



Report to the Board

21 November 2013

Title: Service Standards Performance – Second Quarter 2013/14

Report of: Managing Director

Purpose of Report

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

Background

2. The Appendix contains the second 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 quarter 2 2013/14 results against those for quarter 2 2012/13.

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 second quarter, our performance shows that:-
 - 31 indicators were traffic lighted green, which shows that we have met the targets set for them. This is up from 29 in the second quarter 2012/13.

- One indicator is traffic lighted amber, which shows that we have not met the target set but performance has improved from the prior year. This matches performance in the second quarter of 2012/13 when there was also one amber traffic lighted indicator.
 - Five 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 nine as at the second quarter 2012/13.
 - 17 indicators were not measurable against a target at the end of quarter 2, which is down from 21 at the second quarter 2012/13. Of these, seven indicators will be reported in quarter three, 3 indicators will be reported in quarter four, two are being reported quarterly and are a baseline target that is not yet measurable, three indicators are a baseline target to be reported in quarter four, two indicators are measured annually and will be traffic lighted at the year end.
8. Overall, performance relating to 32 out of the 37 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 86% of our indicators. This is a significant improvement from 76% as at the second 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 quarter 2 service standards performance results.