reported quarter 4		
	The % of inspections carried out in multi storey blocks cleaned by Caretakers that meet the published service standard	99%	98%	100.00%		
	% of accompanied viewings in multi blocks attended by the caretaker	98%	90%	98.50%		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 14 days of their tenancy starting	93%	83%	87.20%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

All service standard indicators have achieved targets set. Customer satisfaction with caretaking and concierge service will be reported annually. 100% of multi storey cleaning inspections were carried out and met the published standard. High levels of performance can be attributed to very clear service standards agreed with customers and supported by a cleaning rota developed with Caretakers. 98.5% of new tenant accompanied viewings were attended by a caretaker and 87.2% of new tenants also received a personal caretaker visit within 14 days of their tenancy beginning. High performance for these indicators reflects the effective communication between Estate Officers and Caretakers.

Supplementary Information

The use of Blackberries help Caretakers to organise and plan their workload to ensure tasks are carried out within time scales and this is closely monitored by Caretaker Supervisors.