



Report to the Board

15 May 2014

Title: Service Standards Performance – Year end 2013/14

Report of: Managing Director

Purpose of Report

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

Background

2. The Appendix contains the year end performance results and a full commentary on these results. These indicators and the targets relate to the service standards we set for our tenants and leaseholders which were agreed by the Board on 21 March 2013.
3. The results are colour coded comparing performance against the targets for 2013/14 and against 2012/13 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares year end 2013/14 results against those for quarter 3 2013/14.

Service Standard Indicator Summary

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

- 1 indicator is traffic lighted amber, which shows that we have not met the target set but performance has improved from the prior year. This is in comparison with performance at year end of 2012/13 when there were 3 amber indicators.
 - 12 indicators were traffic lighted red, which shows that we have failed to meet the targets set and performance has reduced from the previous year. This is compared to 7 at year end 2012/13.
 - 5 indicators were not measurable against a target at year end, which is down from 8 in 2012/13. All indicators were new for 2013/14, 2 were reported quarterly and 3 were reported annually at year end.
8. Overall, performance relating to 37 out of the 49 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 76% of our indicators. This is a slight reduction from 85% as at the year end 2012/13. We will use the results of these indicators to improve the services that we provide to our tenants and leaseholders. Where there were no targets set, the results will form the benchmark for performance to be compared in 2014/15.
9. These service standard indicator results are reported to our customers to enable them to judge how well we are performing against the service standards that we set.

Link to values

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

Impact on tenants

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

Risk Management Implications

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

Financial Implications

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

Health Implications

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

Environmental Implications

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

Equality and Diversity Implications

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

Value for Money implications

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

Consultation carried out

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

Recommendation

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