



Report to the Board

18 September 2014

Title: Service Standards Performance – First Quarter 2014/15

Report of: Head of Corporate Services

Purpose of Report

1. To inform the Board of the first quarter performance results against our service standards for 2014/15.

Background

2. The Appendix contains the first quarter 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 20 March 2014.
3. The results are colour coded comparing performance against the targets for 2014/15 and against 2013/14 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares the quarterly results therefore this is not included within the first quarter report.

Summary Report

4. The summary page at the front of the report shows the Service Standard Performance Indicator results and the comparison with the prior year. This is a quick guide to how each service area and the Housing Company as a whole is performing. This summary only includes those indicators which are included within our 'Guide to Services' documents for both tenants and leaseholders.

5.

Service Standard Indicator Summary

6. 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.
7. 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.

8. We currently have 53 service standard performance indicators which are included within the delivery plan and which we monitor and report to the Board on a quarterly basis.
9. At the end of the first quarter, our performance shows that:-
 - 24 indicators were traffic lighted green, which shows that we have met the targets set for them. This is slight decrease when compared to the first quarter 2013/14 when 26 indicators achieved the targets set.
 - 2 indicators were traffic lighted amber, which shows that we have not met the target set but performance has improved from the prior year. This is an improvement on performance in the first quarter of 2013/14 when there were no amber indicators.
 - 5 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 4 in the first quarter 2013/14.
 - 22 indicators were not measurable against a target at the end of quarter 1, which is down from 23 at the first quarter 2013/14. Of these, 7 indicators will be reported in quarter 2, 6 indicators will be reported in quarter 3, 7 indicators will be reported at the year end and 2 indicators will be reported quarterly and measured at year end.
10. Overall, performance relating to 26 out of the 31 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 84% of our indicators. This is comparable with performance for the first quarter 2013/14 when 87% of indicators were on target or improving. 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.
11. 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

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

Impact on tenants

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

Risk Management Implications

14. 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

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

Health Implications

16. 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

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

Equality and Diversity Implications

18. 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

19. 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

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

Recommendation

21. The views of the Board are sought as to whether they are satisfied with the Quarter 1 service standards performance results.



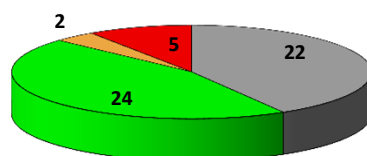
The Gateshead Housing Company
April - June 2014/15
Service Standards

Overall Performance

		Q1 2013/14	Q1 2014/15
HomeRepairs	Satisfaction with the service from the small tasks team		
	We will respond and deliver the small tasks service on time (Within 10 working days)		
Cyclical	Overall satisfaction with the annual gas service		
	We will inspect 5% of completed services to check the quality of work		
Investment	Satisfaction with the assistance and information given to tenants before the improvement		
	We will advise you within two weeks if you require any building regulation or planning permissions		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)		
Letting & Voids	We will register and update your application within one working week		
	Overall customer satisfaction with the advice and information on applying for a new home		
	Overall customer satisfaction with bidding for properties		
	We will notify successful bidders within three working days		
	% of customers who said that the property viewing was useful		
	Satisfaction with the condition of the property offered in line with the lettable standard		
	Satisfaction with the advice and support offered to new tenants		
	% HomeWelcome visits carried out within six weeks		
Rent	Satisfaction with information on how much rent to pay		
	Are our rent letters and statements easy to understand?		
	Satisfaction with the advice we give on rent or on debt		
	Satisfaction with rent payment methods		
	We will contact former tenants within two weeks to inform them of outstanding arrears or credit balances		
Customer Services	The % of complaints dealt with within 10 working days		
	% of customers satisfied with communication throughout the handling of their complaint		
	% of customers that were satisfied that they were able to talk to the right person		
	% of customers that were satisfied we were able to deal with their enquiry		
Involvement	The representation of involved customers		
	Annual tenant and leaseholder training attendance		
	Satisfaction with the feedback following involvement		
	% of tenants satisfied that their views are taken into account		
	Number of events attended		
Estate	% of tenants satisfied with the appearance of their estate and how it is maintained		
	How we delivered on the published programme of estate tours		
	% of estate tours that involved customers		
	% of tenants satisfied with the quality & frequency of garden service visits		
	Average time taken to resolve garden case		
	% of tenants with untidy gardens that have been visited within three working days		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours		

Managing Tenancies	We will give you a decision on your request to assign or succeed your home within 10 working days		
	We will give you a decision on your request to exchange your home within 42 working days		
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)		
Leasehold Services	% of leaseholders satisfied with the service they receive		
	% of leaseholders satisfied with the communal repairs and maintenance service		
	Satisfaction with the account information		
	% disputes raised and responded to within 10 days		
	% of enquiries responded to within 10 days		
Sheltered Housing	% of sheltered housing tenants that are satisfied with living in their scheme		
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners		
	% of sheltered housing tenants satisfied with the opportunities for getting involved in their scheme		
Communal Areas	Satisfaction with the caretaking service		
	Satisfaction with the concierge service		
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard		
	% of accompanied viewings in multi blocks attended by the caretaker		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting		

	Q1 2013/14	Q1 2014/15
Baseline Year or Not Yet Measurable	23	22
On Target	26	24
Not on Target but Improved	0	2
Not on Target	4	5





The Gateshead Housing Company
April - June 2014/15 Performance

Home Repairs



Not on Target



Not on Target but Improved





Target Met/ Exceeded

Home Repairs - Service Standards

Our Service Standards are:

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

	HomeRepairs	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	Satisfaction with the service from the small tasks team	96%	99%	100%		
	We will respond and deliver the small tasks service on time (Within 10 working days)	83%	95%	To be reported in quarter 2		

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

Current Performance

All 10 customers surveyed about the completed jobs were satisfied with the service. We will be reporting performance on response and delivery of the service within timescales later in the year.

Supplementary Information



The Gateshead Housing Company
April - June 2014/15 Performance

Cyclical



Not on Target



Not on Target but Improved






Target Met/Exceeded

Gas Servicing- Service Standards

Our Service Standards are:

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

	Cyclical Maintenance / Gas Servicing	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	Overall satisfaction with the annual gas service	99.44%	98.50%	98.50%		
	We will inspect 5% of completed services to check the quality of work	5.00%	5.00%	5.00%		

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

Current Performance

Satisfaction surveys are conducted by Mears and measure their performance for gas service delivery which has slightly increased when compared with 2013/14 result (99.44%). We have achieved our aim to complete 5% quality checks on all gas services that have taken place in quarter 1.

Supplementary Information



The Gateshead Housing Company

April - June 2014/15 Performance

Investment



Not on Target

Not on
Target but
Improved

Target Met/ Exceeded



Home Improvements - Service Standards

Our Service Standards are:

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

Making Improvements to Your Home - Service Standards

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

	Home Improvements	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	Satisfaction with the assistance and information given to tenants before the improvement	97.75%	96.50%	98.36%		
	Making Improvements	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	We will advise you within two weeks if you require any building regulation or planning permissions	93.75%	91%	100.00%		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)	97.62%	97%	91.97%		

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

Current Performance

98.36% of tenants receiving home improvements were satisfied with the assistance and information given to them before works began. This is 0.61% higher than 2013/14 year end and is 1.86% above target.

We have responded within timescales to all 3 customers who needed notification of building regulation and planning permissions. Due to capacity and resource issues in one neighbourhood we were able to acknowledge 17 out of 27 customers application for improvements. These capacity issues have now been resolved and it is considered that this trend will not continue into the future.

Supplementary Information

The satisfaction results for assistance and advice given to tenants prior to improvement works are based on a return of 61 surveys, which equates to a return rate 58.65% of properties completed up to the end of June. We continue to meet regularly with LES to discuss satisfaction results and any expressions of dissatisfaction.



The Gateshead Housing Company

April - June 2014/15 Performance

Lettings and Voids



Not on Target






Not on
Target but
Improved

Target Met/ Exceeded

Lettings & Voids - Service Standards

Our Service Standards are:

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

	Lettings and Voids	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	We will register and update your application within one working week	82.13%	95.50%	To be reported in quarter 2		
	Overall customer satisfaction with the advice and information on applying for a new home	96.15%	92.50%	To be reported in quarter 2		
	Overall customer satisfaction with bidding for properties	98.33%	98%	To be reported in quarter 2		
	We will notify successful bidders within three working days	94.01%	94%	To be reported in quarter 2		
	% of customers who said that the property viewing was useful	99.33%	99%	99.44%		
	Satisfaction with the condition of the property offered in line with the lettable standard	97.20%	95%	96.49%		
	Satisfaction with the advice and support offered to new tenants	98.57%	98.50%	99.72%		
	% HomeWelcome visits carried out within six weeks	88.10%	87.50%	93.30%		
	Satisfaction with furniture packages	99.14%	98.25%	To be reported in quarter 2		

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

Current Performance

99.44% customers said that the property viewing was useful which exceeds the target of 99%.

96.49% of properties continue to be let in line with the lettable standard and satisfaction with the advice and support offered to new tenants surpasses the target of 98.50% by attaining 99.72%.

Performance for HomeWelcome visits is currently exceeding target. There were 435 visits due and 406 were completed within the 6 week target.

Supplementary Information



The Gateshead Housing Company

April - June 2014/15 Performance

Rent Payments and Advice



Not on Target



Not on
Target but
Improved

Target Met/ Exceeded

Rent Payments and Advice - Service Standards

Our Service Standards are:

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

	Rent Payments and Advice	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	Satisfaction with information on how much rent to pay	91.50%	91.50%	To be reported in quarter 3		
	Are our rent letters and statements easy to understand?	94.70%	94%	To be reported in quarter 3		
	Satisfaction with the advice we give on rent or on debt	89.00%	95%	To be reported in quarter 3		
	Satisfaction with rent payment methods	96.20%	95.50%	To be reported in quarter 3		
	We will contact former tenants within two weeks to inform them of outstanding arrears or credit balances	97.38%	95.50%	97.55%		

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

Current Performance

The themed rent survey will be distributed in September 2014 and it is anticipated that results will be available in quarter 3. The service is currently exceeding the target set for contacting former tenants within two weeks of their tenancy ending.

Supplementary Information



The Gateshead Housing Company

April - June 2014/15 Performance

Customer Services



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Customer Services - Service Standards

Our Service Standards are:

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

	Customer Services	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	The % of complaints dealt with within 10 working days	73.20%	76%	83.58%		
	% of customers satisfied with communication throughout the handling of their complaint	70.18%	71%	63.30%		
	% of customers that were satisfied that they were able to talk to the right person	89.80%	Baseline	To be reported in quarter 4		
	% of customers that were satisfied we were able to deal with their enquiry	87.80%	Baseline	To be reported in quarter 4		

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

Current Performance

The number of complaints being dealt with within the 10 day target has increased and is above target, however as satisfaction has declined in the same period, we will be carrying out further work to analyse the proportion of these where a full response is provided in the time period and those where they have received holding letters, pending further action. Overall the company is working on recommendations from the complaints review which should lead to improved performance later in the year when training and guidance is delivered.

Supplementary Information

Complaints dealt within 10 working days: calculation does not include complaints that have been closed and logged as a complaint incorrectly, but does include complaints resolved within 10 days and complaints where a holding letter has been issued within 10 days.



The Gateshead Housing Company

April - June 2014/15 Performance

Involvement



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Involvement - Service Standards

Our Service Standards are:

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

	Involvement	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	The representation of involved customers	889	890	896		
	Annual tenant and leasehold training attendance	276	180	20		
	Satisfaction with the feedback following involvement	98.00%	97%	To be reported in quarter 2		
	% of tenants satisfied that their views are taken into account	73.9%	72.5%	73.9%		
	Number of events attended	37	Increase	11		

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

Current Performance

Results for this quarter show that we are on course to meet targets set for the year. We have increased the number of customers on the involvement database to ensure that we have a greater pool of people to involve in shaping services. Numbers attending training is relatively low however the programme does not start until May and an increase is expected in quarter 2. A number of courses are already booked in for the second quarter and a number of tenants have been supported to attend external training to support their involvement in activities within the company.

Supplementary Information

Attendance at training courses relates to one B&Q course held, attendance at CIH Conference and a member of TALISMAN attending training at Trafford Hall on Scrutiny Skills.

Performance for '% of tenants satisfied that their views are taken into account' is taken from the Annual Survey which links to TGHC Delivery Plan covering the period 2013 to 2015. The key focus of this year's plan is to ensure that we continue to be customer focused, whilst supporting the Council in its objectives around the Council Plan 2012-17 and the Housing Strategy 2013-18. The Annual Survey will now be conducted on a biennial basis and results relate to 2013/14 survey.



The Gateshead Housing Company

April - June 2014/15 Performance

Estate Management



Not on Target

Not on
Target but
Improved

Target met/ exceeded

Estate Management - Service Standards

Our Service Standards are:

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

	Estate	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	% of tenants satisfied with the appearance of their estate and how it is maintained	60.60%	65%	To be reported in quarter 4		
	How we delivered on the published programme of estate tours	784 estate tours 100%	100%	190 estate tours 100%		
	% of estate tours that involved customers	89.92%	91%	90.00%		
	% of tenants satisfied with the quality and frequency of garden service visits	83.20%	91%	To be reported in quarter 4		
	Average time taken to resolve garden case	3.4 weeks	3.4 weeks	3.4 weeks		
	% of tenants with untidy gardens that have been visited within three working days	100.00%	100%	100.00%		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	100.00%	100%	100.00%		

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

Current Performance

All programmed estate tours have been completed on time with 90% of estate tours involving residents, this was a slight improvement on 2013/14 performance but is below the current yearly target.

Garden cases are taking an average of 3.4 weeks to close which is in line with the target set for the year and all tenants have been visited within 3 days, again within target.

There were 10 instances of suspected abandoned properties recorded in the first quarter all of which received a visit within 24 hours.

Supplementary Information

184 estate tours were graded in the first quarter. 166 were Gold and 18 Silver. In the same period in 2013/14, 187 estate tours were graded with 165 Gold and 22 Silver



The Gateshead Housing Company

April - June 2014/15 Performance

Managing Tenancies and Anti-Social Behaviour



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Managing Tenancies and Anti-Social Behaviour - Service Standards

Our Service Standards are:

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

	Managing Tenancies and Anti-Social Behaviour	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	We will give you a decision on your request to assign or succeed your home within 10 working days	99.48%	100%	100%		
	We will give you a decision on your request to exchange your home within 42 working days	100%	100%	100%		
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	99.80%	99%	99%		

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

Current Performance

There were 76 requests to assign or succeed a tenancy in the first quarter, 100% of which were responded to within the target of 10 days.

There were 69 requests in total received for mutual exchange, 6 were rejected. 100% of requests were completed within the 42 day timescale. The average number of days taken to complete a mutual exchange in this quarter is 12.87 days.

During this period, 447 new anti social behaviour (ASB) cases were opened and of these 442 (99%) were acknowledged and actioned within timescales.

Supplementary Information

Between April - June 2014, whilst all ASB cases were investigated 5 cases did not meet target timescales; 2 of which did not receive an acknowledgement within timescale and 3 were not actioned within timescales.



The Gateshead Housing Company
April - June 2014/15 Performance

Leasehold



Not on Target



Not on Target but Improved



Target Met/ Exceeded

Leasehold- Service Standards

Our Service Standards are:

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

	Leasehold Services	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	% of leaseholders satisfied with the service they receive	73.00%	71%	73.00%		
	% of leaseholders satisfied with the communal repairs and maintenance service	57.90%	59.50%	To be reported in quarter 3		
	Satisfaction with the account information	78.10%	86%	To be reported in quarter 3		
	% disputes raised and responded to within 10 days	89.55%	95%	100.00%		
	% of enquiries responded to within 10 days.	91.15%	95%	100.00%		

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

Current Performance

Performance is above target for all service standards. This has been achieved through closer working links between Leasehold and Property Services, with a co-ordinated approach to achieve tangible outcomes for customers. This has resulted in 100% response rate for customers within service standard timescales for both disputes and enquiry indicators.

Supplementary Information



The Gateshead Housing Company April - June 2014/15 Performance

Sheltered Housing



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Sheltered Housing - Service Standards

Our Service Standards are:

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

	Sheltered Housing	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	% of sheltered housing tenants that are satisfied with living in their scheme	94%	97%	96.00%		
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners	92%	92.50%	89.00%		
	% of sheltered housing tenants satisfied with opportunities for getting involved in their scheme	82%	86%	To be reported in quarter 4		

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

Current Performance

Overall satisfaction performance result with living in the scheme will be gathered across the course of the year, and while the first quarters figure is lower than the target set, this may be reflective of the customer service theme discussed during the sheltered scheme meeting with customers. This is an area of the service that we will look to improve upon. Satisfaction with services provided by TGHC and partners is also lower than in previous years with customer dissatisfaction focusing on issues with grass cutting. 37 customers were very or fairly dissatisfied with services and of these 35 related to grass cutting issues.

Supplementary Information

Results were gathered primarily at the quarterly themed Here & Now roadshow sessions which have replaced the annual scheme meetings carried out in previous years. 290 customers attended the first sessions held in 41 schemes across the borough and 416 surveys were received including postal replies.



The Gateshead Housing Company

April - June 2014/15 Performance

Communal Areas and Multi Storey Blocks



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Communal Areas and Multi Storey Blocks - Service Standards

Our Service Standards are:

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

	Communal Areas and Multi Storey Blocks	Performance 2013/14	Target 2014/15	Performance April - June 2014/15	Result Against Target	Trend
	Satisfaction with the caretaking service	94%	94%	To be reported in quarter 4		
	Satisfaction with the concierge service	86%	82%	To be reported in quarter 4		
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	99.45%	99%	100.00%		
	% of accompanied viewings in multi blocks attended by the caretaker	98.45%	98.70%	97.83%		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	90.04%	87.50%	81.20%		

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

Current Performance

The excellent performance from 2013/14 in relation to inspections of cleaning service standards has continued into quarter 1 of 2014/15. This can be attributed to having clear procedures in place supported by robust performance management and relevant training to ensure employees can deliver the required service. Performance is regularly discussed and reviewed with both the employees via 121's and the Multi Storey Service Improvement Group (SIG). Customer Inspectors recruited from the SIG are now carrying out the majority of cleaning inspections and it is pleasing that their feedback is so positive. Performance is slightly below target for the accompanied viewings target. This was due to two viewings being missed from a possible 92. One was arranged outside the caretakers finish time and the second was missed due to the caretaker assisting Police at the time. The personal visit target is currently below target. The means of measuring this target has been changed from 2013/14 and now only face to face contact is recorded. Measures have been put in place to increase the success rate of contacts and it is anticipated that quarter 2 will show an improvement.

Supplementary Information