



The Gateshead Housing Company Customers and Communities Committee

Thursday 27 February 2014 at 10am
Board Room 1, 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
3.	Membership To note the following membership of the committee: - <ul style="list-style-type: none">• Robert Buckley (Chair)• Gordon Spring• Sheila Bouitieh• John Hamilton• Kathryn Ferdinand• Pauline Dillon• Joanne Carr• Eileen Gill
	<u>ITEMS FOR DECISION</u>
4.	Appointment of Deputy Chair
5.	Minutes (Pages 3-6) To approve as a correct record the minutes of the last meeting of the committee held on 7 November 2013

Item	Business
6.	Matters Arising
7.	Complaints and Compliments – Update (Pages 7-10) Report of Managing Director
	<u>ITEMS FOR INFORMATION</u>
8.	Anti-Social Behaviour and Safeguarding Partnership Update – April to December 2013 (Pages 11-37) Report of Director of Customers and Communities
9.	Concierge and Cleaning Update (Pages 38-44) Report of Director of Customers and Communities
10.	TALISMAN – Progress Report (Pages 45-57) Report of Managing Director
11.	Customer Involvement Activity – Update – April to December 2013 (Pages 58-73) Report of Managing Director
12.	Forward Plan (Pages 74-76) Report of Managing Director
13.	Items for Future Agendas
14.	Date and Time of Meetings 2014 The following schedule of meetings in 2014/15 is proposed: - <ul style="list-style-type: none">• Thursday 8 May 2014 at 10am• Thursday 11 September 2014 at 10am• Thursday 6 November 2014 at 10am• Thursday 26 February 2015 at 10am



CUSTOMERS AND COMMUNITIES COMMITTEE

7 November 2013

PRESENT:

Directors

Robert Buckley (Chair)
 Pauline Dillon
 Kathryn Ferdinand
 John Hamilton
 Joachim Moussouanda Mouanda
 Gordon Spring

Advisers

Neil Bouch	Director of Customers and Communities
Natalie Hewitt	Head of Corporate Services
Julie McCartney	Head of Neighbourhood Services
Louise Taylor	Equality and Diversity Manager
Janice Adams	Leasehold Services Manager
Deborah Ewart	Housing Services Manager
Stuart Gibson	Governance and Risk Officer

24 MINUTES

The minutes of the last meeting of the committee held on 12 September 2013 were approved as a correct record.

25 MATTERS ARISING – ANTI-SOCIAL BEHAVIOUR PARTNERSHIP UPDATE – APRIL TO JUNE 2013

(a) Safetyworks! Initiative

Over 388 year 6 children attended from 16 schools over a two week period. There has been no formal evaluation yet with the Fire Service but it was very well received. The committee will receive a report at a future meeting.

(b) Mental Health Link Worker

George Parkin had been appointed as Mental Health Link Worker. He will be developing briefing and referral information and reporting in January. More detail will be provided in the ASB Update to the committee in February 2014.

26 REVIEW OF LEASEHOLD MANAGEMENT POLICY

The committee received a revised Leasehold Management Policy, which was discussed and agreed by leaseholders at the Leasehold SIG on 14 October 2013.

Leaseholders identified a number of changes/improvements they thought would be beneficial to include in the policy, details of which were reported.

The committee also received details of key developments in the following areas in 2012/13 that the Leasehold Services Team in conjunction with the Leasehold SIG has assisted with: -

- Management Fee
- Welfare Reforms
- Gas Servicing
- Buildings Insurance
- Shared Ownership
- Customer Satisfaction and Performance

Recently the Company has accessed up to £1,000,000 worth of funding to enable qualifying leaseholders to have their boiler replaced for free through the 'Affordable Warmth' grant. It is estimated that qualifying leaseholders will save up to £300 a year on their heating bills and leaseholders on the scheme will also receive a 5-year warranty on their new boiler. The Leasehold Services Team will be marketing the gas servicing scheme as part of the package of works.

- RESOLVED – (i) That the Leasehold Management Policy be approved.
- (ii) That the update on the Leasehold Services Team activities be noted.
- (iii) That the Leasehold Services Team be congratulated on the work being carried out in the service.

27 CUSTOMER INVOLVEMENT ACTIVITY – UPDATE – JULY TO SEPTEMBER 2013

The committee received an update on customer involvement activity for the second quarter of 2013/14.

During the period, 78 involvement activities took place, with customers being involved in involvement activities on over 3,500 occasions, although some may have been involved in more than one activity.

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

There are a number of service standards in place for involvement to help monitor performance and ensure the Company continues to involve customers in the way services are delivered. The results at the end of the period were all exceeding or on target.

Details of the Summer of Fun, outcomes from Service Improvement Groups and Mears community initiatives were reported.

A number of activities are planned for 2013/14 and details of these were also reported.

RESOLVED – That the information be noted.

28 MOVING FORWARD CUSTOMER TRAINING PROGRAMME 2013/14 – UPDATE – APRIL TO SEPTEMBER 2013

The committee received a six month update on the Moving Forward Customer Training Programme for 2013/14.

Providing training and support to customers appropriate to their needs is a service standard for the company. The current target is for 180 attendees to access the Moving Forward training during 2013/14.

A total of eight courses have been delivered during the period. There have been a total of 84 customers attending the training, which is an average attendance of 11 people per course. This is an increase of three people per course compared to the same time last year. To date, five demand led courses have taken place this year.

An evaluation form is distributed at the end of each course to help gather feedback. Satisfaction figures are based on 81 responses, with 100% of attendees satisfied overall with the course they attended.

In partnership with Mears, the Company has delivered a programme of practical sessions to help build skills in areas including painting and decorating, plumbing and electrics.

The Company has recently secured repeat funding to deliver Energy Best Deal (EBD) training to vulnerable tenants and leaseholders to help ensure they are on the best energy deal for them, aiming to avoid tenants and leaseholders going into fuel poverty.

External funding has been secured from Skills for Life, where the Company receives approximately £3.95 per person per hour of learning for capacity building courses. There is now a restriction on the amount of funding received of £624 for the academic year 1 September to 31 August.

RESOLVED – That the information be noted.

29 TALISMAN REVIEW – RENT AND INCOME – RESPONSE TO RECOMMENDATIONS

The committee received a response to the Tenant and Leaseholder Independent Scrutiny Management Panel's (TALISMAN) recommendations reported to the committee in September 2013.

The report and recommendations made by TALISMAN were welcomed. Feedback from the review and the recommendations made has been shared with the team through briefing sessions and team meetings.

A number of the recommendations have already been addressed fully or in part by the service. Training and development needs will be addressed as part of the employee appraisals and 1-2-1's between team members and their line managers.

- RESOLVED – (i) That the information be noted.
- (ii) That the committee receive a six-monthly update on outstanding actions from TALISMAN reviews.

30 ANTI-SOCIAL BEHAVIOUR PARTNERSHIP – UPDATE – APRIL TO SEPTEMBER 2013

The committee received a performance update for the period April to September 2013, as well as an update on the following anti-social behaviour (ASB) procedure developments: -

- Customer satisfaction
- Hate Crime incidents
- Domestic Abuse
- Customer Assessment Tool
- Vetting and exclusions
- ASB Training Programme
- Legal tools and powers
- Customer Involvement
- Knowledge Exchange Partnership
- ASB Conference

RESOLVED – That the information be noted.

31 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.

32 DATE AND TIME OF NEXT MEETING

The next meeting of the committee will be held on Thursday 27 February 2014 at 10am at Keelman House, Fifth Avenue Business Park, Team Valley, Gateshead.



Report to Customers and Communities Committee

27 February 2014

Title: Complaints and Compliments Update

Report of: Managing Director

Purpose of Report

1. To provide committee with an update on the work of the organisation on complaints and compliments.

Background

2. As one of the company values is to be a 'listening and learning organisation', complaints and compliments are key to us understanding and learning from the experiences of customers receiving our services.
3. The company currently has a three stage process for dealing with complaints:
 - *Step 1: Problem solving* – where we are able to resolve the complaint at the point that it is brought to our attention
 - *Step 2: Investigation* – a complaint that cannot be immediately resolved and an investigation is required. The timescale for resolution is 10 days (which includes a holding letter).
 - *Step 3: Review* – where a complainant is unhappy with the response following an investigation they can request a review of their complaint by the Managing Director. This will be completed within 20 days.
4. Previously an annual activity report has been presented to this committee outlining performance for the year against key performance indicators and service standards in complaints. Information is also reported to Gateshead Council as part of their annual update to Cabinet on complaints.
5. In 2012/13 the company recorded 761 complaints and 410 compliments. There were also 21 reviews carried out by the Managing Director. An activity report will be provided to the committee in May on performance for 2013/14.
6. This report summarises some of the recent work underway regarding our approach to complaints and compliments.

Complaints and Compliments Review

7. At the end of 2013/14 the overall responsibility for complaints and compliments moved to Corporate Services. At this time, a project officer was seconded into the Involvement Team on a temporary basis to undertake a review of how the company approaches this area. The review is now underway and the findings of which will be reported to Board in May.
8. This review will focus on a number of key areas to ensure that we continue to respond to complaints effectively and learn from these to improve services in the future.
9. The scope of the review includes: -
 - Ensuring that the current policy is still fit for purpose and consider supporting policies which link to complaints.
 - ICT – Identifying any scope for improvements to support recording, monitoring and capturing learning
 - Performance monitoring – Reviewing the indicators used to monitor complaints performance to assess if they are still appropriate and help us to improve, or look to introduce new indicators where appropriate. This will also include looking at the current method of collecting satisfaction information for complaints.
 - Literature/Information available for customers
 - Training and guidance for employees on dealing effectively with complaints and compliments
 - Improving both identifying and implementing learning.
 - Consideration of the resources needed to support effective management of complaints and compliments in the future.

Complaints Scrutiny Panel

10. The Complaints Panel was originally established in 2011 to scrutinise trends in complaints and identify areas for improvement.
11. The panel received detailed performance information and presentations and feedback from managers around reasons for complaints to help inform learning and changes to services. In particular this identified and helped address issues raised regarding surveyors.
12. As part of the review, the project officer is now meeting with the panel on a monthly basis and members are working with us to develop policies, procedures and guidance.
13. Updates on the panel's activity will be reported to future committee meetings.

Internal Audit

14. An internal audit of complaints was carried out in August 2013. This found that the control systems and procedures for the service were satisfactory with the two following areas of best practice recommendations:

- Efficiencies could be achieved with the recording of step one complaints. They are currently recorded on both the Corporate Complaints System and on Northgate.
- There were no reports available from the Corporate Complaints System to identify trends in Service areas. Efficiencies could be achieved if the report was available directly from the system instead of adapting a report in an excel spreadsheet.

15. These recommendations will be considered as part of the complaints and compliments review.

Next Steps

16. Findings of the review and recommendations will be reported to Board in May. Following this, subject to approval the new guidance and approach will be implemented with the appropriate resource to support this.

Link to values

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

Impact on tenants

18. The way in which we deal with complaints and learn from them helps us to improve services for all customers.

Risk Management Implications

19. The Homes and Communities Agency's Regulatory Framework requires landlords to have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.
20. This continued focus on complaints ensures that we operating within these requirements.

Financial Implications

21. The review of complaints will involve considering the financial implications of any recommendations put forward. This will be presented as part of the overall report to Board for consideration.

Equality and Diversity Implications

22. TGHC is committed to involving people from diverse communities to ensure everyone's views, needs and aspirations are considered in the decision making process.

23. The review will consider how improved profiling of complaints can be carried out to understand whether there are any persistent trends in dissatisfaction.

Value for Money implications

24. Through taking complaints and compliments seriously and identifying learning from this process, this ensures that things can be addressed potentially reducing the number of complaints and its associated work in the future.

Environmental implications

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

Consultation carried out

26. Consultation on the review has already begun with discussions at the Service Managers Meeting to identify the key areas of concern or improvement for employees. Employees and customers will be involved throughout the review.

Health Implications

27. There are no direct health implications arising from this report.

Recommendation

28. The views of the committee are sought on whether it is satisfied with the update on complaints and compliments to date and to: -
- agree to receive the Annual Activity Report on Complaints and Compliments at May's Committee;
 - agree to receive 6 monthly updates on Complaints and Compliments thereafter.



Report to Customers and Communities Committee

27 February 2014

Title: Anti-Social Behaviour and Safeguarding Partnership Update – April to December 2013

Report of: Director of Customer and Communities

Purpose of Report

1. The purpose of this report is to provide an update on anti-social behaviour (ASB) and safeguarding partnership working and neighbourhood activity.

Background

2. The report provides details of the partnership work undertaken between April and December 2013.
3. This includes updates on work undertaken to tackle hate crime, domestic abuse, fire safety awareness, hoarding and preventative work on safeguarding in partnership with other agencies.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within appendix one. These priorities are: -
 - Crime, ASB & Confidence
 - Protecting & Supporting Vulnerable Victims and Communities
 - Harm Caused by Substance Misuse
 - Reduce Re-Offending
5. A further strategic assessment to identify community safety priorities for 2014/15 was undertaken during November and December 2013. Subject to consultation with local residents and stakeholders an update will be provided to the committee within the next report.

Domestic Abuse Cases

6. During this period a total of 212 new cases were reported, as compared to 144 for this period in 2012/2013. This is an increase of 32%. These reports can come from a variety of sources, including direct from customers, from other agencies, from neighbours, our repair service, and our employees.

Sub Categories

7. To help us to effectively address domestic abuse and identify trends, investigating officers now record the specific sub category of behaviour towards victims. These are:

Physical – Aggressive behaviour usually resulting in physical injury.

Emotional – Behaviour that causes the Victim to feel worthless and uncared for.

Psychological – Mistreatment with the intent to cause mental or emotional harm.

Financial – Withholding or controlling all finances.

8. The types of Domestic Abuse reported during this period are as follows:

88 – Physical

28 – Emotional

30 – Psychological

2 – Financial

9. Cases investigated during this period have been broken down by gender, age and neighbourhood area and are included in appendix two

Closed Cases

10. 215 cases were closed or resolved. A breakdown of the standard closure reasons is included in appendix two.

Current Open Cases

11. There are currently 53 open cases of domestic abuse as at 30 December 2013. This is an increase of 10% compared with the same period last year where 48 cases were open. Current cases are broken by neighbourhood as follows:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
11	6	8	7	21	53

Referrals to Other Agencies

12. To ensure that victims and alleged perpetrators of domestic abuse receive the relevant support 60 referrals have been made to the following agencies:

Housing Options	32
MARAC	18
Housing and Wellbeing Outreach Team	10
Safer Families	8

Multi Agency Risk Assessment Conference (MARAC)

13. During April 2013 to December 2013 NRT attended 19 MARAC meetings and have completed 355 research forms. The information provided on these forms includes tenancy details, rent arrears, anti-social behaviour cases, any

outstanding or pending legal actions that TGHC may be pursuing, as well as any local knowledge or intelligence.

14. Further detail regarding the number of research forms in relation to council tenancies and subsequent actions taken following MARAC meetings are included within appendix two.

Domestic Abuse Training

15. Further to a previous update to committee refreshed domestic abuse training to include content on; completing risk indicator checklists, forced marriage and honour based violence is now available to all agencies to be delivered via a multi-agency pool of trainers that includes two Neighbourhood Relations Officers who have completed accredited training.

Repairs & Security Measures

16. 128 repairs have been completed during this period, which has benefited 88 customers.
17. Information and further detail regarding the invoiced costs of security measures for this period will be included within the next committee report.

Hate Crime

18. During this period 43 new Hate Crime cases were reported. This is a slight increase compared to the same period last year when we received 42 cases. Of the 43 new reports, 31 were racial, 6 were disability, 5 homophobic and 1 religion.
19. All 43 cases reported during this period resulted in further action being taken.

Open Cases

20. There were 13 ongoing cases in relation to Hate Crime as at 31 December 2013. This is a decrease of 31% when compared to the same period last year where 19 Hate Crime cases were open.

Closed Cases

21. 45 Hate Crime cases were closed during this period. The reasons for closure are included within appendix two.

Hate Crime Policy & Training

22. An initial review of our Hate Crime procedures was undertaken during December 2013. Following this review we are now updating our Hate Crime Policy to reflect wider definitions of hate crime and different methods available for victims and other parties to report incidents. We will be undertaking further consultation with customers, partners and staff in order to update this policy.
23. To support our approach to vulnerable customers and effectively manage hate crime reports we have agreed with partner agencies to deliver Hate Crime

Awareness training to all neighbourhood housing staff during March and April 2014.

24. It is intended the training will be delivered via a multi-agency approach involving NRT, Community Safety and a Community Engagement Officer from Northumbria Police. An update on the training delivery and Hate Crime policy will be provided within the next committee report.

Victim Support Worker

25. The Community Safety Board has made a commitment to ensure that residents in Gateshead suffering from anti-social behaviour and in particular hate related incidents receive appropriate support throughout the investigation process. An update is therefore enclosed in relation to the referrals made to the Gateshead Victim Support Champion.
26. During this period we made 56 referrals to the Victim Support Champion which equates to 50% of the 111 referrals made by all agencies.
27. Further updates on this role will be provided to the committee within future reports.

Mental Health Link Worker (MHLW)

28. Further to an update within the previous report the South of Tyne NHS Foundation Trust (STFT) have confirmed they have appointed a Mental Health Link Worker.
29. Following discussion with STFT it has been established the role will be more limited than that of previous link workers. To this extent the role will solely focus on cases which meet the threshold for customers with primary care mental health needs for instance; stress, anxieties, depression, traumas or other emotional issues
30. Although it is intended the MHLW will help to promote awareness of mental health issues for staff and customers they will not be based with us and will not work solely on cases which we have referred or that relate to our customers.
31. The MHLW has attended a training session with the neighbourhood relations team during January to introduce himself and discuss his role and pathways for making referrals. In order to raise awareness of his role throughout the company a team brief will be delivered to all employees. It has been agreed that the MHLW will meet regularly with the NRT Manager and updates on the development and progress of this role will be included within future partnership reports.

Non Attendance Panel

32. The panel meets every 3 weeks and has met on 10 occasions during this period; 100 cases for young people have been discussed.
33. 48 of the cases related to young persons living in council tenancies. Of these cases; 6 had current open ASB cases; 5 were garden cases; 1 was a neighbour dispute and 1 unruly children.

34. Following discussions it was not necessary to open any subsequent ASB cases. However in relation to the case involving unruly children a referral was made to the Youth Crime Education Programme (YCEP) as an intervention to prevent the young person's behaviour escalating to criminality.
35. Updates from the Panel meetings will be provided to the committee within future reports on partnership working.

Arson Education Project

36. The project was delivered at the Safetyworks! interactive training centre, to 388 young people from 15 local primary schools, during a two week period between 23 September to 4 October 2013.
37. This involved schoolchildren attending four workshops delivered by TGHC, Northumbria Police and Tyne & Wear Fire Rescue Service (TWFRS).
38. An NRT Manager and NRO developed a presentation with the Youth Offending Team (YOT) on the 'Consequences of ASB for Young Persons', which was delivered by them at 10 of the 16 sessions that were held. A copy of the evaluation for this project is attached at appendix three.

ASB Staff Training

39. Training to assist officers to effectively investigate ASB cases and highlight areas of best practice was delivered by NRT managers during November and December 2013.
40. 52 frontline staff including, neighbourhood relations officers, estate officers and housing managers attended this training and were asked to complete an evaluation of the training they received. All employees positively responded to the training and said they had benefited from attending and that the training had met their expectations.
41. It is now intended the training content will be updated annually and provided for new employees, or to support current employees where an additional training need has been identified.
42. In order to achieve a consistent service for customers tailored training of a shorter duration was subsequently delivered to Housing Management Assistants (HMA's) across all neighbourhoods during December. This concentrated on advice at first point of contact, good customer service and relevant information at the initial stage.

ASB Crime and Policing Bill - Community Trigger Update

43. This Bill includes a commitment to introduce the 'Community Trigger' approach that intends to give more power to local residents to demand that agencies deal with persistent anti-social behaviour. Following the reported success in a number of pilot areas, the Home Office have recommended that agencies start to consider how to roll out a Community Trigger within their local areas in advance of the future legislation which is due to be enacted in the summer of 2014, in order test how this could work alongside existing multi-agency arrangements.

44. The Community Trigger is designed to provide victims and communities with a greater level of authority to be able to effectively 'demand' agencies to respond to and deal with ASB issues that are not being addressed appropriately within their local area.
45. We have a strong established partnership approach in Gateshead which is assisting us to develop our local approach. A partnership task and finish group has been established to further develop this. A report outlining this area of work will be taken to the Community Safety Board during February.
46. In addition to developing this local approach there is also a regional approach being developed with regular meetings taking place with five local authorities within Northumbria to consider opportunities for joint working and ensure a degree of consistency across the region. Following this Gateshead has agreed to take the lead for developing a 'pilot' Community Trigger and will provide feedback to the wider group.
47. A further update on the implementation of the Community Trigger in Gateshead will be provided in the next committee report.

Multi Agency Public Protection Arrangements (MAPPA)

48. During this period 13 MAPPA panels were attended and involved undertaking research from our records on 26 cases which were discussed within the panel meetings. Further updates on attendance of MAPPA meetings will be provided with future partnership reports.

Safeguarding Adults

49. During this period 11 referrals were made by TGHC to the Safeguarding Adults team. These related to the following neighbourhood areas:

East	3
West	1
South	3
Central	1
Inner West	3

50. The following outcomes were reached: -
 - 2 Cases were investigated by the Safeguarding Adults team but no further action was required.
 - 4 Cases were investigated by the Safeguarding Adults team but did not meet the criteria.
 - 1 Customer has been admitted into the Tranwell Unit and is currently receiving support within the unit.
 - 1 Referral made to the SMART team who provided support.
 - 3 Currently pending feedback on referrals from Safeguarding Team
51. During September 2013 we were invited by the Safeguarding Adults team to facilitate a workshop at a multi-agency practitioner event on the subject of hoarding and self-neglect. The objective of the event was for partner agencies to share and discuss best practice approaches to self-neglect issues.

52. Several case studies were produced by us for partners who attended and these focused on the learning outcomes from recent cases involving hoarding.
53. Additional guidance is now being drafted which will be made available for investigating officers to help empower them to have increased awareness and adopt a holistic approach towards hoarding cases. Relevant updates on this area of work will be provided to the committee within future reports.
54. Further to the above event during October an NRT Manager was asked to provide a presentation to the Safeguarding Adult Managers Network. This focused on the work we have undertaken in relation to several complex cases where safeguarding alerts have been raised. A number of questions were raised which helped partners to understand the broader role of TGHC and what services or support we can offer vulnerable customers.

Safeguarding Children

55. During this period 17 referrals were made by TGHC to Children & Families Safeguarding Children section. These related to the following neighbourhood areas:

East	2
West	2
South	12
Central	1
Inner West	0

56. The following outcomes were reached;
 - 7 Cases were investigated by Children and Families Services but no further action was required.
 - 2 Cases were already open to Children and Families who will continue to support and provide relevant interventions for the family.
 - 3 Referrals pending feedback from Children and Families,
 - 2 Referrals rejected as did not meet the criteria.
 - 3 Have been allocated Social Workers who are currently supporting the families.

Children and Families Services Research

57. NRT have been providing Social Services with supporting information in relation to child protection enquiries since June 2013. The information provided includes ASB cases information and tenancy details.
58. Since June 2013 we have carried out 154 child protection checks.

Families Gateshead

59. Partnership procedures between NRT and Families Gateshead were introduced in June 2013; this involves the appropriate sharing of information around these cases to ensure a holistic approach is provided to supporting the families and addressing their needs.

60. Between June 2013 and December 2013 there were 385 Families Gateshead checks completed. Of these, 228 were in relation to Council properties and 157 were non-council properties.
61. During September 2013 NRT attended a practitioner event for partner agencies. At the event we provided a stall which allowed partners to share information about their services and establish networking and best practice opportunities for joint working to help address issues customers may be experiencing with their tenancies

Customer Involvement

62. The ASB Service Improvement Group (SIG) has met on 4 occasions during this period where they have further explored value for money in relation to direct costs for service delivery and overall satisfaction rates. An NRO also attended the Leasehold SIG during October where they gave a presentation to customers and answered their questions in relation to ASB performance and legal actions taken to resolve cases.
63. Further to discussion with the ASB SIG, customer's comments were used to help develop the content of ASB staff training. This was in relation to the investigation of complaints involving other tenures, where the group felt clear guidance should be provided on responsibilities and what actions could be taken to resolve complaints about perpetrators living in non-council owned properties.
64. The group have also considered performance in relation to the first 2 quarters and have requested that specific information on the reasons for dissatisfaction is shared with them at future meetings. In addition the evaluation of the customer assessment tool (CAT) was provided for quarter one. The group are currently being consulted on developing their work plan and objectives for 2014/15. An update on this will be provided within the next committee report.

Link to Values

65. 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

66. The consequences of failing to support vulnerable victims are clearly recognised within our approach to ASB case management. This involves the early identification of risk and promotion of joined up working via appropriate referrals to statutory and third sector and voluntary support agencies.

Financial Implications

67. The Head of Corporate Services confirms there are no financial implications arising directly from the recommendations of this report.

Value for Money implications

68. There are no additional value for money implications.

Equality and Diversity Implications

69. Reviewing our procedures to tackle hate crime will ensure we can effectively support the diverse needs of vulnerable victims. Further this will seek to provide equality of access for all groups to report Hate Crime

Health Implications

70. Through the development of a partnership agreement with South of Tyne Foundation Trust (STFT) we are seeking to promote the health and wellbeing of our customers

Environmental Implications

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

Consultation Carried Out

72. During October 2013 partner agencies, customers and employees were consulted on the review of our ASB Policy & Procedure guidance. This has helped develop a best practice approach towards tackling ASB and supported the delivery of bespoke staff training.

Recommendation

73. The views of the committee are sought on the update on the anti-social behaviour (ASB) and safeguarding partnership working and neighbourhood activity.

Neighbourhood Updates

Central Neighbourhood Update

Crime, ASB & Confidence

Following reports from customers and the caretaker of the block regarding verbal abuse including threats to kill, an interim Anti-Social Behaviour Injunction (ASBI) was obtained within 48hrs against a tenant of Priory Court.

A full Injunction Order and attached power of arrest is now in place which has excluded the tenant from entering the block where they live.

As the tenant has refused to terminate their tenancy a Notice of Seeking Possession (NOSP) was served and we are currently waiting for a trial date to be set for the County Court where we will seek an eviction order.

In relation to reports about noise and the keeping of a dog within a communal block a tenant of Warwick Court was issued with a Notice of Seeking Possession during July.

Due to the tenants refusal to remove the animal this case was progressed to court in September where we were awarded full possession of the property and the tenant was subsequently evicted in October.

A Notice of Seeking Possession was served on a tenant of Priory Court after a number of complaints were received regarding smells emanating from a flat within the communal block.

Following several inspections of the property being undertaken and a failure to improve to a satisfactory standard a Court Hearing was applied for.

A 12 month Suspended Possession Order (SPO) was granted during October and we are now working with this customer to improve the property condition and develop their life skills which will allow them to sustain their tenancy.

An Introductory Tenant of Keats Walk was served with a Notice to Terminate in October 2013 due to noise and criminal convictions. This was not pursued as the perpetrator chose to voluntarily terminate their tenancy

Protecting & Supporting Vulnerable Victims and Communities

Following a conviction in relation to an assault and complaints about noise an Introductory Tenant of Warwick Court was issued with a Notice to Terminate (NOT) during July 2013. A court hearing was held during October where an eviction order was granted and the tenant was subsequently evicted in December 2013

Despite being evicted we were notified this person had returned to the block and committed a physical assault on another resident.

An Interim Anti-Social Behaviour Injunction (ASBI) was obtained the same day excluding the known male from entering Warwick Court or from further communicating with the victim.

A full Injunction Order was then obtained at the return hearing two weeks later which is in place for 12 months and includes a power of arrest to the exclusion order preventing the perpetrator from entering Warwick Court

Harm Caused by Substance Misuse

A Notice of Seeking Possession (NOSP) was served in November 2013 on a tenant of Camborne Grove for drugs related offences. This is currently being progressed to court

East Neighbourhood Update

Crime, ASB & Confidence

In November a tenant was evicted from Ridley Terrace which was due to over 60 complaints of noise nuisance – shouting, fighting, banging and running up and down stairs.

A tenant was evicted on the Abbotsford Road Estate in September due to the poor condition of their garden and for failing to allow TGHC access to her property to carry out inspections.

A tenant on Old Fold was served with a Notice of Seeking Possession due to the garden being extremely overgrown and full of rubbish. No improvements were made and Legal Services were instructed to pursue the matter at court.

The joint tenants failed to attend court or to instruct anyone to submit a defence on their behalf and the judge granted TGHC a 28 day possession order in January 2014. If the tenants do not hand in the keys after the 28 days then an application will be made for their eviction.

A Notice of Seeking Possession has been served on a tenant in Lumley Gardens due to the criminal behaviour of her and her boyfriend. Legal Services were instructed to obtain a court date for possession of her home and the case will be heard at court in March 2014.

Protecting & Supporting Vulnerable Victims and Communities

Following concerns being raised by Northumbria Police that a vulnerable adult was being exploited by numerous people 4 ex-parte injunctions with a power of arrest were obtained against residents in the East Hill Road area.

These injunctions had an exclusion zone and banned the perpetrators from approaching the victim and asking him for money or asking him to buy things for him.

One perpetrator breached the injunction and received a 6 week prison sentence which was suspended for 6 months.

The police also raised a safeguarding adults' alert and this resulted in multi-agency meetings being held to discuss the concerns and manage the risks.

Two Anti-Social Behaviour Injunctions were obtained without notification after residents of Ridley Terrace reported incidents of threatening and abusive behaviour towards them from a former tenant and their partner

An exclusion order with power of arrest was attached to both orders which forbid the individuals from entering Ridley Terrace or communicating directly or indirectly with known persons

Details of the Orders were shared with Northumbria Police who subsequently arrested both after they were found to be present in Ridley Terrace. The female perpetrator was given a 2 month suspended prison sentence for the breach whilst the male had his breach hearing adjourned to be held on a later date.

West Neighbourhood Update

Crime, ASB & Confidence

Following a directions hearing we are currently awaiting a trial date for a tenant of Milton Road the possession application is being taken due to the persistent offending of the tenant's son.

The young person has failed to engage with agencies or to moderate their behaviour. As their behaviour relates to criminal offences the Police have submitted an application for an ASBO on conviction at his next court hearing in April.

After being informed that a young person residing with their grandmother had been given a custodial sentence for several offences committed within the locality a Notice of Seeking Possession was served in August.

Due to the nature of offences the NOSP was pursued to court where a Suspended Possession Order was agreed on terms, which allowed the grandmother to remain living in her home on the condition her grandson did not return to live at the address and does not visit her home.

Protecting & Supporting Vulnerable Victims and Communities

Two injunction orders were successfully granted November at court to protect vulnerable victims in the Rowlands Gill and Highfield area.

The orders prevent two prolific offenders from entering the area and have contributed to a reduction in their offending since they were released from prison.

Harm Caused by Substance Misuse

In December, Newcastle County Court gave a tenant from Ryton, 14 days to leave the property. This was following the service of a Notice of Termination on a tenant who has caused persistent nuisance in a block of flats. Complaints included allegations of racist abuse, loud music and alcohol related nuisance.

Despite efforts to ensure the tenant attended a residential rehab course, he left the placement after a few days and following further complaints legal action followed immediately.

Following a drugs death in a tenants property in Crookhill, partner agencies have worked together closely to protect a vulnerable tenant and take steps to ensure that no further incidents happen at the address.

Temporary accommodation and security measures were provided to safeguard the customer after threats had been received. Following intensive work by NRT and the Police the tenant was able to return to the property in September and the case closed in November.

Inner West Neighbourhood Update

Crime, ASB & Confidence

Following a directions hearing in November we are currently awaiting a trial date for a tenant in Swalwell. The possession application is being taken due to the persistent offending of the tenant's son.

The young person has failed to engage with agencies or to moderate their behaviour. As their behaviour relates to criminal offences the Police have submitted an application for an ASBO on conviction at his next court hearing in April.

A NOSP was served on the tenant of Teams in July after they failed to improve the condition of their garden areas to a satisfactory standard.

As the tenant has continued to fail to address matters an application has been made for a court hearing which will be held in February where they could risk losing their home.

An eviction took place of a tenant in Sunnyside during December 2013 after the tenant failed to cut back their overgrown gardens following a court hearing in September

A tenant of Dunston was served with a Notice of Seeking Possession due to their overgrown garden. They subsequently failed to cut the garden back and an application was therefore made to the County Court where during December 2013 a Judge awarded a Suspended Possession Order against the tenant.

Protecting & Supporting Vulnerable Victims and Communities

Hate-related incidents recorded in the Inner West NMA have fallen slightly.

The majority were race-related whilst incidents of threatening behaviour have increased.

There has been a shift in the location of alleged incidents over the past year. In the first six months of 2012/13 only three incidents were reported in the Whickham North ward; However during 2013/14 this figure increased to seven.

South Neighbourhood Update

Crime, ASB and Confidence

Police have identified that there has been an increase in burglary other than dwelling crimes during the past 12 months

Analysis of these crimes highlighted that Springwell and Beacon Lough East were most affected estates.

To address these issues and reduce offending the South Community Police Team has applied through the SNG for funding to supply 100 shed locks with fitted alarms.

This initial project will be arranged and managed directly by the Police in the first instance. However TGHC are to explore the use of Design our Crime funds to purchase more locks which would support vulnerable victims and to widen the project to other estates within the South neighbourhood.

During August the Neighbourhood Policing worked alongside an NRO as part of a designated police operation, 'Operation Knight' which was a response to increased reports of crime and disorder in the Chowdene area.

Increased patrols were undertaken by the Police to prevent further incidents and provide reassurance to local residents.

Four joint visits with Police were undertaken to tenant's homes which resulted in two written warnings being issued

The operation supported Northumbria Police's 'Report it to Sort It' campaign aimed at encouraging the reporting of ASB so that the Police and partner agencies can take actions in relation to the problems.

The SNG has agreed to look at underreported violence as an issue. To this extent it has been suggested that an information pack could be developed by the group and to seek to work more closely with Safer Families and the Housing and Wellbeing Outreach support team in relation to supporting victims of Domestic Abuse

Partners have reported ongoing issues with ASB and litter within Beacon Lough Park a site visit is to be arranged by SNG members for the purpose of looking at current lighting around the park

Protecting & Supporting Vulnerable Victims and Communities

The terms of the an Injunction Order granted during September 2013 to prevent nuisance behaviour towards residents living in older persons bungalows at Wrekenton were breached during July and August.

At a court hearing in September, the Judge was satisfied the breaches were proven and therefore imposed a two month prison sentence which was suspended until 23 December 2013. The Injunction Order was similarly extended this date

Despite the Order being extended and a suspended prison sentence being imposed for future breaches, the perpetrator again engaged in abusive behaviour towards other residents.

We are currently waiting a court hearing in respect of these matters and a witness is being supported by an NRO to attend court and provide evidence.

During November an interim Anti-Social Behaviour Injunction was obtained after a member of staff reported they had been forcibly shoved by a tenant within Lough Court.

The interim order was further extended at a court hearing in December where an application was made to adjourn proceedings to seek possession of the property.

Due to the severity of the incident and previous ASB complaints a request will be made to evict this tenant once a future hearing date has been confirmed.

The Injunction order will remain in place until the next court hearing and has an attached power of arrest which prevents the perpetrator from engaging or threatening to engage in violent or abusive behaviour towards the victim, other residents and/or employees and contractors.

A tenant within Elisabethville reported problems with persons cutting through and loitering within her garden area which is in close proximity to a cut leading to another street.

After visiting the customer it was established they felt extremely vulnerable and a Design out Crime Bid was submitted during December to erect additional fencing to prevent person being able to enter their garden.

The bid was approved and fencing has now been erected and following a discussion with the victim they have confirmed the problems have now stopped and that they now feel far more safe and secure in their home.

Further to two serious assaults which had occurred within the locality of the Beacon Lough East multi storey blocks discussions took place with Northumbria Police.

Although it was established that the assaults had related to known persons visiting the location and not current residents it was agreed that due to the nature of the offences TGHC and Northumbria Police would undertake targeted work to provide community reassurance to residents of the blocks

This involved an NRO and Estate Officer with responsibilities for multi storeys and 2 Police officers visiting every tenant within the 3 blocks to encourage reporting of ASB and to find out if any residents were experiencing any current issues.

Where it was not possible to obtain a reply a contact cards were left and following the visits the responses from residents confirmed that residents did not have fears or concerns.

Domestic Abuse Cases

Victim Gender & Age:

Age	Female victim	Male victim	Unknown	Total
17 – 24	29	1	-	30
25 - 40	72	1	-	73
41 - 59	52	7	-	59
60 +	15	1	-	16
Unknown	11	2	21	34
Total	179 (84%)	12 (6%)	21 (10%)	212

Cases by Neighbourhood:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
48	17	39	58	50	212

Case Closure Reasons

- 100 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) cases
- 59 Resolved without the need for legal action
- 18 Rehoused by homeless
- 12 Customers ended their tenancy
- 10 Non-engagement from customer
- 3 Investigated – No Domestic Violence evidenced
- 3 Perpetrator Re-housed with TGHC Support
- 3 Referred to other agency to investigate
- 2 Perpetrator ended their tenancy.
- 2 Complainant Re-housed with TGHC Support
- 2 NOSP Served but not pursued
- 1 Written Warning Issued

In one case a perpetrator of Domestic Abuse received a written warning on their tenancy; however no legal actions have been taken against perpetrators during this period. This is mainly due to the nature of the cases where victims have felt unable to provide evidence or statements, or where it was felt enforcement action would heighten the risk to the victim and their family.

Multi-Agency Risk Assessment Conference (MARAC)

Research Undertaken

Of the 105 research forms that were completed during this period, 45 (43%) victims lived in council tenancies and 38 (36%) perpetrators were council tenants or were living-in with a council tenant.

The cases that were researched involved different perpetrator/victims of domestic abuse. See below for details

Male perpetrator to female victim	282
Family violence	58
Female perpetrator to male victim	6
Honour Based Violence	3
Male perpetrator to male victim	2
Female perpetrator to female victim	2
Under 18 victim and perpetrator	2

Completed Actions:

Actions agreed from the MARAC meetings during the are as follows:

Tag address	310
Offer additional security	22
Further research	15
Feedback MARAC	9
Discussing housing situation	5
Signpost to other support services	4
Raise warning alerts against perpetrators	2
Make referral to Housing Options Team	2
Request additional Neighbourhood police patrols	1
Provide police with perpetrators new address	1
Arrange joint visit with Safer Families	1
Review fire safety assessment	1
Chase up outstanding repairs	1
Issue written warning against Perpetrator	1
Provide update Re: prison visit to see Perpetrator	1

Hate Crime

Case Closure Reasons:

Resolved without the need for legal action	27
Non-engagement from customer	7
No nuisance evidenced	3
Written Warning Issued	2
Perpetrator terminated tenancy	2
Compliant terminated tenancy	1
Legal Action	1
Customer Re-housed with TGHC Support	1
Referred to other Agency	1



Arson Education Project Evaluation

November 2013

Background

Following the Domestic Homicide Review which took place in 2011-12 the Community Safety Board recognised that there was scope to improve the co-ordination of multi-agency responses to deliberate fire incidents, in respect of future prevention, victim support and trend analysis.

Tyne and Wear Fire and Rescue Service (TWFRS) led on the development of a partnership Arson Protocol, which outlined the process of bringing together key agencies in response to any arson incident resulting in injury or significant risk of harm. This document is designed to ensure that information is shared efficiently and appropriately to allow an effective multi-agency response to non-accidental fires.

The Arson Protocol aimed to:

- Support the identification and communication of arson trends
- Place incidents in the wider neighbourhood context
- Clarify information sharing responsibilities
- Raise awareness of Fire Investigation processes
- Improve inter-agency working
- Contribute to reducing the number of fires caused deliberately

Following a case review of the deliberate fire at Wetherby Grove in March 2013 which resulted in a serious injury, Community Safety Board partners came together to deliver targeted sessions to young people looking at the consequences of Anti-Social Behaviour fires.

Project Outline

Partners from TWFRS, Northumbria Police, The Gateshead Housing Company, and Gateshead Council's Community Safety Team and Youth Offending Team developed a pilot programme targeting Year 6 children who attend schools in the South Neighbourhood Management Area (NMA). Year 6 was selected due to the young age of the perpetrators involved with the Wetherby Grove incident, and the higher level of flexibility in the curriculum for primary schools. The South NMA was selected based on ASB fire data.

In order to maximise the impact of the session it was agreed that the Safetyworks! multi-agency interactive safety centre should be used. By using the centre young people were able to participate safely in realistic situations which maximised the impact by illustrating everyday hazards and how to avoid them.

The pilot delivered 16 sessions to pupils from 15 local primary school over a two week period from the 23rd September to 4th of October 2013. In total 388 young people took part in the programme.

As part of the project TWFRS developed a DVD resource based on the Wetherby Grove case involving the victim, representatives from the crew involved, and Northumbria Police. The first half of this resource was used to set the scene at the beginning of each session, ending with the victim being carried out of the property but providing no further detail on his condition.

Pupils were then split into smaller groups and took part in 4 separate 20 minute sessions, rotating through all 4 sessions before coming back together to see the conclusion of the DVD.

The sessions delivered looked at;

- **Criminality** – *Delivered by Northumbria Police*
Utilising the Police station area of the centre this session explained what arson is and that it is a criminal offence. The session then explored the consequences of criminality, focussing on the impact upon the perpetrator and their future. Participants were taken through the process of arrest and had the chance to experience the claustrophobic nature of the ‘cells’.
- **Fire Safety in the home** – *Delivered by TWFRS*
Delivered in the lounge area this session incorporated general fire safety messages alongside specific, practical information around what to do should a fire occur. The opportunity to experience a 999 call also formed part of the session.
- **Anti-Social Behaviour** – *Delivered by the Youth Offending Team and The Gateshead Housing Company*
Focussing on the consequences of ASB for the victim this session explored how the same behaviour may be perceived in different ways by different people and in different contexts. The session went on to look at the feelings brought on by ASB in victims, helping the participants to empathise with those who experience ASB. The session concluded by looking at the possible legal measures and challenged some of the stereotypes regarding who could be given Anti Social Behaviour Orders.
- **ASB Fires** – *Delivered by TWFRS*
The session looked at the costs of fire, and the impact on those who experience it. The important issues of hoax calling and ASB towards fire-fighters were also discussed to help the pupils understand how this can divert resources from more urgent need. To gain an understanding of the impact of issues such as fly-tipping, criminal damage and other environmental ASB the young people took part in a session looking at how these things can impact on feelings of safety and increase the prevalence of ASB fires.

Costs

The sessions were delivered at a cost of £295 per 2 hour **SafetyWorks!** session* with 16 sessions in total. An additional cost of £150 per session for transport was also included in the overall project costs.

£295 x 16 sessions at SafetyWorks!	= £4720
£150 transport cost per session x 16 sessions	= £2400
	= £7120

**on-cost figure provided by TWFRS Finance Dept.*

There were also in-kind contributions made by all partners in respect of the creation, planning and delivery of the project.

Based on the capital project spend the **cost per head for the project was £18.35**.

Delivery

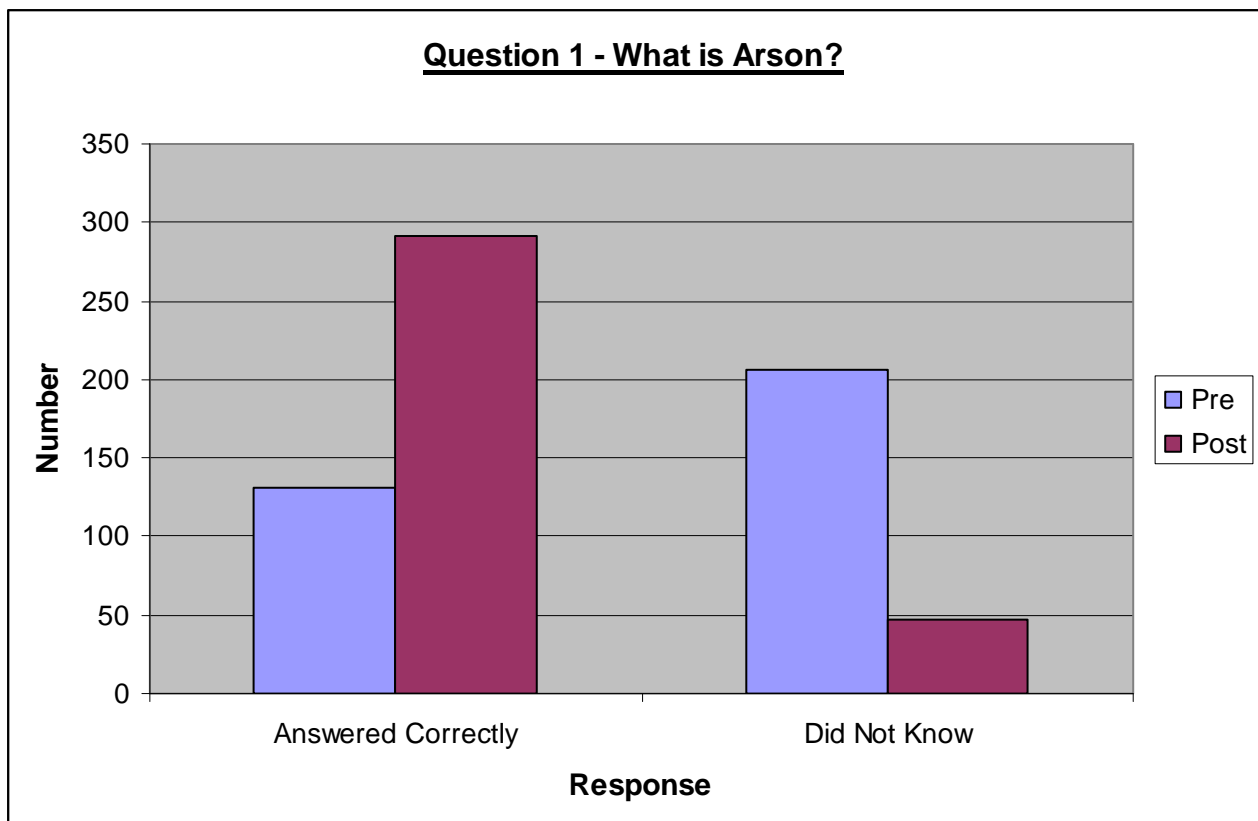
In total 388 year 6 pupils attended the sessions representing the following primary schools:

Barley Mow Primary School

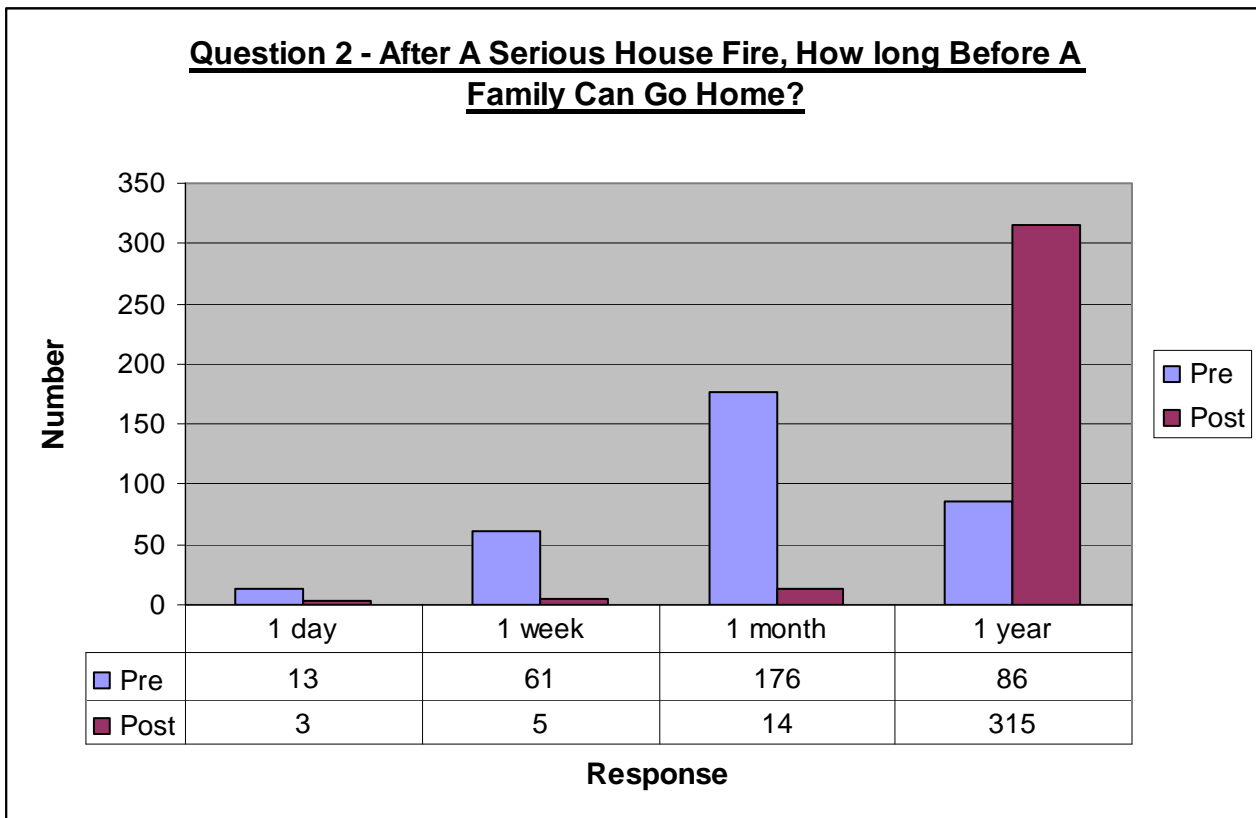
- Birtley East Community Primary School
- Brighton Avenue Primary School
- Corpus Christi Catholic Primary School
- Fell Dyke Community Primary School
- Harlow Green Primary School
- Kibblesworth Academy
- Larkspur Community Primary School
- Portobello Primary School
- Ravensworth Terrace Primary School
- St Aidan's Church Of England Primary School
- St Anne's Catholic Primary School
- St Joseph's Catholic Junior School
- St Oswald's Roman Catholic Voluntary Aided Primary School
- South Street Community Primary School

Evaluation

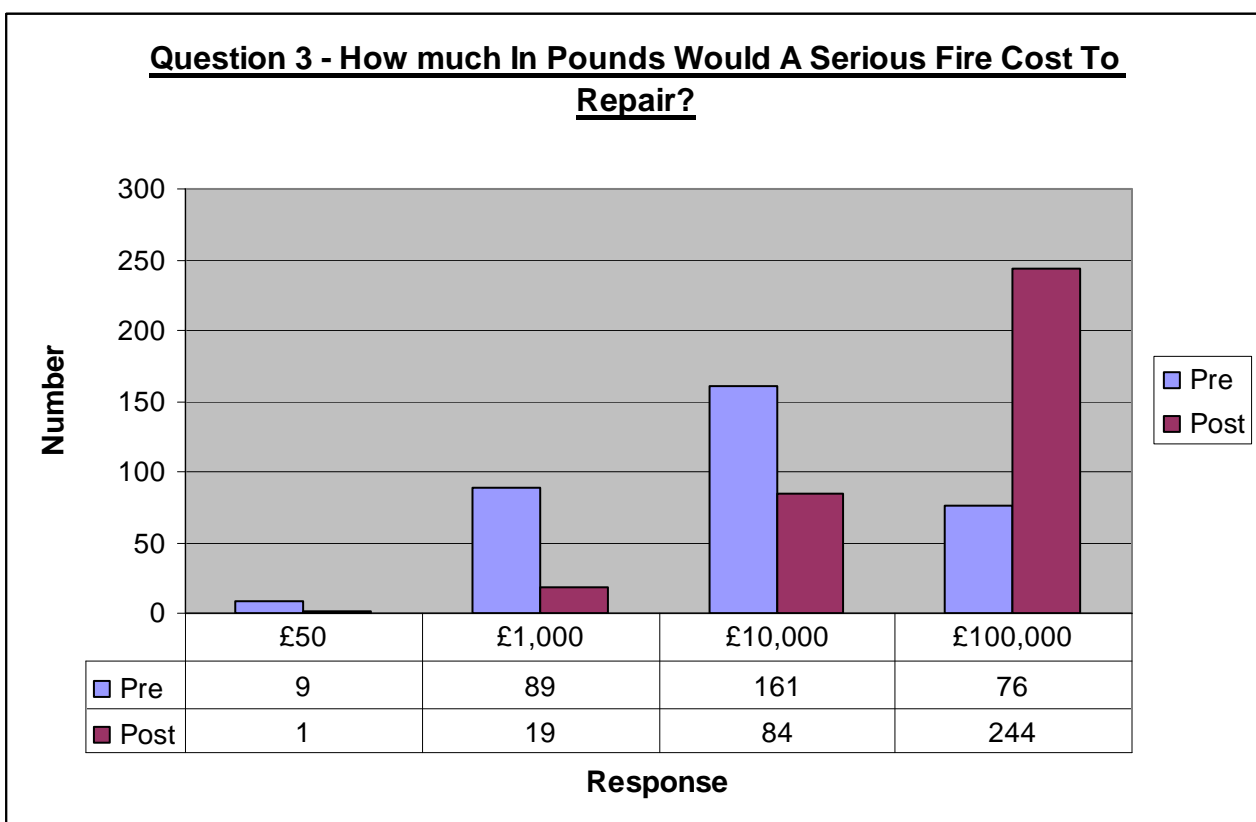
Each school was asked to undertake a pre-event questionnaire with their students in the weeks leading up to their attendance at Safetyworks! Results were then compared with the results from a post-event questionnaire completed at the end of the session or in the weeks immediately following. The results are provided below;



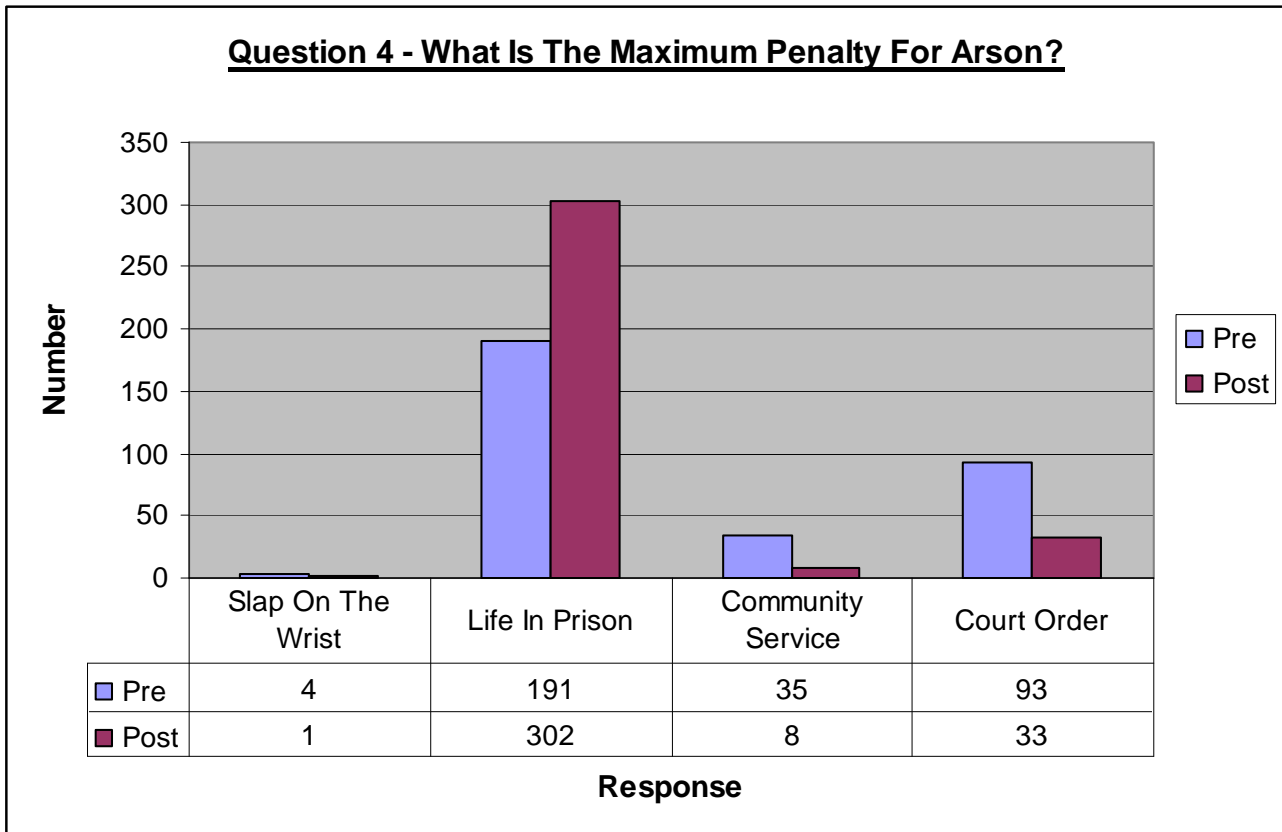
After the session 87% gave the correct answer up from 39% before the session.



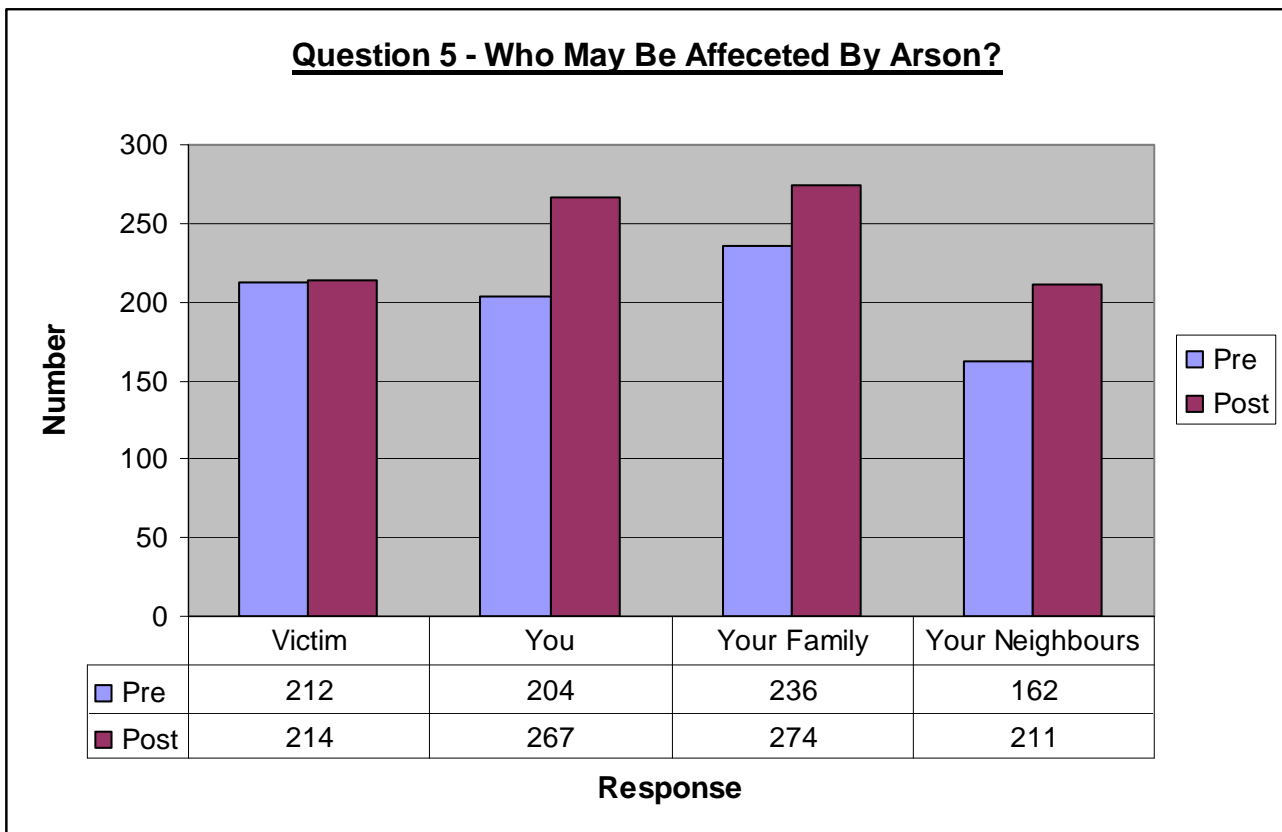
Before the session only 26% of pupils recognised that a serious fire might result in a family being unable to return home for upto 12 months. Subsequent to the session this increased to 93%.



Initially only 22% of pupils recognised that a serious fire might cost upto £100,000 to repair. Subsequent to the session this increased to 73%.

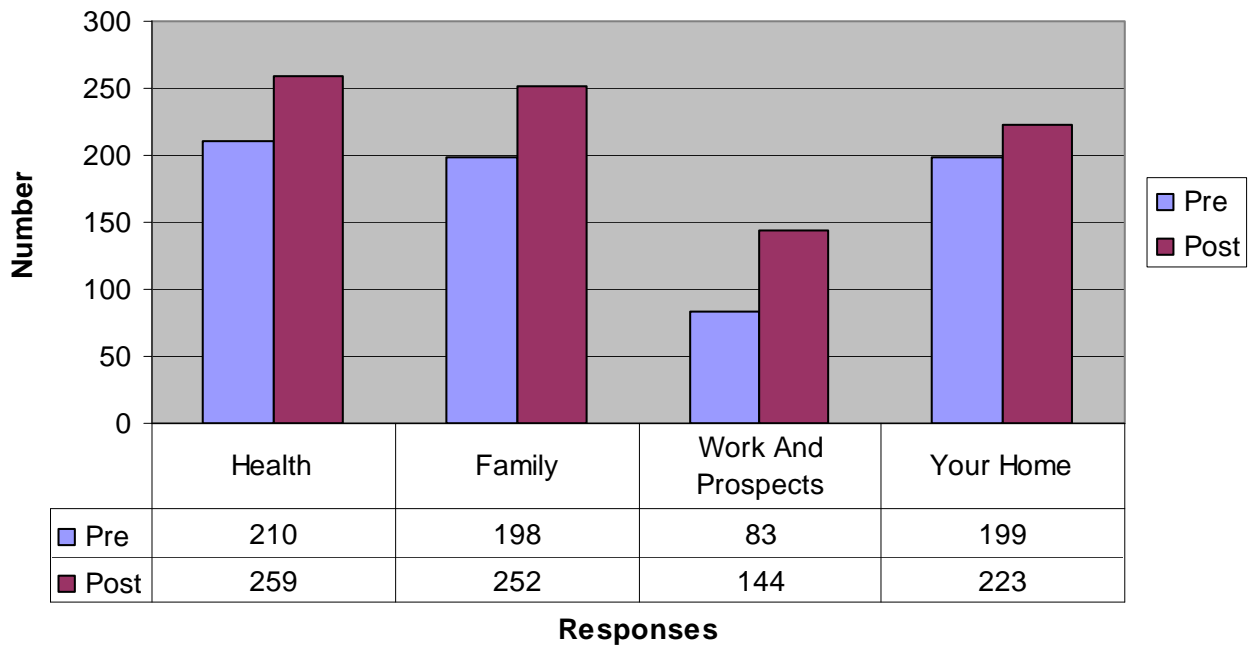


Prior to the session 57% of pupils were aware that the maximum penalty for arson was life in prison. This increased to 92% after the session.



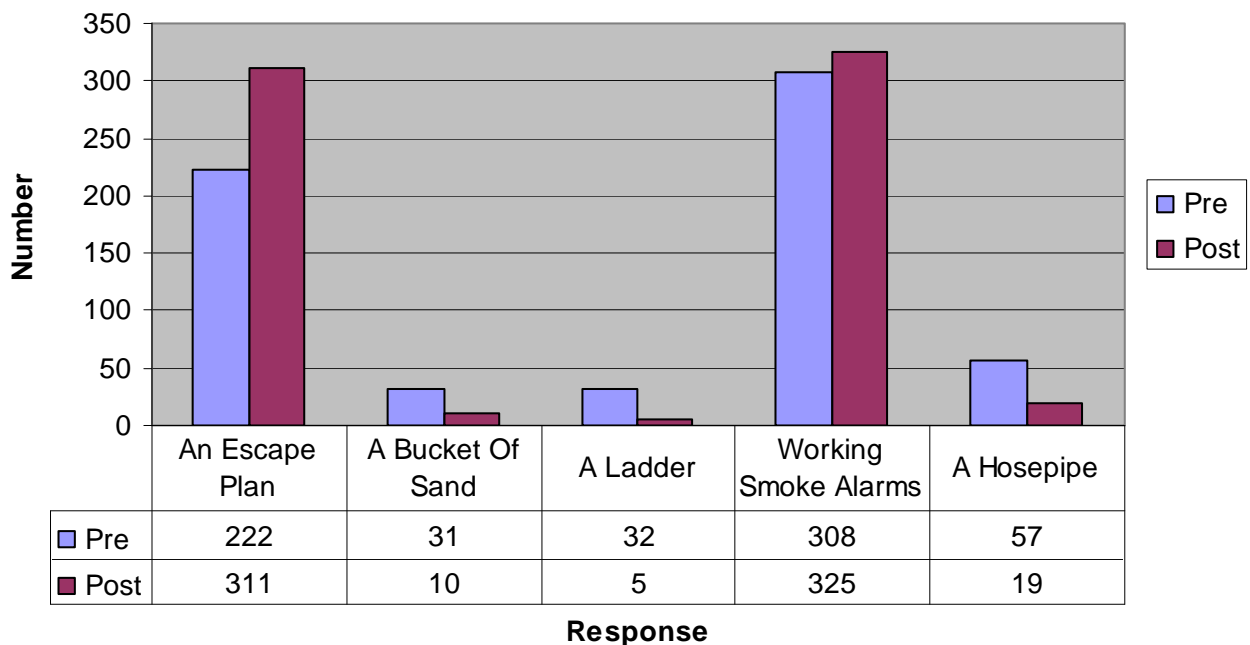
After the session there was increased awareness across the board regarding those impacted upon by a fire.

Question 6 - After The Fire Damage Has Been Repaired, How Are People Still Affected?



The post event results show increased awareness across the board regarding the ongoing impacts a fire can have.

Question 7 - In Your Home, What 2 Things Do You Need To Be Safe From Fire?



After the session there was increased awareness that the two key things a family need to protect themselves in the event of a fire are working smoke alarms and an escape plan.

Appendix 3

The post event questionnaire also asked pupils what they felt was the most important thing they had learned from the session. The results were;

How to keep safe from fire/what to do in a fire/dangers of fire/all about fire	141
Don't play with fire/arson/set fire to someone's property	70
Have working smoke alarms/checking them/they save lives	62
Consequences of arson/ you could go to prison/it affects others/it can be tragic	61
What arson is / how serious a crime it is	47
To have an escape plan	17
How much arson costs	6
Be careful with electrics/pull out plugs/don't leave lap top on bed	5
What ASB is	5
Everything I learned today was important	4
You can be arrested at 10 years old	4
Don't make hoax calls	3
Don't try to be clever in front of friends by starting fires	2
Never commit crimes	2
Don't attack fire fighters, they need to save your life/respect people and their belongings	2
How to make a fire call	1
The oldest man tagged is 92	1
What a tag on you is	1

Comments from Teachers

Below are comments provided by the Teaching staff who attended the sessions;

The children really enjoyed all the sessions they attended and were fully engaged with the activities. They now have a good understanding of anti-social behaviour and how a 'joke' can go horribly wrong.

St. Oswald's Primary School

The session was well planned to cover all aspects of anti-social behaviour including arson. The use of the DVD was very effective to introduce the session as it linked in all workshops in a 'real life' scenario. The nature of the 'real life' situations allowed children to consider the consequences of their actions. The length of each workshop scenario was perfect and the transition from each one very prompt. The children thoroughly enjoyed the visit and their knowledge and awareness developed.

Fell Dyke Primary School

Children really enjoyed the visit. The four different activities were well paced and ensured children stayed focussed. Facilities very good. Delivery of sessions very good.

Barley Mow Primary

Learning Environment only 'very good' because some children became fidgety because they were standing. Could you place benches in the Road ASBO and Alleyway for children to sit down during the learning activities? Some children felt the Alleyway was too dark.

Excellent afternoon, well organised, all the adults were very professional, friendly and clear in their purpose and the learning activity. The children loved receiving a certificate of the experience.

Appendix 3

Brilliant opportunities for work back in the classroom, especially English and PSHE based. Can't wait to get our display completed!

Please let me know what sessions are available next year! Thank you for your time.

Brighton Avenue Primary

Very good. Lots of information and essential for children to know and understand.

Corpus Christi Primary

Children enjoyed the session. Emphasises the importance that children need to relate this information to real life situations. Staff all very friendly and helpful. Areas very appropriately set up and engaged pupils.

St Joseph's Catholic Juniors

The children really enjoyed the session and were talking about it on the way back to school, which showed their interest. A couple of children also came in on the Wednesday saying they had tested their fire alarms on the Tuesday night. We felt the dark alley was the least effective activity because the children all couldn't see the computer screen very well, so it wasn't an effective way to communicate the message.

Harlow Green Primary

The children have had a very good morning and came away with more knowledge and understanding about safety and the importance of being safe and to be aware of their actions and behaviour.

Larkspur Primary

Fire Data

In order to look at the possible impact of the education project TWFRS undertook analysis of Gateshead District call data around 4 key performance indicators during the four weeks prior to the project and the four weeks following the project. This data was also compared with the same data for 2012. The 4 performance indicators used were;

- All Fire Calls;
- Number of deliberate fires;
- Number of deliberate secondary fires; and,
- Number of deliberate refuse fires.

Data shows a reduction across each of these performance indicators, ranging from 32% to 48%. The table below provides further detail;

	All Fire Calls	Deliberate Fires	Deliberate Secondary Fires	Deliberate Refuse Fires
2012 Pre	98	70	57	46
2012 Post	78	65	54	48
2012 Change	-21%	-7%	-5%	+4%
2013 Pre	99	67	52	35
2013 Post	59	35	31	24
2013 Change	-40%	-48%	-40%	-32%

Whilst the reduction in fires cannot be attributed to the arson education project alone it is likely to have made a significant contribution to the change.

Retained learning from the project is also likely to have played a role in the reduction in fire incidents in the bonfire period. Between the 1st and 6th of November 2013 there were 69 incidents attended, a 38% reduction on the figure for 2012. Across the Tyne and Wear area the next highest reduction achieved was 9% in North Tyneside.

Conclusion

The Arson Education Project is an excellent example of multi agency partnership working. By working together the partners were able to quickly and effectively respond to an incident which almost had tragic consequences, and use this real life situation to help young people understand the potentially devastating impact of anti social behaviour.

By utilising existing resources and making use of established networks the partners were able to develop and deliver a high impact programme to almost 400 year 6 pupils. Due to the contribution made by partners all this was achieved within just over 6 months of the initial arson incident, at a cost of only £18.35 per pupil.

When compared to an estimated average fire appliance call out cost of £2000 the value for money of this approach cannot be underestimated.



Report to Customers and Communities Committee

27 February 2014

Title: Concierge and Cleaning Update

Report of: Director of Customers and Communities

Purpose of Report

1. The purpose of the report is to provide a progress update following the implementation of the Concierge and Cleaning review.

Background

2. Following a consultation process with customers, stakeholders, employees, and Trade Unions the review of the Concierge and Cleaning service was implemented from 1st April 2013.
3. Prior to this review of the 28 multi storey blocks in Gateshead, 22 received the residential Caretaker service and 6 a combined Concierge and cleaning service. The Caretaker service was reviewed in 2010 and this committee received an update report on 4 May 2011 highlighting the success of this review.
4. The ongoing redevelopment of the Chandless estate has reduced the six multi storey blocks receiving the concierge and cleaning service to four. These are Warwick Court, Regent Court in Central Gateshead and Redheugh Court and Eslington Court in Teams.
5. The remodelled service introduced the residential Caretaker role and retained a Concierge service operating to revised hours (See Appendix). The review also provided the opportunity to enhance both the management of the Caretaker and Concierge services and our approach to multi storey blocks.

Key Features

Concierge Service

6. The new service was remodelled to operate during peak periods of activity and with the aim of being delivered from one location, Eslington Court. The role continues to focus on security, controlling access to the blocks and monitoring CCTV. The new hours and revised staffing structure to support this were introduced from April 2013. It is anticipated that the move to one location will be completed by 31 March 2014.

Caretaker Service

7. The residential Caretaker service took over the communal cleaning of the four multi storey blocks, previously carried out by LES under a Service Level Agreement. Caretakers also carry out a range of additional tasks which include:
 - Small repairs to communal areas
 - Small tasks/repairs inside customers flats
 - “Introduction to New Tenant” visits
 - Accompanied viewings with Estate Officers
 - Monthly Health & Safety Inspections
 - External Environmental Tasks
8. The information below relates to the four blocks which now receive the combined Concierge and Caretaker service for the nine month period 1st April 2013 – 31 December 2013.

Repairs in Communal areas

9. Caretakers carry out a range of small repair tasks in communal areas of multi storey blocks. The most common are unblocking bin chutes and adjusting door closers. All Caretakers attend a training course on tackling small repairs and are provided with a range of tools required to carry out such tasks.
10. Caretakers have carried out a total of 453 repair tasks in the communal areas and the value of this repair work based on existing Schedule Of Rate (SOR) codes is £3,922.

Small Tasks

11. In addition to repairs in the communal areas, Caretakers also carry out a range of small tasks inside customers’ homes.
12. The most common tasks included unblocking sinks and toilets, resetting smoke alarms and replacing smoke alarm batteries. During this period Caretakers carried out a total of 216 tasks.

New Tenant Visits

13. Caretakers aim to visit all new customers within 21 days of the tenancy start date to discuss a range of topics including; the role of the Caretaker service, fire safety, car parking, rubbish disposal, recycling, operating instructions for heating and connecting washing machines to existing taps. During this period a total of 61 new tenant visits were completed.

Accompanied Viewings

14. Caretakers attend accompanied viewings with Estate Officers in multi storey blocks. They are able to provide information and advice about living in the block and the surrounding areas. Up to 31 December 2013 caretakers attended 77 accompanied viewings with Estate Officers.

Monthly Health and Safety Inspections

15. To support our approach to fire safety, Caretakers carry out a monthly health and safety inspection of their block. They inspect all communal areas completing a checklist that includes emergency exits, fire extinguishers, door closures and dry risers. The inspection results are reported to the Company's Health and Safety Manager.

External Environmental Tasks

16. To enhance the duties carried out by LES, Caretakers litter pick the area around their blocks when required. At Warwick Court the Caretaker has also worked with customers to help improve the appearance of the external communal areas by carrying out gardening tasks.

Operational Support

17. The review has also provided the opportunity to strengthen the existing management arrangements of the concierge and caretaker service, whilst delivering value for money. The Operational Support team based at the Civic Centre were aligned with the Central Housing Office, which facilitated the sharing of administrative support.
18. The two existing Operational Support Officer posts were replaced with a new Housing Manager (Multi Storey) post with overall responsibility for both the Caretaker and Concierge services. The post was also introduced to strengthen our knowledge and approach to managing multi storey blocks.
19. The post holder has worked closely with the Multi Storey Service Improvement Group for example to review Caretaker service standards and develop a programme of Customer inspections of cleaning standards. They have also worked with Housing Managers to develop Designing Out Crime bids and with the Asset Management team on various investment schemes in multi storey blocks.
20. A Concierge Supervisor post was introduced to provide closer support and supervision to the team. The post holder is based in the Eslington Court suite and in addition to staff supervision can cover vacant shifts when required.
21. To reflect the wider role the sections name was changed from Operational Support team to the Multi Storey Management team.

Feedback from Customers

22. In December 2013 a customer satisfaction survey was sent out to all tenants and leaseholders living in the four multi storey blocks that receive the combined Concierge and Caretaker service. A total of 70 surveys were returned representing 12% of residents in the four blocks.
23. 91% of respondents were satisfied or very satisfied with the Caretaker service since it was introduced.
24. 86% of respondents were satisfied or very satisfied with the new Concierge service.

25. Between 1 April and 31 December 2013, 5 compliments were received from customers about the combined Concierge and Caretaker service. They ranged from compliments about the quality of the Caretakers work to the general attitude and helpfulness of employees.
26. During the same period, one step two complaint was received from North East Ambulance Service regarding access to Regent Court car park. This has been satisfactorily resolved.

Feedback from Employees

27. Individual 121's were carried out by Karen Bell (Multi Storey Housing Manager) with all Concierge employees to assess the impact of the changes to the service from their perspective.
28. Overall employees were positive about the changes. They highlighted the introduction of the Supervisor post which has increased the amount of 121 contacts with a line manager. They also were positive about the introduction of Caretakers, stating that the blocks were very clean, that they were able to provide a quick response and the service was popular with customers.
29. The changes made have received positive comments from other services within the Company highlighting improved joint working with the Concierge, Caretakers and the Multi Story Housing Manager.

Service Improvements 2014.15

30. The focus during 2014.15 will be on developing the existing Concierge role and strengthening performance management of both the services. We will involve customers in this process through the Multi Storey Service Improvement Group.
 - Review Concierge and CCTV Service Standards with customer involvement.
 - Develop the Concierge role to include additional tasks that benefit customers and provide further VFM opportunities
 - Strengthen performance management by developing Northgate to record Caretaker and Concierge tasks i.e. small repairs and new tenant visits.

Link to values

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

Impact on tenants

32. The new service has retained the Concierge service and provided customers with an enhanced Caretaker service, delivering greater value for money at no additional cost.

Risk Management Implications

33. There are no direct risk management implications resulting from this report.

Financial Implications

34. The Head of Corporate Services has confirmed that there are no financial implications arising directly from the recommendations of this report.

Equality and Diversity Implications

35. The combined Caretaker and Concierge service has resulted in customers having increased accessibility and contact on a day to day basis. New tasks such as small scale repairs in residents homes directly benefits the more vulnerable residents who may not have access to friends or family for such assistance.

Value for Money Implications

36. The review has provided the opportunity to address the gap between the cost of providing the service and the revenue generated by the service charge, at no additional expense to the customer. The combined Concierge and Caretaker service provides additional benefits to customers and has led to a number of VFM initiatives. Caretakers are on duty for a longer period than the previous cleaning service and carry out a wider range of tasks at no additional cost. By tackling small repairs such as unblocking bin chutes Caretakers have produced cost savings.

Health Implications

37. Studies have shown that prolonged shift work throughout the night can be detrimental to the health and well-being of employees. Prior to the review the Concierge service was provided 24 hours per day and employees were required to cover night shifts on a rota. The changes to the hours the service operates means that the latest shift ends at midnight on a Friday and Saturday and through the week at 10pm. This will potentially have a positive impact on the mental and physical well-being of those employees.

Environmental Implications

38. The Caretaker's duties will help to maintain the environment both inside and around the external areas of multi-story blocks.

Consultation carried out

39. Feedback from customers has been gained through a range of sources to assess satisfaction with the changes made to the service. This includes the customer survey detailed within this report and compliments and complaints received about the service.

Recommendations

40. The committee are asked to:

- note the information contained in the report; and
- discuss if it is satisfied with the progress made following the review of the Concierge and Cleaning service.

Contact: Martin Poulter, Neighbourhood Services Manager Tel No: (0191) 4335374

Concierge duty times

Monday – Thursday	8am – 10pm
Friday/Saturday	8am – 12pm
Sunday	11am – 8pm

Outside of these hours, calls from the door entry go direct to the customers flat.

Caretaker duty times

Monday – Thursday	8am – 4.30pm
Friday	8am – 4.00pm

Outside of these hours, Caretakers also provide an emergency call out service. They respond to Health and Safety emergencies and visit each block on a Saturday to rotate the refuse bins.



Report to Customers and Communities Committee

27 February 2014

Title: TALISMAN – Progress Report

Report of: Managing Director

Purpose of Report

1. To provide the committee with an update on progress against actions identified in the first two TALISMAN reviews and provide a general update on the panel.

Background

2. TALISMAN (Tenant and Leaseholder Scrutiny Management Panel) was established in October 2011. This followed an extensive project working with Wood Holmes and Gentoo to consider the opportunities for an independent tenants' organisation in Gateshead.
3. The purpose of the Panel is to ensure that the needs and views of Gateshead residents are at the heart of how housing services are developed and delivered by The Gateshead Housing Company and Gateshead Council.
4. The first review of anti-social behaviour took place between January and June 2012. The Panel's recommendations were presented to this committee in July 2012 and the action plan to address the recommendations was presented to this committee in November 2012. The committee also received a progress report in May 2013 where it was noted that the majority of actions were complete.
5. The second review of rent and income took place between March and September 2013. The Panel's recommendations were presented to this committee in September 2013 and the action plan to address the recommendations was presented to the last meeting of this committee in November 2013.
6. The third review of void management is currently progressing and it is anticipated that the Panel will present its recommendations to the next meeting of this committee in May 2014.
7. The committee received an update on activity of the Panel at its meeting in February 2013.
8. The committee requested at its last meeting in November 2013 that it receives a six monthly update on progress on completing actions identified from reviews.

Scrutiny Reviews - Progress completing actions

9. As previously report, most of the actions following the review of anti-social behaviour had already been completed when the updated action plan was presented to this committee in May 2013. Of the only outstanding actions, the following progress has been made: -
- Surveys/sample sizes – A review of our current approach to surveys was provided in a previous report to committee. This included looking at best practice from other organisations around sample sizes and methods of satisfaction collection. In 2013/14, it has been noted that response rates to a number of surveys has fallen. As a result, we will be revisiting this issue in the next financial year to determine if the approach of themed and service specific surveys continues to be the most appropriate way of collecting customer satisfaction information.
 - Collect and report data to SIG for monitoring on length of time taken to resolve ASB cases – This action requires ICT development within our ASB case management system. This is an outstanding action from 2013/14 service plan which will transfer to the 2014/15 service plan. This item is also on the SIG workplan for 2014/15. As an interim measure we will be capturing data manually.
 - Share Housemark data and work with SIG to benchmark – This was discussed with SIG as part of 2013/14 workplan, and included performance, satisfaction and costs. A presentation was also provided by the business support officer; benchmarking will continue on the SIG's workplan for 14/15.
10. The committee received the action plan following the review of rent and income at its last meeting. Since that meeting, the Panel raised some concerns with the service manager and the action plan has been updated. A number of the actions are now complete and the updated action plan is attached at Appendix 1 to this report.

Other Updates

11. Since the last update on the activity of the Panel, a further five members have been appointed. The new members have received comprehensive training prior to starting their first review with the existing members around void management.
12. During the last update it was reported that the number of panel members had reduced due to a combination of factors. Since then, Sheila Bouitieh and Helen Hall have been appointed onto the Board as Tenant Directors and very recently Hazel Hitchen has also resigned. In addition, one of the new members also resigned due to no longer being a tenant with Gateshead Council. This therefore has resulted in there now only being five members remaining.
13. A further recruitment campaign has been carried out with a taster session taking place on 24 January 2014. Eight tenants who currently serve on service improvement groups attended the session. The closing date for applications was 7 February 2014 and two applications were received. Both applicants have been shortlisted for interview which will be held in early March 2014.
14. Members of the Panel have attended a number of events during the last year which has enabled them to network with other scrutiny panels and to develop their skills and knowledge. These have included a two day Tenants Futures

event in Chester and two NHC events, its Annual Conference and an event around welfare reform.

15. Members of the Panel have had their first personal development reviews with the Independent Mentor and training needs will be addressed during the next few months. This includes basic ICT training, report writing and a better understanding of finance and hot topics at the moment in the sector.
16. Following the review of rent and income, the panel discussed the process undertaken and identified that communication between the service under scrutiny and the panel could be improved. This has led to introducing a step to ensure that the service manager meets with the panel to discuss their proposed action plan prior to this going to committee. This and other lessons learnt are reflected in the flowchart attached at Appendix 2 showing the process to be followed for all future reviews.
17. Since this review, a dedicated secure website for TALISMAN has also been developed. This is used by the Panel to share and discuss information during the reviews and to provide a central point for all documents and information to be stored so that all members have access even if they are not involved in that particular activity. The website has made communication between members, (and with the company) much more effective. There is also an obvious cost saving in not requiring printing hard copies of all documents to provide to the Panel.

Link to values

18. This report relates to the following company values: -
 - Being customer focused, innovative and professional
 - Being a listening and learning organisation
 - Being honest, accountable and transparent
 - Embracing equality

Impact on tenants

19. The overall aim of the TALISMAN is to ensure that the needs and views of Gateshead residents are at the heart at how housing services are delivered.
20. The work of the TALISMAN has already identified areas for improvement during the first two reviews which will benefit tenants and leaseholders as a whole.

Risk Management Implications

21. Failure to engage with tenants has been identified as an overall strategic risk for the company. The TALISMAN builds on the existing structures in place for tenants and leaseholders to shape services and influence our delivery.
22. Feedback and monitoring of responses to recommendations following a review by the TALISMAN is fundamental to ensuring that tenants feel they are being listened to, encouraging their ongoing engagement.

23. The TALISMAN supports the company's overall approach to co-regulation as set out in the Homes and Community Agency's regulatory framework.

Financial Implications

24. There is a budget in place to support the operation of TALISMAN. Where recommendations are made which have budgetary implications they would be considered on a case by case basis.

Equality and Diversity Implications

25. TALISMAN's code of conduct includes specific expectations relating to equality and diversity. All new members of the panel will either attend a full day training session or undertake the company's e-learning course to give them a level of understanding.
26. In addition, the framework for each review includes consideration as to whether the service is inclusive.

Value for Money Implications

27. The TALISMAN's framework for reviews includes a remit to consider value for money within the services they inspect.

Health Implications

28. The reviews undertaken by the TALISMAN will ultimately result in positive health implications for tenants and leaseholders accessing the service. The TALISMAN have recognised that where it is difficult to use a service, or the information provided is unclear, this can lead to undue stress and concern for a customer.

Environmental Implications

29. There are no direct environmental implications associated with this report.

Consultation carried out

30. Each review will involve significant consultation with the service manager, service users, employees and possibly partners to determine how well the service is performing.
31. In addition, the TALISMAN is consulted on the proposed responses to recommendations by the service area to allow negotiations where necessary.

Recommendation

32. The views of the committee are sought on the progress completing the actions identified following the recommendations from the first two TALISMAN reviews and the other progress made.

Service Feedback to committee on TALISMAN recommendations

Service Area	Rent and Income				
Date of response to committee	November 2013				
Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update	
<p>Leaflets In two housing offices, old leaflets were found amongst the newer versions</p> <p><i>Recommendation: Regular checks to ensure that leaflets are always up to date</i></p>	<p>The Rent and Income Manager will discuss with the Communications Manager how best to ensure leaflets are kept up to date and checked on a regular basis.</p>	<p>J Graham (RAIT) and I Clarkin (Comms)</p>	<p>Complete: November 2013</p>	<p>Complete November 2013</p>	
<p>TGHC Website: Rent and Income pages Language used was considered to be negative and repetitive. The home page was mainly negative with very few positives. Tenants who are financially vulnerable find it difficult to discuss their finances so the issue of confidentiality should be paramount. This wasn't made clear on the website.</p> <p>Different computer operating systems such as tablets can make it difficult to</p>	<p>The TGHC website has recently been re-designed and some of the out-dated content and broken links have been removed/fixed.</p> <p>The content will be reviewed and shared with the Allocations and Rents SIG to ensure the information is both accessible and accurate.</p> <p>Once checked the RAIT team will review the rent related website content on a quarterly basis. The initial check will be carried out in</p>	<p>E Metters and J Forrester (RAIT)</p>	<p>Content Reviewed by March 2014</p> <p>Reviewed quarterly from June 2014</p>	<p>Review is ongoing and is scheduled to be completed by the end of March 2014.</p>	

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
<p>access information from some websites.</p> <p><i>Recommendation:</i> TALISMAN understands that since this exercise was carried out the website has changed so the recommendation would be to revisit this section's wording and check links.</p>	<p>March 2014 in preparation for next financial year.</p>			
<p>Letter from Gateshead Council During the mystery shopping exercise, nine customers felt that the initial letter from Gateshead Council sent out in March 2013 was difficult to understand in three areas (see mystery shopping report at Appendix 3)</p> <p><i>Recommendation:</i> Gateshead Council be asked to take into consideration these comments when producing future letters around Welfare Reform</p>	<p>This letter comes under the remit of Gateshead Council and the content has been discussed with them. The letter is a system generated letter which contains a large amount of information set out in statute. The ability to manipulate stock letters is also limited due to system limitations.</p> <p>However, Gateshead Council do keep their letters under review and are keen to make them as user friendly as possible. – our role is to influence</p>	<p>J Graham (RAIT)</p> <p>H Paine (Benefits)</p>	<p>Complete: November 2013</p>	<p>Housing benefits have agreed to add an insert which will inform tenants of their benefit entitlement, rent charge and what their payable rent will be. 5/2/14</p> <p>Another example of collaborative working is that the Discretionary Housing Payment decision letter was recently amended following feedback provided by TGHC.</p>

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
<p>Arrears Intervention TALISMAN felt that information around arrears information was too negative and there was too much emphasis on the escalation process.</p> <p><i>Recommendation: More positive information about arrears intervention</i></p>	<p>The Rent and Income Manager will discuss rent arrears information with the Communications manager to ensure that a more positive outlook is presented where possible. We will endeavour to produce more good news stories related to Rent.</p> <p>Only recently a story about our clear rent account prize drawer winners was publicised in the quarterly newspaper.</p>	J Graham and I Clarkin	January 2014	Complete January 2014
<p>Tenancy Agreement The Tenancy Agreement has not been updated since 2008 and needs updating to reflect Welfare Reform and its impact on tenants.</p> <p><i>Recommendation: Review of Tenancy Agreement needs to reflect Welfare Reform and its impact on tenants.</i></p>	<p>The Tenancy Agreement is currently under review and the Rent and Income Service will play a part in this process to ensure that all rent related aspects are covered sufficiently.</p> <p>Welfare Reform and its impact on tenants will also be included in any new tenancy documentation.</p>	J Graham (RAIT) and T Smare (Housing Management)	March 2014	<p>Review of tenancy agreement is ongoing- the RAIT service is involved in the process. 5/2/14</p> <p>One example is adding the number of bedrooms onto the tenancy agreement form, which would assist during benefit appeals.</p>
<p>Rent Card – Sign Up The review found that in some cases, it wasn't made clear to new tenants during the sign up that they needed to</p>	<p>The sign-up procedure has recently been reviewed and the rent and income service played a significant part in this.</p>	J Graham (RAIT) and K Roberts (Housing	January 2014	Sent a reminder to cashiers to ensure Council Tax is not being

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
<p>ask for a separate card to pay for their Council Tax and that it could not be paid on the rent card. TALISMAN found four examples where summonses had been sent to tenants because they had mistakenly paid their rent and Council Tax together on the same card.</p> <p><i>Recommendation:</i> Make it clear to new tenants during sign up that Council Tax cannot be paid on rent card.</p>	<p>The new process is far more robust in relation to rent and housing benefit matters and more emphasis is put on ensuring the new tenant knows both what to pay and how much they need to pay.</p> <p>However the RAIT manager will discuss confusion around Rent and Council Tax payment cards to investigate what can be done to improve clarity.</p>	management)		paid on Rent accounts. 5/2/14
<p>Service Improvement Group (SIG) There was currently no SIG for rent and income. The establishment of a Rent and Income SIG allowing for regular customer engagement on the service. This also means that customers are not involved in the process for setting targets for the year as is the case in other service areas.</p> <p><i>Recommendation:</i> The establishment of a Rent and Income Service Improvement Group.</p>	<p>SIGs have recently been reviewed and a decision taken not to have a dedicated Rent and Income SIG, however the Rent and Income Manager frequently attends other SIGs to give updates on rent related matters.</p> <p>Only recently a focus group with tenants was held to discuss a new style rent statement, so the RAIT service do consider tenant involvement an important part of service management.</p> <p>We recognise that more regular customer involvement would be beneficial for the service.</p>	J Graham (RAIT)	February 2014	First joint lettings and rent SIG was conducted on 28/1/14- the SIG agreed to the amalgamation and RAIT will continue to attend this SIG to discuss issues and agree performance targets. 5/2/14

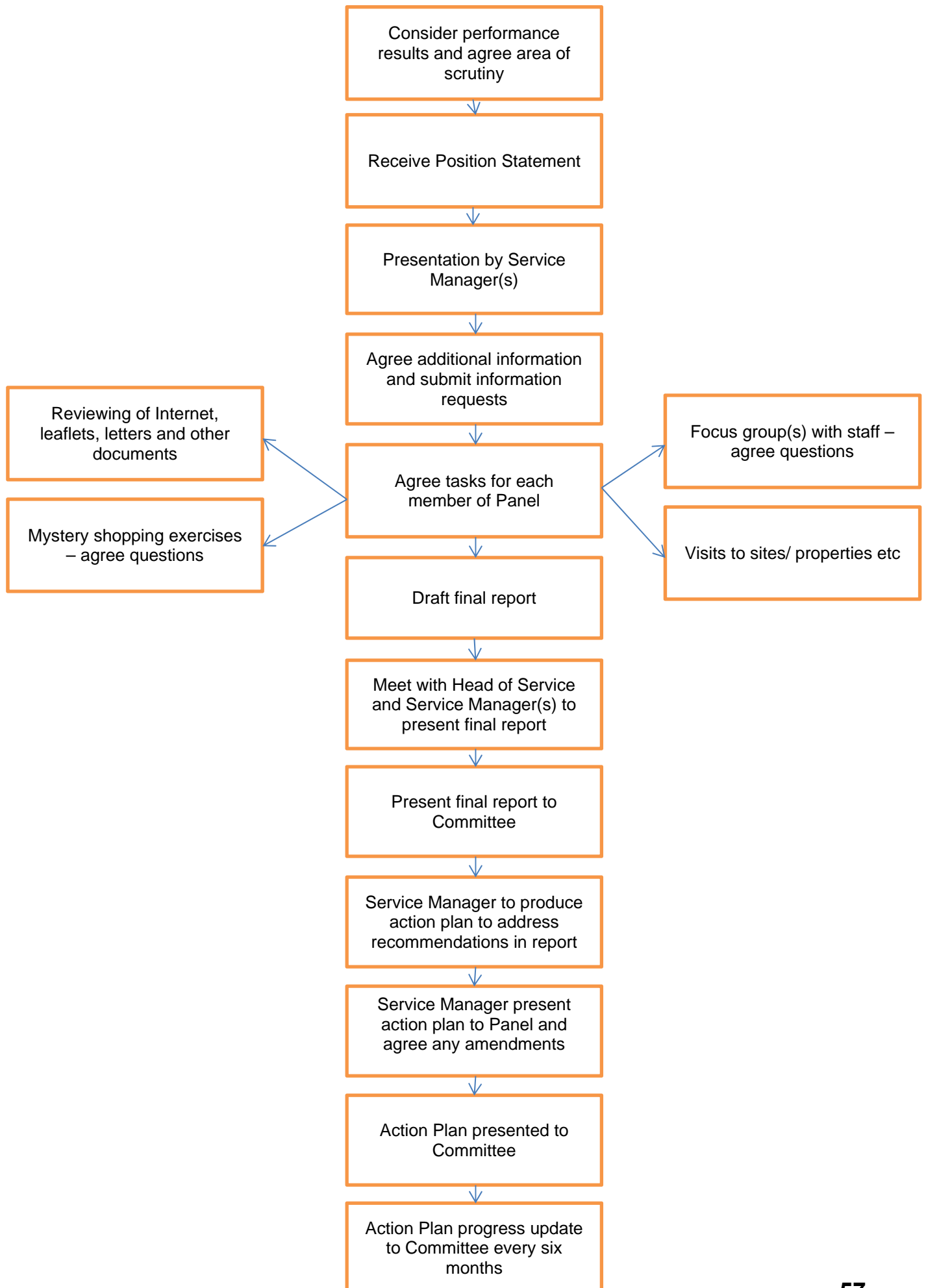
Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
	<p>We will therefore join the Tenancy and Allocations SIG. Terms of reference will be amended to reflect this.</p> <p><i>The establishment of a stand alone rent and income service group will be considered when SIGs are next reviewed.</i></p>			
<p>Timing of Surveys Surveys had been sent to tenants just after the rent increases which could result in a negative response from tenants.</p> <p><i>Recommendation: Better consideration of all relevant factors before determining when to send out surveys.</i></p>	<p>The rent survey is posted with the quarter 1 rent statement. This survey is 4 months after the rent increase letter is received by tenants.</p> <p>In order to allow for effective comparison the survey is posted out at the same time each year.</p> <p>However, the opportunity to look at this recommendation again will be taken when the survey methodology is next reviewed.</p>	J Graham	Complete November 2013	Complete November 2013
<p>Young People The Rent and Income Team tried hard to engage with young people but more work should be done to ascertain what other organisations were doing.</p> <p><i>Recommendation: Identify good practice from other organisations when engaging with young people.</i></p>	<p>The rent and income team work hard to sustain all tenancies and put particular emphasis on under 25's.</p> <p>The Rent and Income manager will ensure that Young People and tenancy sustainment is on the agenda of the next Northern benchmarking group meeting that is held. This will enable TGHC to identify good practice from other organisations.</p>	J Graham	February 2014	Ongoing- The last Northern Benchmarking group was held Oct 2013. The Rent and Income Service Manager will attend the next meeting to discuss good

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
				practice around young people and tenancy sustainment.
<p>Performance Report Some targets were reduced for the next year, however it wasn't made clear in the narrative of the performance report that this had happened or the rationale for reducing them.</p> <p><i>Recommendation: Narrative in performance report make it clear when a target has changed for the next year and the rationale behind the change</i></p>	<p>The rent and income manager will endeavour to make it clear the rationale for any changes in performance targets.</p> <p>Performance targets are set around February/March each year and any explanation for amendments will be included on performance reports.</p> <p>The RAIT manager will discuss this issue with the performance team as this could be an issue for other services.</p>	J Graham	April 2014	<p>Performance targets for 2014/15 are in development and will be discussed with the SIG prior.</p> <p>Individual targets and service standards are also in development. 5/2/14</p>
<p>Target Setting TALISMAN were concerned that the Rent and Income Manager set all the targets without the involvement of the managers within the service or front line employees.</p> <p><i>Recommendation: More involvement of other staff in target setting for them to take ownership and understand how their role contributes to the overall performance of the service.</i></p>	<p>The rent and income management team meet on a monthly basis to discuss all aspects of the service, one of which is performance.</p> <p>These meetings inform decisions on performance setting and these targets are discussed with the RAIT management team during appraisals and 1-2-1's.</p> <p>Greater emphasis will be placed on the input the team have on the target development and setting for 2014/15.</p>	J Graham	March/April 2014	<p>Performance targets are in development for 2014/15. 5/2/14</p>

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
	Discussions around target setting will also be taken to the Allocations and Rents SIG.			
<p>Sharing of Good Practice TALISMAN felt that in order for teams to share good practice with each other there should be a standing item on all team meeting agendas as this appears to happen on an ad hoc basis.</p> <p><i>Recommendation: Standing item around sharing of good practice on team meeting agendas.</i></p>	<p>This recommendation is something that has recently commenced within the service. During the Wednesday afternoon briefing sessions all employees are given an opportunity to share good practice or indeed express concerns they have.</p> <p>These issues are discussed and brought to the attention of the management team. The service as a whole will also be coming together on a regular basis to share thoughts and issues as a team.</p>	J Graham	Complete November 2013	<p>Complete November 2013</p> <p>The RAIT team continue to meet on a regular basis to discuss issues and share good practice. 5/2/14</p>
<p>Publicising of Service Standards TALISMAN found two instances where service standards were different in some documents.</p> <p><i>Recommendation: Ensure that service standards are the same in all documents</i></p>	<p>The rent and income manager will review both the service standards and documents they are published in when the standards are reviewed at the end of the year.</p> <p>The RAIT Manager checked the service standards document and it accurately reflects the standards. However checks will be made to ensure all documents/publications have the same information in.</p>	J Graham	March 2014	Planned for March 2014

Recommendation	How is this to be implemented? (or if it cant be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Progress update
<p>Training</p> <p>Training was discussed with managers and front line employees and highlighted that some training has been provided to existing employees although there were some gaps.</p> <p><i>Recommendation: Conflict and resolution training needs to be provided as soon as possible for new employees during induction. There should be a consistent induction plan for new employees prior to them undertaking the role rather than this varying for each employee.</i></p>	<p>Training is important and each team members training needs are addressed through appraisals and 1-2-1's.</p> <p>Conflict and resolution training has been given to every member of RAIT in early August as this was seen as imperative for the role of the rent and income team.</p> <p>The Rent and Income Manager has recently met with HR to discuss a consistent induction plan for new employees to ensure all staff are offered the correct training prior to undertaking the role. This should be rolled out in the near future.</p>	<p>J Graham and P Lamming (HR)</p>	<p>February 2014</p>	<p>Training requirements for each job role were confirmed in Jan 2014.</p> <p>Training is ongoing.</p> <p>Sessions recently have included briefings about Local Discretionary payments and from the local credit union. 5/2/14</p>

TALISMAN Reviews





Report to Customers and Communities Committee

27 February 2014

Title: Customer Involvement Activity Update – April to December 2013

Report of: Managing Director

Purpose of Report

1. To provide committee with a summary of involvement activity across the company for the third quarter of 2013/14.

Background

2. All housing company customers are encouraged to get involved in ways that suit them, based on the time they have available and the level of commitment they wish to make. Customer involvement is central to the way we deliver our services.
3. The Involvement and Empowerment standard of the HCA's Regulatory Framework places a requirement on landlords to ensure that tenants are given a range of opportunities to influence and shape policies and scrutinise our services.
4. The Delivery Plan 2013-15 includes an objective to support and fully embed co-regulation. This is carried out through a range of ways including the TALISMAN, Complaints Scrutiny Panel, Service Improvement Groups and through the development of an annual report for tenants and leaseholders each year, which is designed, developed and written by our customers.

Summary

5. During the period, 1 October 2013 to 31 December 2013, 60 involvement activities took place. Customers were involved in various activities including; TALISMAN meetings, Service Improvement Groups, community events, drop ins, forums and customer training.
6. Customers have been involved in our activities on over 2,260 occasions, however some may have been involved in more than one event.

7. Appendix 1 to this report shows a summary of activities undertaken during this period and demonstrates the variety of ways customers have been involved. This information is broken down by the two broad service areas, Corporate Services and Customers and Communities, to highlight the different forms of activities that have taken place across the company.
8. Appendix 2 to this report shows the venues where activities have taken place during this period.

Key outcomes of involvement

9. There have been a number of outcomes from customer involvement during this period which are highlighted below; -
 - Customers attended dropins as part of the first phase of consultation of the Tenancy Agreement Review, highlighting key issues to consider.
 - The Complaints Scrutiny Panel met to discuss the review currently underway and agreed a workplan for them for the coming year.
 - Began 2013/14 Hoops for Health project with Newcastle Eagles with a new workshop focussing on educating around stereotyping, with the overall aim to minimise the potential of hate crime incidents in Gateshead.
 - A joint housing event organised by the LGBT Federation provided an opportunity to share updates with service users on actions taken to improve services for LGBT tenants and leaseholders following suggestions from the previous event. The event was also an opportunity to identify barriers that still exist when accessing housing services
 - Quarterly grounds maintenance meetings between Local Environmental Services, the housing company and tenant representatives provided an opportunity to discuss and agree issues including fly tipping, Neighbourhood Pride and future budgetary plans.
 - Choices events were held for customers to select the colour for internal decoration of blocks in Birtley Villas and Pleasant Place
 - Customers were involved in developing the content for Anti-Social Behaviour staff training on case handling following feedback from the first TALISMAN review of ASB.
 - Drop in held event provided an opportunity to update residents and ward members on the proposals for Keelman Homes new build scheme on the Lonnen, Ryton.
 - Litter pick event held with children from Larkspur school, Wrekenton improving their local estate.
 - Involved tenants and leaseholders attended a Christmas Party aimed at saying thankyou to them for their continued efforts and involvement to shaping services.

Performance against service standards

10. There are a number of service standards in place for involvement to help monitor performance and ensure that we continue to involve customers in the way services are delivered. They are as follows: -
 - Number of involved customers (previously titled Representation of involved customers)

- Annual training programme course attendance
- Satisfaction with feedback following involvement
- % of tenants satisfied that their views are taken into account (annual figure reported to the last committee)
- Number of events attended.

11. At the end of the period 1 October 2013 – 31 December 2013, performance was as follows: -

- There were 880 involved customers on our database, exceeding the target of 840 for the year.
- There have been 146 attendees on customer training courses, on course to meet to the target of 180 by the end of the year. This also includes customers attending external training sessions.
- Satisfaction with feedback from involvement was 98% at 30 September 2013, exceeding the target set for the year of 97%. As this is reported six monthly, the next update will be at year end.
- We have attended 34 events, exceeding the target of 16.

Mears Community Initiatives

12. Mears have been working in the local community with residents and as a result of Community Fund applications, have delivered a number of valuable projects in Gateshead.

13. Appendix 3 to this report highlights the community activities Mears have been involved in during the previous quarter.

Involvement database

14. There has been an increase of 13 involved customers to the database since June 2013 totalling 880 members.

15. The number of white British involved customers has risen by 6 people while BME has remained the same although there is a significantly higher representation of involved BME customers (7.05%) compared to our overall profile (2.76%).

16. Both involved males and females has risen since June 2013 and our under 25s have also risen slightly to 21.

17. Appendix 4 to this report displays profile information of our involved tenants and leaseholders compared with our overall customer profile.

Summer of fun 2013 – update

18. The company offered another Summer of Fun competition in 2013, offering community organisations the opportunity to apply for a prize to help their group.

19. Prize options were a kitchen pack, sports pack, toys and games pack or a Sainsbury's voucher if the packs weren't suitable for the group applying. 31 community organisations across Gateshead won a prize and 22 were claimed.

20. In January 2014 all groups who claimed their prize were contacted and asked to update us on how it has helped their group and what difference it has made to them.
21. Appendix 5 shows the organisations who won a prize and an additional table displays feedback from the community groups who have responded about how it has helped them.
22. This feedback demonstrates that from a relatively minimal investment there has been a significant impact on a range of community organisations.

Future activity

23. The following activities are planned for 2013/14, although there will also be a range of additional activities likely to take place: -
 - Newcastle Eagles Hoops for Health programme for 2013/2014 will be concluded. This year's programme will have focussed on Hate Crime alongside the previous themes of the benefits of exercising, healthy eating and the dangers of passive smoking and alcohol
 - Phase two of the Tenancy Agreement consultation will be planned to feedback findings from the first phase and share proposed amendments to the agreement.
 - We will continue to roll out the Energy Best Deal sessions up to 31 March 2014 and promote Energy Angels. If customers change their energy supplier or tariff via their website we will also receive some funding
 - Carry out training around Mystery Shopping for customers to go on to conduct mystery shopping exercises for the company around our investment works
 - A recruitment exercise for TALISMAN will be held to generate new membership
 - The TALISMAN will conclude and present their findings on their review of Voids.
 - We will look to establish a customer led LGBT focus group to help determine the needs of this community group to help shape our services which will also help support our commitment to the Stonewall equality index programme.

Link to values

24. This report relates to the following company values: -
 - Being customer focused, innovative and professional
 - Being a listening and learning organisation
 - Embracing Equality.
 - Being open, honest and transparent

Impact on tenants

25. We continue to work extensively with tenants, leaseholders and the wider community, to get views and opinions to identify priorities and inform services.

26. 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

27. Failure to engage with customers was identified as a key strategic risk for the company.
28. The Homes and Communities Agency's (HCA'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 standard.

Financial Implications

29. The Head 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.
30. Individual service managers have the opportunity to request funding from this budget to support involvement activities where they can demonstrate the potential outcomes for housing company tenants and leaseholders.

Equality and Diversity Implications

31. TGHC is committed to involving people from diverse communities to ensure everyone's views, needs and aspirations are considered in the decision making process.
32. Support is available to assist people with additional needs to access involvement opportunities and this is regularly promoted.
33. 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

34. 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.
35. All Service Improvement Groups now have Value for Money as a regular agenda item in addition to the specific Value for Money group.

Environmental implications

36. 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

37. Regular updates are shared with the Involvement Service Improvement Group to advise of progress of involvement across all services and the outcomes which result.
38. The Involvement Service Improvement Group are satisfied with the involvement activity and resulting outcomes that have taken place during the third quarter.

Health Implications

39. 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 wellbeing of Gateshead residents.

Recommendation

40. The views of the committee are sought on whether it is satisfied with the involvement activities undertaken during this quarter.

Appendix 1: Summary of involvement activities across the company

Title of Activity	Number of Events	Number of Customers Involved
Drop in sessions	18	325
Forum	2	16
Focus group	2	9
Service Improvement Group	9	71
Questionnaire/survey	2	818
Surgery	2	32
Training course	4	32
Event	8	685
Meeting	8	46
Workshop	4	200
Choices event	3	31
Total	62	2,265

Summary of involvement activity – Corporate services

Title of Activity	Number of Events	Number of Customers Involved
Forum	2	16
Focus group	1	5
Service Improvement Group	5	38
Surgery	2	32
Training course	4	32
Event	6	615
Meeting	4	33
Questionnaire/survey	2	818
Workshop	4	200
Drop In	2	17
Total	32	1,806

Summary of outcomes – Corporate Services

- Attended an event organised by the LGBT Federation where housing providers shared updates with service users following suggestions from the previous event and was an opportunity to identify other barriers that LGBT customers sometimes face when accessing housing services
- Training courses held through the Moving Forward customer training programme including scam awareness and decorating providing attendees with a range of skills and information.
- Began delivering Energy Best Deal sessions on behalf of FINCAN around community groups in Gateshead to help raise awareness of how to save energy and try to reduce their fuel bills
- The Complaints Scrutiny Panel met and agreed a future workplan for the group including reviewing case studies on case handling, developing investigation guidelines and monitoring trends.
- Began 2013/14 Hoops for Health project with Newcastle Eagles with a new workshop focussing on educating around stereotyping, with the overall aim to minimise the potential of hate crime incidents in Gateshead
- Held a Christmas party for involved tenants and leaseholders to recognise their continued involvement in shaping our services and used the opportunity to gather feedback on what they think the groups have achieved and should focus on for the coming year
- Attended a young person's event supported by Ground Work North East where we were able to promote various opportunities to get involved.

Summary of involvement activity - Customers and Communities

Title of Activity	Number of Events	Number of Customers Involved
Drop in	16	308
Meeting	4	13
Focus Group	1	4
Event	2	70
Service Improvement Group	4	33
Choices event	3	31
Total	30	459

Summary of involvement activity – Customers and Communities

- Quarterly grounds maintenance meeting held to discuss and agree issues including fly tipping, Neighbourhood Pride and future budgetary plans
- Choices events held for customers to select the colour for internal decoration for blocks in Birtley Villas and Pleasant Place
- Customers involved in developing content for Anti-Social Behaviour (ASB) staff training through the ASB Service Improvement Group
- Drop in held to update residents and ward members on the proposals for Keelman Homes new build scheme on the Lonnen, Ryton
- Litter pick event held with children from Larkspur school, Wrekenton to help improve their estate
- Customers took part in the first phase of the consultation around the Tenancy Agreement Review providing their views and ideas of key issues to be considered as part of the review.
- Alcohol partnership meeting held with residents to raise awareness of joined up working between partners including the police, council and housing company, to educate around what effects alcohol can have on the environment as well as individuals.

Appendix 2: Location of involvement activities

Venue	Amount
Keelman House	18
Inner West	5
West	4
Central	12
South	14
East	5
External (Newcastle)	2
Other (survey)	2
Total	62

Appendix 3: Mears customer involvement activity 1 October – 31 December 2013

	Activity	Number attending
1	Twelve week work placement with a student from Percy Hedley College.	1
2	Attended LGBT event in partnership with The Gateshead Housing Company organised by the LGBT Federation.	40

Community Fund work	
1	Wrekenton Blue Star Football Club – refurbished four showers and improved electrical cables as a result of a Community Fund application.
2	Sheriff Hill Methodist Church – Carrying out work including shelving, painting and external fencing.

Appendix 4: Profile information of involved customers

Gender:

	Involvement Database December 2013		Involvement Database June 2013		Customer profile December 2013	
Female	555	63%	547	63.09%	11397	58.48%
Male	325	37%	316	36.45%	8090	41.51%
Blank	-	-	4	0.46%	3	0.02%
Total	880	100%	867	99.54%	19490	99.98%

Ethnicity:

	Involvement Database December 2013		Involvement Database June 2013		Customer profile December 2013	
Asian Or Asian British Bangladeshi	1	0.11%	1	0.12%	14	0.07%
Asian Or Asian British Indian	2	0.23%	2	0.23%	10	0.05%
Asian Or Asian British Other	11	1.25%	9	1.04%	105	0.54%
Asian Or Asian British Pakistan	13	1.48%	13	1.50%	13	0.07%
Black Or Black British African	28	3.18%	29	3.34%	199	1.02%
Black Or Black British Caribbean	-	-	0	0.00%	6	0.03%
Black Or Black British Other	1	0.11%	1	0.12%	28	0.14%
Chinese	1	0.11%	1	0.12%	20	0.10%
Mixed Other	3	0.34%	3	0.35%	25	0.13%
Mixed White & Asian	-	-	0	0.00%	16	0.08%
Mixed White & Black African	2	0.23%	1	0.12%	13	0.07%
Mixed White & Black Caribbean	-	-	1	0.12%	5	0.03%
Other	-	-	1	0.12%	83	0.43%
Total BME	62	7.05%	62	7.15%	537	2.76%
Refused	1	0.11%	1	0.12%	23	0.12%
White British	728	82.73%	722	83.28%	18538	95.12%
White Irish	-	-	-	-	33	0.17%
White Other	12	1.36%	12	1.38%	292	1.50%
(blank)	77	8.75%	70	8.07%	7	0.04%
Grand Total	880	100%	867	100.00%	19490	100.00%

Disability:

Does the tenant have a disability?	Involvement Database December 2013		Involvement Database June 2013		Customer Profile December 2013	
N	601	68.30%	597	68.86%	13770	70.65%
Y	277	31.48%	267	30.80%	5544	28.45%
Refused	-	-	-	-	23	0.12%
(blank)	2	0.22%	3	0.35%	70	0.36%
Total	880	100%	867	100.00%	19490	100.00%

Age:

	Involvement Database December 2013		Involvement Database June 2013		Customer Profile December 2013	
No date of birth	112	12.73%	123	14.19%	2	0.01%
Under 25	20	2.27%	19	2.19%	643	3.30%
25-39	116	13.18%	115	13.26%	4079	20.93%
40-49	111	12.61%	113	13.03%	3349	17.18%
50-59	114	12.95%	110	12.69%	3388	17.38%
60-74	265	30.11%	266	30.68%	4649	23.85%
75 and over	142	16.15%	121	13.96%	3380	17.34%
Total	880	100%	867	100.00%	19490	100.00%

Appendix 5: Summer of Fun community organisations and prizes

	Community group	Prize
1	9th Gateshead Rainbows	Voucher
2	Chopwell Community Centre	Voucher
3	Dance Club Lobley Hill Community Centre	Voucher
4	Diva Dance	Voucher
5	Girls Group - Gateshead Young Womens Outreach Project	Voucher
6	Leam Lane private dance class	Voucher
7	Mosspool/Lily Close Centre	Voucher
8	Save the children	Voucher
9	The Court Cafe - Warwick Court Residents Group	Voucher
10	Clara Vale Village Hall Association	Voucher
11	8th Gateshead Boys Brigade, Dunston	Toys & games pack
12	The Windmill Hills Centre	Toys & games pack
13	The Winlaton Centre Junior Club	Toys & games pack
14	Edberts House	Toys & games pack
15	Dunston Community Centre lunch club	Kitchen pack
16	The Avenues Community Education Project	Kitchen pack
17	The Winlaton Centre - Tuesday luncheon Club	Kitchen pack
18	Low Fell running club	Sports pack
19	Redheugh Whites under 11	Sports pack
20	Rutherford Football Club	Sports pack
21	Whickham Fellside Football Club	Sports pack
21	The 4Cs	Gardening pack

Appendix 5: Summer of Fun feedback

	Prize won	How did you find out about our Summer of fun project?	If you won a voucher, what have you spent it on or what are you planning on spending it on?	How has the prize benefitted the group?	Has there been any direct positive outcomes for the group receiving this prize? Eg, increased group membership
Dunston Community Centre	Kitchen pack	Dunston Gala Festival	n/a	Replaced chipped, cracked and worn out materials that are used by all members of the centre.	This gift is greatly appreciated particularly by Doreen Wilson and Betty Thompson who cook the lunch.
Angela Marie School of Theatre Dance	Voucher	Lobley Hill Primary School presentation	The head of dance school decided to put it in a raffle to raise funds for required apparel and equipment. The voucher was the prize in the raffle.	By generating extra funds it has gone a long way to safeguarding the future success of the school.	There is always a drive for new members and any positive contribution such as this can only help.
Chopwell Community Centre	Voucher	Leaflet advertisement sent to our centre	We used the voucher to buy chocolate, biscuits and bottles to raffle at our Christmas fayre.	The raffle prizes paid for a Christmas tree to be erected in the village. The local school children and families decorated it. It has been a huge success and people donated money to the community centre to have a tree permanently there for each Christmas.	We have had more people joining the centre and donations to keep the building sustainable for the future. This is at the hub of Chopwell community and it's quite isolated at Chopwell. We have many vulnerable users benefit from our services.
Rutherford AFC	Sports pack	Lobley Hill Primary School presentation	n/a	The pack benefitted and continues to benefit all age groups within Rutherford AFC. They are always in need of new equipment as it is a very popular club within and outside of the community. Any donations or help given is always greatly appreciated.	More sports equipment means that more members can benefit and for longer. Equipment always needs improving or replacing so it has undoubtedly been a positive outcome.

	Prize won	How did you find out about our Summer of fun project?	If you won a voucher, what have you spent it on or what are you planning on spending it on?	How has the prize benefitted the group?	Has there been any direct positive outcomes for the group receiving this prize? Eg, increased group membership
TLC Tuesday Lunch club	Kitchen pack	Word of mouth (colleague in the Winlaton centre)	n/a	Having new equipment in the kitchen has made the 'cook's' job easier. Nice to have matching cutlery, great having new tea towels.	New equipment 'looks' lovely. Makes a more pleasant environment for our group. Thank you.
Clara Vale Village Hall Association	Voucher	Chase Park Festival	We have used the vouchers to support our monthly lunch club.	The lunch club has run intermittently over the last year and has been funded only by food donations prepared by villagers. With the extra cash we have been able to broaden the menu and buy new equipment eg, soup bowls. Our Christmas lunch was 3 course and attracted 40 people.	More people attending has brought in more community involvement of all ages; some funds for village hall running costs and ideas for attracting visitors from outside the village.
Winlaton Centre Juniors	Toys and Games pack	Promotional email	n/a	Provided new games and toys to entertain the juniors group. The children were so excited to learn they had won a prize. We had great fun receiving new equipment. The group was so excited.	Happier children! Encouraged the children to play together, take turns and learn new skills. Gave the children a sense of achievement. Thank you.
Mosspool Centre	Voucher	Via Housing Estate Officer Julia Burn	We bought food and refreshments (non-alcoholic) for a Christmas tea party in the centre for all our residents	It brought the residents together to socialise and have fun, as well as enjoying a lovely buffet. Those who were able to help in anyway got involved in making it a success and embraced the opportunity to do something to help other residents.	Residents that do not normally get involved come to the centre, came and enjoyed themselves so much that they are now regulars at our activities. It was wonderful to see the smiles and hear the laughter and we are planning lots more similar events.



Report to Customers and Communities Committee

27 February 2014

Title: Forward Plan

Report of: Managing Director

Purpose of report

1. To note the 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.

Outstanding Issues

4. The committee noted in its last Forward Plan that the following issue would be discussed at this meeting: -
 - TALISMAN – Review of Voids – The Panel is currently progressing with this review and will present their final report to the next meeting of the committee.

Link to Values

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

Risk Management Implications

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

Value for Money Implications

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

Equality and Diversity Implications

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

Financial Implications

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

Health Implications

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

Environmental Implications

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

Consultation carried out

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

Impact on Customers

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

Recommendation

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

Customers and Communities Committee Forward Plan

Customers and Communities Committee	Issues to be discussed
May 2014 (date still to be agreed)	<ul style="list-style-type: none"> • Grounds Maintenance Service Agreement 2014-15 • Complaints and Compliments Performance – End of Year Report 2013-14 • Moving Forward Training Programme • Mystery Shopping 2013-14
September 2014 (date still to be agreed)	<ul style="list-style-type: none"> • Estate Activity Report – April 2013 to March 2014 • Sheltered Housing Service – Year End Update 2013/14
November 2014 (date still to be agreed)	<ul style="list-style-type: none"> • Moving Forward Training Programme – Six Monthly Update
February 2015 (date still to be agreed)	<ul style="list-style-type: none"> •
<p>The following reports are taken to every meeting:</p> <ul style="list-style-type: none"> • Anti-Social Behaviour Progress Report • Customer Involvement Activity 	