



Report to Customer and Communities Committee

5 November 2015

Title: Performance and Service Standards – Quarter 2 2015/16

Report of: Director of Customer and Communities

Purpose of Report

1. To inform the Committee of the quarter 2 Performance Indicators and Service Standards results for 2015/16.

Background

2. As part of the Board Away Day on 24 October 2014 it was agreed that 2015/16 Performance Indicators and Service Standards reports would be linked to the 5 year TGHC Business Plan and would be scrutinised by the relevant committee, with a summarised report being brought to Board.
3. At the meeting on 19 March 2015, the Board were presented with and approved a structure of which Performance Indicators and Service Standards should be reported to each individual Committee.
4. At the Board meeting on 17 September 2015, the Board approved the proposed rationalisation of Performance Indicators and Service Standards and the revised reporting structure to Committees and Board.
5. The Appendix contains the quarter 2 Performance Indicators and Service Standards results and full commentary. These indicators and the targets were agreed for 2015/16 by the Board at its meeting on 19 March 2015.
6. The results are colour coded, comparing performance against the targets for 2015/16 and against 2014/15 performance.
7. This Committee will escalate any concerns regarding performance against the agreed Performance Indicators and Service Standards to the TGHC Board, on a quarterly basis, for further discussion.

Summary Report

8. The summary page at the front of the report shows the Performance Indicators and Service Standards results and the comparison with the previous year. This is a quick guide to how each service area is performing.

9. We currently have 58 Performance Indicators and Service Standards which are monitored on a quarterly basis. Each indicator will be discussed at the appropriate Committee as follows, with an overall summary being presented to Board:

- Resources Committee – 12 indicators
- Customers and Communities – 33 indicators
- Assets, Development and Investment Committee – 13 indicators
- Audit Committee - none

Customers and Communities Committee - Performance Indicator and Service Standards Summary

10. There are currently 33 key PI and SS that will be reported to Customers and Communities Committee on a quarterly basis.

11. At quarter 2, our performance shows:

- 13 indicators were traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is a decrease from 15 at quarter 2 2014/15.
- Two indicators are traffic lighted amber. This shows that we have not met the target set but performance has increased on the previous year. This is an increase from one at quarter 2 2014/15.
- Five indicators are traffic lighted red. This shows that we have not met the target set and performance has decreased compared to the previous year. This is a decrease from eight at quarter 2 2014/15.
- 13 indicators are not measurable or are set with a baseline target which is an increase from nine at quarter 2 2014/15. Of these indicators, one will be reported in quarter 3, six will be reported in quarter 4, three are reported quarterly and are baseline for 2015/16, and three will be reported quarterly and traffic lighted at year end.

12. The performance results therefore indicate that at quarter 2, performance relating to 15 out of the 20 measureable Performance Indicators and Service Standards can be traffic lighted as on target or improving, which relates to 75% of our indicators. This is an increase in performance compared to quarter 2 2014/15, when 67% of indicators were on target or improving.

Link to values

13. This performance report is aligned to the following Company values:

- Fair
- Customer focused
- Open and honest
- Accountable
- Innovative
- Passionate about what we do

Impact on tenants

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

Risk Management Implications

15. 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 of the Performance Indicators and Service Standards results and we are also required to report performance to the Council as part of the management agreement. Key indicators are also included within the TGHC five-year strategic plan 2015-2020.

Financial Implications

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

Health Implications

17. 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. Monitoring indicators in relation to ensuring that homes are let quickly will have a positive impact on the health and wellbeing of those tenants on the waiting list. Other indicators may also have an indirect positive impact on the health and wellbeing of Gateshead residents.

Environmental Implications

18. There are no environmental implications arising directly from this report.

Equality and Diversity Implications

19. Our service standards are developed in consultation with tenants and leaseholders to ensure that all of our services are accessible to all of our customers. We continue to collect diversity information about our customers, helping us shape our services around their needs, which are reported as part of the Involvement Update report.

Value for Money implications

20. Performance against target provides an indication of value for money and the performance indicators and service standards assist The Gateshead Housing Company in its focus on ensuring value for money for all tenants and leaseholders.

Consultation carried out

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

Recommendations

22. The views of the Committee are sought as to whether they are satisfied with the quarter 2 2015/16 Performance Indicators and Service Standards results.
23. Any concerns regarding performance against the agreed Performance Indicators or Service Standards are escalated to the TGHC Board for further discussion.



**The Gateshead Housing Company
April - September 2015/16 Performance**

Overall Performance			
		Q2 2014/15	Q2 2015/16
Letting & Voids	We will register and update your application within 10 working days	Red	Yellow
	Overall customer satisfaction with bidding for properties	Green	Green
Rent	Satisfaction with the advice we give on rent or on debt	Grey	Grey
	We will contact tenants within one week to offer money and debt advice when notified of tenant being in receipt of Universal Credit (UC)	Grey	Grey
Customer Services	% of those making a complaint satisfied with the investigation of the complaint	Red	Grey
	The % of complaints dealt with within 10 working days	Green	Yellow
	% of customers satisfied with communication throughout the investigation of their complaint	Red	Grey
Involvement	Annual tenant and leaseholder training attendance	Grey	Grey
Managing Tenancies	The number of hate crime incidents reported	Grey	Grey
	The number of domestic abuse cases reported	Grey	Grey
	Satisfaction with the way ASB complaints are responded to	Green	Red
	% of ASB cases that are resolved without the need for legal action	Red	Green
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	Green	Green
Estate	% of tenants satisfied with the appearance of their estate and how it is maintained	Grey	Grey
	How we delivered on the published programme of estate tours	Red	Green
	% of tenants satisfied with the quality & frequency of garden service visits	Grey	Grey
	% of tenants with untidy gardens that have been visited within three working days	Green	Green
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	Green	Green
	We will give you a decision on your request to assign or succeed your home within 10 working days	Red	Green
	We will give you a decision on your request to exchange your home within 42 working days	Green	Green
Sheltered Housing	% of sheltered housing tenants that are satisfied with living in their scheme	Yellow	Grey
Communal Areas	Satisfaction with the caretaking service	Grey	Grey
	Satisfaction with the concierge service	Grey	Grey
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	Red	Grey
	% of accompanied viewings in multi blocks attended by the caretaker or new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	Green	Green
Biennial Survey	% of tenants satisfied with the overall housing services we offer?	Green	Green
	% of tenants satisfied with their home?	Green	Green
	% of tenants satisfied that the rent and service charges paid are good value for the services received?	Green	Red
	% of tenants satisfied with the neighbourhood they live in?	Green	Green
	% of tenants satisfied with opportunities to get involved and influence decisions made by the company?	Green	Red
	% of tenants satisfied that their views are taken into account	Green	Red
	% of leaseholders satisfied with the service they receive	Green	Red

	Q2 2014/15	Q2 2015/16
Baseline Year or Not Yet Measurable	9	13
On Target	15	13
Target but Improved	1	2
Not on Target	8	5

A 3D pie chart illustrating the distribution of performance categories. The largest slice is green, representing 'On Target' with 13 units. A red slice represents 'Not on Target' with 5 units. A yellow slice represents 'Target but Improved' with 2 units. A grey slice represents 'Baseline Year or Not Yet Measurable' with 9 units.



The Gateshead Housing Company

April - September 2015/16 Performance

Lettings & Voids

Aims of the service
This section of the performance report covers a range of issues affecting customers who may be applying for a home, starting a new tenancy, or who may simply have an empty property near to them. We aim to offer advice and support to those looking to move, ensuring that housing needs are correctly identified, and that customers understand their prospects of rehousing. Our "Void team" instructs and monitors the work of our repair partners to ensure that empty properties are efficiently and economically prepared to our agreed lettable standard. In preparing empty properties and managing the lettings scheme we aim to minimise the number of days that properties are empty, as well as the potential rent lost. Our service standards also focus on the information, advice and support that we give to new tenants - because we want tenants to successfully settle in at their new homes, and enjoy living there for years to come. An additional aim for this year is to monitor and address the increase in low demand on certain property types.
Overall result for the service and the outcomes for customers
Although the level of vacant properties has reduced from the same period 12 months ago, turnover of properties remains very high, and lack of demand for properties is contributing to rent loss. Performance is within target and trends in tenancy terminations and demand are being closely monitored.

Lettings and Voids



Not on Target



Not on Target but Improved



Target Met/ Exceeded

	Lettings and Voids	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend Against Prior Quarter
	We will register and update your application within 10 working days	48.65%	95.50%	92.81%		
	Overall customer satisfaction with bidding for properties	99.70%	98%	98.80%		

We will register and update your application within one working week

Current Performance

Performance on registering and updating applications within one working week has improved from 88.30% in quarter 1 to 92.81% in quarter 2. Although this does not meet the target of 95.50% the improvement is encouraging.

Supplementary Information

Performance targets for registration and updating applications exceeded target in April and May however performance in June (due to a reduction in employees available to deliver the service) meant we did not achieve target and this continued to impact on performance for this quarter. We will continue to work towards improving the service provided to customers. There are presently delays with answering customer queries due to the number of calls, volume of work and team capacity to deliver the service. Positively quarter 2 performance increased compared to quarter 1. It is extremely encouraging that customers remain satisfied with the advice they receive and also the ways that they can bid.

Overall customer satisfaction with bidding for properties

Current Performance

Customer satisfaction with bidding for a new property exceeded target. We have also improved performance in relation to notifying successful bidders within the 3 day target (96.16%).

Supplementary Information



The Gateshead Housing Company
April - September 2015/16 Performance

Rent & Income Team

Aims of the service
The Rent and Income Team aim to maximise rental income and prevent rent arrears by providing: a range of payment methods; clear information on how much rent to pay; advice and support on how to claim benefit and to assist with the completion of Discretionary Housing Payment (DHP) applications. The service has a firm but fair approach that is focused on working with tenants to prevent or reduce any arrears and therefore sustain tenancies. Tenants affected by the various welfare reforms will be monitored to ensure action whether it be support or enforcement is taken promptly, whilst doing all we can to mitigate the negative affects. Financial inclusion will remain at the heart of what we do to ensure we maximise tenants income and reduce their expenditure (i.e. fuel switching, affordable credit etc). The service also collect former tenant arrears and rechargeable repairs, focusing on recoverable accounts to increase collection.
Overall result for the service and the outcomes for customers
Performance at the end of quarter 2 is encouraging with all indicators ahead of target. There has been an arrears reduction compared to the same period in 2014/15 which has resulted in a collection rate exceeding 100%. The current climate remains challenging with Welfare Reform still affecting a considerable number of tenants; the roll out of Universal Credit continues and is starting to impact, however numbers are still fairly low. Discretionary Housing Payments (DHP) awards remain high and are a considerable help to tenants affected by under occupation. The impact of Universal Credit will continue to be closely monitored.

Rent Payments and Advice

R Not on Target
 A Not on Target but Improved
 G Target Met/ Exceeded

Rent Payments and Advice	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend Against Prior Quarter
Satisfaction with the advice we give on rent or on debt	95.90%	90%	To be reported quarter 4		
Contact tenants within 1 week to offer money & debt advice when notified of tenant in receipt of Universal Credit (UC)	N/A	Baseline	To be reported quarter 4		

Satisfaction with the advice we give on rent or on debt

Current Performance

The Rent Payments and Information Satisfaction Survey is distributed in quarter 3 to 5,000 randomly selected customers. Performance results will be collated and reported in quarter 4.

Supplementary Information

Contact tenants within 1 week to offer money & debt advice when notified of tenant in receipt of Universal Credit (UC)

Current Performance

In the current Key Performance and Service Standard Indicator Review it is proposed to introduce this new indicator which will be reported later this financial year.

Supplementary Information



The Gateshead Housing Company

April - September 2015/16 Performance

Customer Services

Aims of the service
Customer service is a cross cutting area which is focused on ensuring that we are delivering the services that people need in the most appropriate way. This includes areas such as knowing our customers, access to services and how effectively we deal with complaints.
Overall result for the service and the outcomes for customers
We will continue to monitor complaint satisfaction during 2015/16 and look at areas where we need to improve. We currently have a positive result for satisfaction reporting although no direct comparison can be made, this is due to 2014/15 survey responses offered being changed in 2015/16 to conform with industry standard, see below for more information.

Customer Services

R Not on Target
 A Not on Target but Improved
 G Target Met/ Exceeded

	Customer Services	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend Against Prior Quarter
	% of those making a complaint satisfied with the investigation of the complaint	62.13%	Baseline	73.68%		
	The % of complaints dealt with within 10 working days	81.30%	87%	84.30%	A	↓
	% of customers satisfied with communication throughout the investigation of their complaint	64.90%	Baseline	78.95%		↑

% of those making a complaint satisfied with the investigation of the complaint

Current Performance
 Customer satisfaction with complaint investigation continues to improve when compared to quarter 1 (69.57%) and 2014/15 year end (62.13%).
 We are continuing to develop complaints investigation guidance and advice for all investigating officers during 2015/16.

Supplementary Information
 In 2014/15 survey responses offered for this indicator were 'Yes' or 'No'. In 2015/16 the offered responses are 'Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied'. Due to the significant change in the structure of responses and the subsequent calculation of satisfaction results the target has changed to 'Baseline'.

The % of complaints dealt with within 10 working days

Current Performance
 Although the percentage of complaints dealt with in 10 working days is not yet achieving target for this year, it is exceeding that of 2014/15. The number of complaints out of target has fallen from 10 in quarter 1 to 7 in quarter 2. 3 of the out of target complaints in quarter 2 were due to an undetected fault in the Complaints System. As a result Investigating Officers were not sent automatic notifications of new complaints and were not aware that they existed. This has now been resolved and if those 3 complaints were removed target would have been met.

Supplementary Information
 Further reminders will be sent to Investigating Officers as a complaint nears the 10 day target to remind them that either a final response is due or, that a holding letter should be sent if more time is needed. The 10 day target date will also be manually added to every new complaint on the system as a clear reminder.

% of customers satisfied with communication throughout the investigation of their complaint

Current Performance
 Satisfaction with the communication through the complaint investigation has improved since quarter 1 (78.26%). In 2014/15 survey responses offered for this indicator were 'Yes' or 'No'. In 2015/16 offered responses are 'Very satisfied, fairly satisfied, neither satisfied not dissatisfied, fairly dissatisfied and very dissatisfied'. Due to the significant change in the structure of responses and the subsequent calculation of satisfaction results the target has changed to 'Baseline'.

Supplementary Information



The Gateshead Housing Company

April - September 2015/16 Performance

Involvement

Aims of the service

It is very important to ensure that we keep customers informed and give them the opportunity to have their say about the way we deliver our services now and in the future. We believe that all customers should be able to make a difference to our services, in a way that suits them. Customers can choose how and when to get involved and select the type of involvement that suits them best including being involved in our training courses.

Overall result for the service and the outcomes for customers

The Involvement Team have worked well over that last six months to achieve a good performance result for training attendance and to involve customers in improving housing services in Gateshead.

Involvement




Not on Target



Not on Target but Improved



Target Met/ Exceeded

	Involvement	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend
	Annual tenant and leasehold training attendance	156	180	61		

Annual tenant and leasehold training attendance

Current Performance

To date 61 customers have attended a Moving Forward training event. This is an improvement on the same period last year when 60 tenants and leaseholders attended training.

There are 5 scheduled courses programmed to take place during quarter 3 & 4 and will be attended by a maximum of 10 delegates.

There are 13 demand led courses also programmed for the remainder of the year. These courses are held when 10 delegates have indicated their attendance.

Using previous customer attendance performance information it is envisaged that the annual target will be met.

Supplementary Information

Programmed customer training and demand led courses are run throughout the year.

The company is constantly reviewing the process to promote courses and increase attendance levels. The Involvement Team and SIG leads promote scheduled and demand led courses to ensure maximum attendance and secure value for money.

Courses are not evenly spread during the year with the majority taking place in the summer months to allow for maximum attendance.



The Gateshead Housing Company

April - September 2015/16 Performance

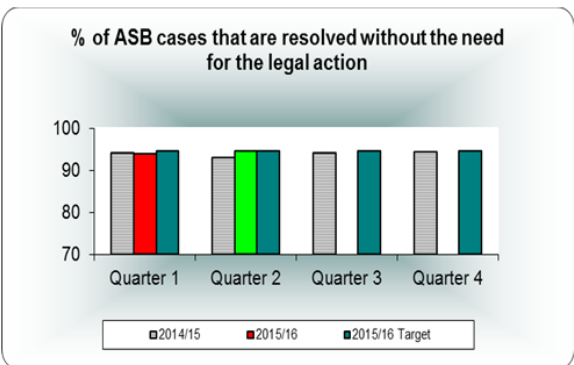
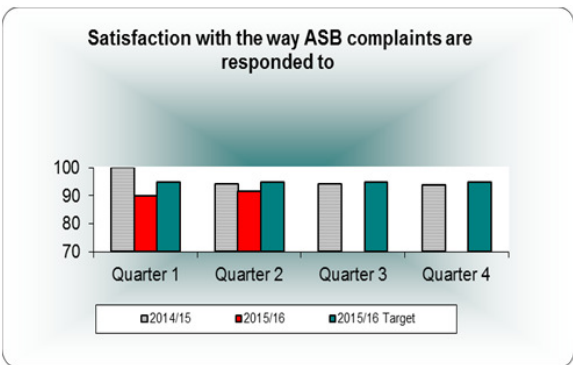
Managing Tenancies & Anti Social Behaviour

Aims of the service
Tackling Anti Social Behaviour (ASB) effectively continues to be a customer priority; we manage ASB services through the Housing Office Network and the Neighbourhood Relations Team. The approach includes significant partnership working with a wide range of agencies to tackle issues and address underlying causes.
Overall result for the service and the outcomes for customers
Overall there have been some positive elements within the service during this period with Hate Crime and Domestic Abuse both resulting in further action when reported. However satisfaction with how ASB cases were responded to is not on target. Training has been delivered to all Estate and Neighbourhood Relations Officers regarding investigation and effectively managing ASB cases. Satisfaction will continue to be monitored closely during the next quarter.

Managing Tenancies and Anti-Social Behaviour - KPIs

R Not on Target
 A Not on Target but Improved
 G Target Met/ Exceeded

	Managing Tenancies and Anti-Social Behaviour	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend Against Prior Quarter
	The number of hate crime incidents reported	49	Increase	33		
	The number of domestic abuse cases reported	275	Increase	169		
	Satisfaction with the way ASB complaints are responded to	93.75%	95.00%	91.50%	R	↑
	% of ASB cases that are resolved without the need for legal action	94.31%	94.50%	94.50%	G	↑
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	99%	99%	99%	G	↔



The number of hate crime incidents reported

Current Performance

During this period 33 new hate crime incident cases were reported. This is an increase compared to the same period last year where 23 hate crime incidents were reported.

Supplementary Information

Following information is a breakdown of the 33 new reports - Disability 7, Racial 21 and 5 Homophobic.

The number of domestic abuse cases reported

Current Performance

During this period a total of 169 new cases were reported. This is an increase compared to the same period last year where 137 new cases were reported.

Supplementary Information

The types of abuse reported are as follows:- 109 - Physical, 47 - Emotional, 6 - Psychological, 3 - Financial, 4 - Sexual.

Satisfaction with the way ASB complaints are responded to

Current Performance

During this period 130 customer satisfaction surveys were carried out. Of these 119 (91.5%) of customers stated that they were satisfied with the way their ASB complaint was responded to.

Supplementary Information

During this period 15 customers were dissatisfied with the outcome of their complaint.

All cases were reviewed by an NRT Manager.

7 customers were unhappy as they did not feel cases were resolved, of these 6 cases were found to have been investigated correctly and in the remaining case the customer would not allow investigative actions to take place.

3 customers were dissatisfied with how their cases were investigated, of these 1 case concerned a customer's belief that a perpetrator and family received an enhanced service; 1 customer stated that their confidentiality had been breached, this complaint was unfounded and 1 case related to another service area.

5 customers were dissatisfied with the way the investigating officer had addressed their complaints. 3 concerned lack of feedback provided and 2 related to perceived lack of interest from the investigating officer. In 2 of these cases it was identified that feedback was not provided as agreed and this has been discussed with the relevant employees.

% of ASB cases that are resolved without the need for legal action

Current Performance

Of the 786 cases closed during this period, 743 (94.5%) were resolved without the need for ASB legal action. This is an increase on last year where 94.31% of closed cases were resolved without legal action.

Supplementary Information

During this period 786 cases were closed, of these 743 were closed without the need for legal action. Overall 385 formal and legal actions were taken. The actions were as follows; 310 written warnings issued, 41 notice of seeking possession served, 5 extension of introductory tenancy granted, 5 possession orders granted, 10 injunction applications, 5 interim injunctions granted, 5 full injunctions granted, 3 evictions carried out and 1 notice of termination served. (Legal actions will not match with the number of closed cases as actions have been taken during this period on cases which are still open).

% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)

Current Performance

894 ASB cases were opened of which 881 (99%) cases were acknowledged and investigations begun within timescales.

Supplementary Information

13 ASB cases were not responded to within timescale.

Of the cases that did not meet timescales set this was a direct result of more urgent cases taking priority.

Neighbourhood Relations Team Managers monitor cases that are outside of target to identify service improvements and where appropriate highlight to employees.



The Gateshead Housing Company

April - September 2015/16 Performance

Estate

Aims of the service
In line with customer priorities, one of our key strategic objectives is 'Supporting customers and sustaining tenancies and neighbourhoods'. Tenants and leaseholders who want to play a part in making their estates and homes even better are encouraged to come on Estate Tours, report untidy gardens and help us maintain the neighbourhoods they live in.
Overall result for the service and the outcomes for customers
An excellent overall performance result for quarter 2 with all of the reportable indicators achieving targets set.

Estate Management

R Not on Target
 A Not on Target but Improved
 G Target met/ exceeded

	Estate	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend
	% of tenants satisfied with the appearance of their estate and how it is maintained	57.90%	65%	To be reported in quarter 4		
	How we delivered on the published programme of estate tours	729 estate tours 99.59%	100%	100%	G	↔
	% of tenants satisfied with the quality and frequency of garden service visits	88.00%	91%	To be reported in quarter 4		
	% of tenants with untidy gardens that have been visited within three working days	100.00%	100%	100%	G	↔
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	100.00%	100%	100%	G	↔
	We will give you a decision on your request to assign or succeed your home within 10 working days	99%	100%	100%	G	↔
	We will give you a decision on your request to exchange your home within 42 working days	100%	100%	100%	G	↔

% of tenants satisfied with the appearance of their estate and how it is maintained

Current Performance

This indicator is to be collected via the Estate Management Satisfaction Survey which is distributed in quarter 4 to 5,000 randomly selected customers. Performance results will also be collated and reported in this quarter. A further report covering the overall survey results will be presented to Customers and Communities Committee.

Supplementary Information

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How we delivered on the published programme of estate tours

Current Performance

All programmed estate tours have been completed on time of which 89.11% involved customers. To ensure we retain high levels of customer involvement one of our key service improvements as part of the Managing Tenancies Review for 2015/16 is to increase the number of customers involved in estate tours.

Supplementary Information

% of tenants satisfied with the quality and frequency of garden service visits

Current Performance

This indicator is collected via the Estate Management Satisfaction Survey which is distributed in quarter 4 to 5,000 randomly selected customers. Performance results will also be collated and reported in this quarter. A further report covering the overall survey results will be presented to Customers and Communities Committee.

Supplementary Information

% of tenants with untidy gardens that have been visited within three working days

Current Performance

All notifications of untidy gardens were visited within timescale. The average time taken to resolve an untidy garden case was 3.3 weeks. 1,770 untidy gardens have been investigated in the period, a total of 1,587 have been closed.

Supplementary Information

% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours

Current Performance

To date all 16 abandoned properties have been visited within the 24 hour target and 5 cases resulted in full possession of the property being obtained.

Supplementary Information

We will give you a decision on your request to assign or succeed your home within 10 working days

Current Performance

146 requests to assign or succeed tenancies have been responded to within the 10 day target which is an excellent performance for the second quarter and an improvement on 2014/15 performance.

Supplementary Information

We will give you a decision on your request to exchange your home within 42 working days

Current Performance

There were 19 requests in total received for a mutual exchange in quarter 2, 4 were rejected. 100% of requests were completed or due to be completed within the 42 day timescale year to date.

Supplementary Information

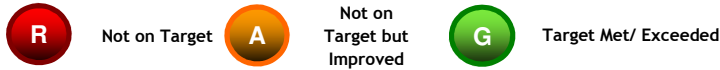


The Gateshead Housing Company April - September 2015/16 Performance

Sheltered Housing

Aims of the service
We recognise that older people have more specific support needs so we have a dedicated Sheltered Housing Management Team. Sheltered housing estate officers work closely with Gateshead Council's sheltered scheme officers to deliver housing and support services to older tenants, living in sheltered accommodation.
Overall result for the service and the outcomes for customers
The Sheltered Housing 'We want you views' Satisfaction Survey is distributed to all residents living in sheltered accommodation.

Sheltered Housing



	Sheltered Housing	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend
	% of sheltered housing tenants that are satisfied with living in their scheme	95%	97%	To be reported in quarter 3		

% of sheltered housing tenants that are satisfied with living in their scheme

Current Performance

The Sheltered Housing 'We want you views' Satisfaction Survey is distributed to all residents living in sheltered accommodation in quarter 2 and performance results will be collated and reported in quarter 3.

Supplementary Information

Customer satisfaction will be monitored during drop in sessions and information included in the Sheltered Housing Service report which is presented to the Customers and Communities Committee.



The Gateshead Housing Company

April - September 2015/16 Performance

Communal Areas and Multi Storey Blocks

Aims of the service

We provide a caretaker or concierge service in multi-storey blocks so residents have a friendly, safe and secure environment to live in. Caretakers also provide a cleaning service to communal areas of multi-storey blocks and a group of tenants and leaseholders meet every two months to discuss a wide range of issues relating to multi-storey blocks including performance standards.

Overall result for the service and the outcomes for customers

An excellent overall performance result for quarter 2 with both reportable indicators achieving targets set and a promising performance result for caretaking cleaning.

Communal Areas and Multi Storey Blocks



Not on Target



Not on Target but Improved



Target Met/ Exceeded

	Communal Areas and Multi Storey Blocks	Performance 2014/15	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend
	Satisfaction with the caretaking service	96%	96%	To be reported in quarter 4		
	Satisfaction with the concierge service	87.30%	87%	To be reported in quarter 4		
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	97.40%	Baseline	92.00%		↓
	% of accompanied viewings in multi blocks attended by the caretaker	97.24%	98.70%	98.70%		↑
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	87.20%	88.00%	90.20%		↓

Satisfaction with the caretaking service

Current Performance

A customer survey will be distributed to residents in multi storey blocks and satisfaction with caretaking services will be reported in quarter 3.

Supplementary Information

Satisfaction with the concierge service

Current Performance

A customer survey will be distributed to residents in multi storey blocks and satisfaction with concierge services will be reported in quarter 3.

Supplementary Information

The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard

Current Performance

11 Customer inspections were carried out of which 10 met the service standard. The block that failed was Fell Court. The new Caretaker had just commenced employment and the gap in the handover had an impact on cleaning standards. The customer inspections continue to provide a robust and effective means of scrutiny and help to maintain high service standards.

Supplementary Information

% of accompanied viewings in multi blocks attended by the caretaker

Current Performance

Accompanied viewings have achieved target, although one viewing was missed due to emergency leave for the employee. The high performance can be attributed to effective team work between Caretakers as they view this as a collective target and where possible provide cover for each other during periods of absence.

Supplementary Information

% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting

Current Performance

New Tenant Visits achieved target set. There were 78 new tenancy visits due in quarter 2 and 67 (86%) were carried out within the 21 day target. Of the 11 visits that did not take place 3 were conducted outside of the timescale and the remaining 8 received letters inviting customers to make contact with the Caretaker.

Supplementary Information





















The Gateshead Housing Company
April - September 2015/16 Performance

Biennial Survey

Aims of the service
The aim of the annual survey is to carry out a regular assessment of how satisfied overall our customers are with the services provided by the housing company. This survey also helps us to identify priorities to ensure that resources are targeted in the places identified.
Overall result for the service and the outcomes for customers
TGHC Five-year strategic plan covers the period 2015 to 2020 and links closely to the survey results. The key focus of this plan is to ensure that we continue to provide services to our customers that they want, whilst supporting the Council in its objectives around the Council Plan 2012-17 and the new Housing Strategy 2013-18. Our aim is to ensure customer satisfaction and priorities identified from the survey are in line with the organisation plans.

Biennial Survey

 Not on Target
  Not on Target but Improved
  Target Met/ Exceeded

	Biennial Survey	Performance 2013/14	Target 2015/16	Performance Apr - Sep 2015/16	Result Against Target	Trend Against Prior Quarter
	% of tenants satisfied with the overall housing services we offer	88.7%	85%	87%		
	% of tenants satisfied with their home	87.5%	85%	88%		
	% of tenants satisfied that the rent and service charges paid are good value for the services received	85.60%	85%	84%		
	% of tenants satisfied with the neighbourhood they live in	87.30%	85%	86%		
	% of tenants satisfied with opportunities to get involved and influence decisions made by the company	73.6%	73%	69%		
	% of tenants satisfied that their views are taken into account	73.9%	74%	67%		
	% of leaseholders satisfied with the service they receive	73.0%	74%	62%		

% of tenants satisfied with the overall housing services we offer

Current Performance

The Satisfaction Survey was distributed to all tenants and leaseholders in July 2015. Overall, 2,282 tenants and leaseholders responded, a return rate of 11.30%. The percentage of customers satisfied with the overall housing services we offer was above target but less than 2013/14 result.

Supplementary Information

The Survey to Tenant and Leaseholders is conducted biennially and was last distributed in 2013. A report detailing customer satisfaction and priorities will be presented to Board in November 2015 to consider all survey results, agree the next steps and develop an action plan. The Involvement Service Improvement Group (SIG) will also be presented and discuss the survey results to capture customer feedback on TGHC's overall housing service performance.

% of tenants satisfied with their home

Current Performance

The percentage of customers satisfied with their home was above target and more than 2013/14 result.

Supplementary Information

See '% of tenants satisfied with the overall housing services we offer' for further information.

% of tenants satisfied that the rent and service charges paid are good value for the services received

Current Performance

The percentage of customers satisfied that the rent and service charges paid are good value for the services received was below target and less than 2013/14 result.

Supplementary Information

See '% of tenants satisfied with the overall housing services we offer' for further information.

% of tenants satisfied with the neighbourhood they live in

Current Performance

The percentage of customers satisfied with the neighbourhood they live in was above target and less than 2013/14 result.

Supplementary Information

See '% of tenants satisfied with the overall housing services we offer' for further information.

% of tenants satisfied with opportunities to get involved and influence decisions made by the company

Current Performance

The percentage of tenants satisfied with opportunities to get involved and influence decisions made by the company was below the target and less than 2013/14 result.

Supplementary Information

See '% of tenants satisfied with the overall housing services we offer' for further information.