



The Gateshead Housing Company Customers and Communities Committee

Thursday, 11 February 2016 at 10am
Room S21, Gateshead Civic Centre, Regent Street, Gateshead Council
Agenda

Item	Business
1.	Apologies for Absence
2.	Declarations of Interest
	<u><i>ITEMS FOR DECISION</i></u>
3.	Appointment of Deputy Chair
4.	Minutes (Pages 3-6) To approve as a correct record the minutes of the last meeting of the committee held on 5 November 2015
5.	Matters Arising
	<u><i>ITEMS FOR INFORMATION</i></u>
6.	Performance and Service Standards – Quarter 3 2015/16 (Pages 7-16) Report of Director of Customers and Communities
7.	Anti-Social Behaviour Partnership Update – April to December 2015 (Pages 17-33) Report of Director of Customers and Communities
8.	Evaluation of Wrekenton Hub (Pages 34-38) Report of Director of Customers and Communities

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 5 February 2016

Item	Business
9.	Customer Involvement Activity – Update (Pages 39-51) Report of Customer Support Manager
10.	Forward Plan (Pages 52-54) Report of Director of Customers and Communities
11.	Items for Future Agendas
12.	Date and Time of Next Meeting To be confirmed



CUSTOMERS AND COMMUNITIES COMMITTEE

5 November 2015

PRESENT:

Directors

Robert Buckley (Chair)
Elizabeth Bird
John Hamilton
Kathryn Ferdinand
Eileen Gill

Advisers

Neil Bouch	Director of Customers and Communities
Julie McCartney	Head of Neighbourhood Services
Deborah Ewart	Housing Services Manager
Martin Poulter	Customer Support Manager
Stuart Gibson	Governance and Risk Officer

Apologies

Joanne Carr
John Hamilton

23 APPOINTMENT OF DEPUTY CHAIR

RESOLVED – That the appointment of Deputy Chair of the Committee be deferred until the next meeting.

24 MINUTES

The minutes of the last meeting of the committee held on 10 September 2015 were approved as a correct record.

25 PERFORMANCE AND SERVICE STANDARDS – QUARTER 21 2015/16

Performance Indicators and Service Standards results for the second quarter of 2015/16 were submitted.

There were currently 33 key Performance Indicators and Service Standards that would be reported to this committee on a quarterly basis.

At the second quarter 2015/16: -

- 13 indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was a decrease from 15 at the same period last year.

- Two indicators were traffic lighted amber, which showed that the target set had not been met but performance had increased on the previous year. This was an increase from one at the same period last year.
- Five indicators were traffic lighted red, which showed that the target set had not been met and performance had decreased compared to the previous year. This was a decrease from eight at the same period last year.
- 13 indicators were not measurable or were set with a baseline target.

The performance results therefore indicated that at the second quarter, performance relating to 15 out of the 20 measurable Performance Indicators and Service Standards could be traffic lighted as on target or improving, which related to 75% of the indicators. This was an increase in performance compared to the same period last year, when 67% of indicators were on target or improving.

It was noted that a detailed report on the bi-annual satisfaction survey results would be going to the Board on 26 November 2015. The committee made the point that customers tended to shout louder when they were not happy. It was stressed however that what was most important was that when a customer had expressed dissatisfaction that this was followed up with them.

RESOLVED – That the committee is satisfied with the Performance Indicators and Service Standards results at the second quarter 2015/16.

26 ANTI-SOCIAL BEHAVIOUR PERFORMANCE UPDATE – APRIL TO SEPTEMBER 2015

The committee received an update on performance regarding the investigation of ASB cases and actions undertaken for the period April to September 2015 in relation to the following: -

- Performance
- Customer Satisfaction
- Hate Crime Incidents
- Domestic Abuse
- Customer Assessment Tool
- Vetting and Exclusions
- Legal Tools and Powers
- Families Gateshead

The committee asked if victims were more confident now about reporting hate crime or domestic abuse rather than there actually being an increase in cases. It was noted that the Company needed to meet with the police to discuss the ARCH data first before it would know for sure.

The committee was informed that as well as self-referrals, the Company was made aware of domestic abuse cases through its partners and higher level cases were discussed at multi-agency meetings.

The committee was disappointed to learn about the Public Spaces Protection Order being considered for the outskirts of Kibblesworth to restrict the use of motorcycles from footpaths and bridleways.

RESOLVED – That the committee is satisfied with the Anti-Social Behaviour update for period April to September 2015.

27 COMPLAINTS AND COMPLIMENTS PERFORMANCE UPDATE – FIRST SIX MONTHS 2015/16

The committee received an update on the following complaints and compliments performance over the first six months of 2015/16: -

- Number of complaints recorded
- Responding within target
- Customer satisfaction
- Compliments
- Service Improvements
- Complaints Scrutiny Panel
- Progress against Complaints Review recommendations
- Vexatious Contacts

The committee was pleased to see so many compliments which were a reflection of the hard work done by employees.

The committee felt that the number of repairs complaints needed to be put into perspective and in comparison with the number of repairs carried out were very low. The committee made the point that the number of councillor complaints about repairs had reduced significantly since Mears had been carrying out the repairs and maintenance contract.

RESOLVED – That the committee is satisfied with performance for complaints and compliments for the first six months of 2015/16.

28 TALISMAN – PROGRESS REPORT

The committee received an update on progress against actions identified in TALISMAN reviews completed to date and received a general update on the Panel.

There was still one outstanding recommendation following the Panel's first review of anti-social behaviour.

All the recommendations following the review of rent and income are complete.

There were still a number of outstanding recommendations following the reviews of voids and customer services. Updated action plans for both these were submitted.

The Panel had begun its fifth review, which was of lettings. Following an initial presentation giving an overview of the Lettings Service, the Panel had agreed to specifically focus on hard to let properties. The Panel was aiming to complete this review and present its findings to the meeting of this committee in February 2015.

The committee also received a general update around the changes in membership, progress with TALISMAN's current review of lettings and external events attended.

RESOLVED – That the committee is satisfied with the progress made by TALISMAN since the last update in February 2015.

29 CUSTOMER INVOLVEMENT ACTIVITY – UPDATE

The committee received an update on customer involvement activity for the second quarter of 2015/16.

During the period 1 July to 30 September 2015, over 70 involvement activities took place with customers being involved in various activities. Customers had been involved in involvement activities on over 2,245 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 some of these were reported.

The committee also received an update on external recognition, the Service Improvement Groups, Moving Forward customer training, external learning, performance against standards and future activity.

Reference was made to the Talent Match Project which was aimed at young people who were looking for employment. Although five people had attended the session, the committee still felt that the numbers were quite low and asked what else the Company was doing to bring in more young people.

The committee asked how many of the 936 customers on the involvement database actually got involved. It was noted that they were all involved but at different levels. It was agreed to bring a breakdown to the next meeting.

The committee was informed of the work that the Company did with schools and young people.

- RESOLVED – (i) That the committee is satisfied with the involvement activities undertaken in the first quarter 2015/16.
- (ii) That the committee receive a breakdown at its next meeting of activities that customer on the database are involved in.

30 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.

31 DATE AND TIME OF NEXT MEETING

The next meeting of the committee will be held on Thursday, 11 February 2016 at 10am in Room S21 at Gateshead Civic Centre, Regent Street, Gateshead.



Report to Customer and Communities Committee

11 February 2016

Title: Performance and Service Standards – Quarter 3 2015/16

Report of: Director of Customer and Communities

Purpose of Report

1. To inform the Committee of the quarter 3 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 five-year TGHC Business Plan and would be scrutinised by the relevant committee, with a summarised report being taken 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 3 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. Since November 2015 performance results have been collated via the APEX performance management system. As a result the format of the Appendix has changed.
7. The results are colour coded, comparing performance against the targets for 2015/16.
8. 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

9. The grid at the beginning of the Appendix is a quick guide to how we are performing. It shows those Performance Indicators and Service Standards that are achieving target, not achieving target, not achieving target but improving on 2014/15 performance results and those indicator that are not yet measurable or baseline for 2015/16.
10. 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 Summary

11. There are currently 11 Key Performance Indicators reported to Customers and Communities Committee on a quarterly basis.
12. At quarter 3, our performance shows:
 - Five indicators were traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is a decrease from eight at quarter 3 2014/15.
 - No 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 comparable with performance at quarter 3 2014/15.
 - Six 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 an increase from one at quarter 3 2014/15.
 - No indicators are unmeasurable or are set with a baseline target which is a decrease from two at quarter 3 2014/15.
13. The performance results therefore indicate that at quarter 3, performance relating to five out of the 11 measureable Performance Indicators can be traffic lighted as on target or improving, which relates to 45% of our indicators. This is a decrease in performance compared to quarter 3 2014/15, when 88% of indicators were on target or improving.

Customers and Communities Committee - Service Standards Summary

14. There are currently 22 Service Standards reported to Customers and Communities Committee on a quarterly basis.
15. At quarter 3, our performance shows:
 - Eight indicators were traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is comparable with quarter 3 2014/15.

- One indicator was traffic lighted amber. This shows that we have not met the target set but performance has increased on the previous year. This is comparable with performance at quarter 3 2014/15.
 - Three 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 seven at quarter 3 2014/15.
 - 10 indicators are not measurable or are set with a baseline target which is an increase from six at quarter 3 2014/15. Of these indicators, five will be reported and traffic lighted at year end, one is six monthly and also traffic lighted at year end and four are reported quarterly and are baseline for 2015/16.
16. The performance results therefore indicate that at quarter 3, performance relating to nine out of the 12 measureable Service Standards can be traffic lighted as on target or improving, which relates to 72% of our indicators. This is an increase in performance compared to quarter 3 2014/15, when 56% of indicators were on target or improving.

Link to values

17. 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

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

Risk Management Implications

19. 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

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

Health Implications

21. 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

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

Equality and Diversity Implications

23. 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

24. 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

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

Recommendations

26. The views of the Committee are sought as to whether they are satisfied with the quarter 3 2015/16 Performance Indicators and Service Standards results.
27. 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 - Performance Report Quarter 3 (2015/16)

Appendix

	Quarter 3 2015/16
Not on Target	9
On Target	13
Not on Target but Improved	1
Baseline Info/No Targets/No Activity	10

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Customers and Communities Committee								
Anti Social Behaviour and Managing Tenancies	Satisfaction with the way ASB complaints are responded to	Key Performance Indicator	93.75%	95.0%	91.10%	↓	Red	From April to December 2015 there have been 191 customer satisfaction surveys carried out. Of these, 174 (91.1%) customers stated they were satisfied with the way their ASB complaint was responded to. 17 customers were dissatisfied with the outcome of their complaint. All cases were reviewed by an NRT Manager and followed the agreed investigation processes and procedures. 9 customers were unhappy as they did not feel their case was resolved. 8 customers were dissatisfied with how their cases were investigated.
Anti Social Behaviour and Managing Tenancies	The number of Domestic Abuse cases reported	Key Performance Indicator	275	197	223	↑	Green	223 new cases were reported from April to December 2015. This is an increase compared to the same period last year where 197 new cases were reported. The types of abuse reported are as follows:- 148 - Physical, 57 - Emotional, 10 - Psychological, 4 - Financial, 4 - Sexual.
Anti Social Behaviour and Managing Tenancies	The number of Hate Crime incidents reported	Key Performance Indicator	49	35	40	↑	Green	40 new hate crime incident cases were reported from April to December 2015. This is an increase compared to the same period last year when 35 hate crime incidents were reported. The types of hate crime reported are as follows - disability 9, racial 25, religion 1 and homophobic 5.
Anti Social Behaviour and Managing Tenancies	% of ASB cases that are resolved without the need for legal action	Key Performance Indicator	94.31%	94.50%	94.30%	↓	Red	Of the 1187 cases closed between April to December 2015, 1119 were resolved without the need for ASB legal action. Overall 502 formal and legal actions were taken. The actions were as follows; 403 written warnings issued, 47 notice of seeking possession served, 6 extension of introductory tenancy granted, 7 possession orders granted, 16 injunction applications, 7 interim injunctions granted, 8 full injunctions granted, 1 undertaking court action, 5 evictions carried out and 2 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).

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Biennial Survey	% of customers satisfied that their views are taken into account	Key Performance Indicator	73.90%	74.0%	67.0%	↓		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 tenants satisfied that their views were taken into account was below the target and less than the 2013/14 result. A report detailing customer satisfaction and priorities was presented to Board in November 2015. We have contacted customers who expressed dissatisfaction to discuss their survey response. A total of 81 customers expressed dissatisfaction and 38 were successfully contacted. Of those, 12 customer responses related to the Biennial survey questions. These were passed to the relevant service manager to respond to appropriately. The remaining 26 customers used the questions to express dissatisfaction about the following non related areas; access to services, repairs, ASB, estate condition and council services. These were also passed to the relevant Company or Council Service Manager to respond to appropriately.
Biennial Survey	% of customers satisfied that the rent and service charges paid are good value for the services received	Key Performance Indicator	85.60%	85.0%	84.0%	↓		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 the 2013/14 result. See ' % of tenants satisfied that their views are taken into account' for further information.
Biennial Survey	% of customers satisfied with opportunities to get involved and influence decisions made by the company	Key Performance Indicator	73.60%	73.0%	69.0%	↓		The percentage of tenants satisfied with opportunities to get involved and influence decisions made by the company was below the target and less than the 2013/14 result. See ' % of tenants satisfied that their views are taken into account' for further information.
Biennial Survey	% of customers satisfied with their home	Key Performance Indicator	87.50%	85.0%	88.0%	↑		The percentage of customers satisfied with their home was above target and more than the 2013/14 result.
Biennial Survey	% of customers satisfied with the neighbourhood they live in	Key Performance Indicator	87.30%	85.0%	86.0%	↓		The percentage of customers satisfied with the neighbourhood they live in was above target but less than the 2013/14 result.
Biennial Survey	% of customers satisfied with the overall housing services we offer	Key Performance Indicator	88.70%	85.0%	87.0%	↓		The percentage of customers satisfied with the overall housing services we offer was above target but less than the 2013/14 result.
Biennial Survey	% of leaseholders satisfied with the service they receive	Key Performance Indicator	73.0%	74.0%	62.0%	↓		The Satisfaction Survey was distributed to all tenants and leaseholders in July 2015. Of the 841 leaseholders surveyed 85 responded, a return rate of 10.1%. The percentage of leaseholders satisfied that the service they receive was below the target and less than the 2013/14 result. See ' % of tenants satisfied that their views are taken into account' for further information. Leaseholder survey outcomes will be discussed with the Leasehold SIG to identify trends and develop service improvements.

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Rent and Income	Satisfaction with the advice we give on rent or on debt	Service Standard	95.90%			N/A		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.
Rent and Income	We will contact tenants in 1 week to offer money & debt advice when notified of tenants in receipt of Universal Credit (UC)	Service Standard	.0%		99.0%	N/A		This is a new indicator for 2015/16. From June to December we have contacted 135 out of 136 new UC claimants within 1 week.
Lettings	Overall customer satisfaction with bidding for properties	Service Standard	99.70%	98%	98.8%	→		Customer satisfaction with bidding exceeded target in quarter 2 and will be reported again in quarter 4. Performance results are collected via telephone surveys due to the availability and willingness of customers to participate and the capacity of the service to conduct the surveys. Performance is reported on a 6 monthly basis.
Lettings	We will register and update your application within 10 working days	Service Standard	48.65%	95.50%	94.66%	↑		Performance has improved again this quarter which is very encouraging. There were 3184 applications received from April to December and 3014 achieved the 10 day target. In quarter 3 there were 973 applications received and 1 did not achieve the 10 day target. We will seek to continue this positive trend in this quarter and are optimistic that target performance will be achieved in quarter 4.
Customer Service	% of those making a complaint satisfied with the investigation of the complaint	Service Standard	62.13%		63.46%	↓		Satisfaction with complaint investigation has decreased since quarter 2 (73.68%). The sample size during quarter 3 was low in comparison to the previous two quarters. Of the 28 customers we attempted to contact by telephone during this period, we were able to speak to 14. Multiple attempts were made to make contact with those remaining customers. To ensure we have the opportunity to gather the maximum amount of customer satisfaction we have sent paper surveys to those we are unable to speak to directly. The Complaints Panel have developed a scrutiny framework to review individual complaints in detail. They identify areas for improvement in relation to the investigating officer's complaint response. A report will be presented to Customers and Communities Committee on a six monthly basis detailing the work of the panel.
Customer Service	% of complaints responded to within 10 working days	Service Standard	81.30%	87.0%	89.60%	↑		The percentage of complaints dealt with in 10 working days is now achieving target for this year and exceeding that of 2014/15. Increased performance shows the measures put in place in the previous quarters have been effective.
Customer Service	% of customers satisfied with communication throughout the investigation of their complaint	Service Standard	64.90%		75.0%	↓		Satisfaction with communication throughout the investigation of a complaint has decreased since quarter 2 (78.95%). The sample size during quarter 3 was low in comparison to the previous two quarters. Of the 28 customers we attempted to contact by telephone during this period, we were able to speak to 14. Multiple attempts were made to make contact with those remaining customers. To ensure we have the opportunity to gather the maximum amount of customer satisfaction we have sent paper surveys to those we are unable to speak to directly. An increase in sample size is planned for quarter 4.

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Involvement	Annual tenant and leaseholder training attendance	Service Standard	156			N/A		Programmed customer training and demand led courses are run throughout the year. Courses are not evenly spread during the year with the majority taking place in the summer months to allow for maximum attendance. As a result, indicator information is reported in quarter 2 & 4 to reflect the courses delivered.
Anti Social Behaviour and Managing Tenancies	We will give you a decision on your request to assign or succeed your home within 10 working days	Service Standard	99.0%	100.0%	100.0%	→		From April to December 2015 there have been 225 requests to assign or succeed a property. The number of requests received in each quarter is: quarter 1 – 77, quarter 2 – 69 and quarter 3 – 79. All requests have been responded to within target which is excellent performance.
Anti Social Behaviour and Managing Tenancies	We will give you a decision on your request to exchange your home within 42 working days	Service Standard	100.0%	100.0%	100.0%	→		From April to December 2015, 75 requests have been received from customers applying to exchange their home. The number of requests received in each quarter is: quarter 1 – 39, quarter 2 – 19 and quarter 3 – 17. It is considered that the 39 requests received in quarter 1 may be linked to Welfare Reform. TGHC promote the offer of downsizing larger for smaller properties in order to sustain long term tenancies and secure rental income. All customers were provided with a response within 42 days achieving the 100% target. The 1985 Housing Act stipulates the landlord must respond to these requests within 42 calendar days. The average number of days to provide customers with a decision was 19.32 days, which is excellent performance.
Anti Social Behaviour and Managing Tenancies	% of ASB cases responded to & investigations begun in timescale (24 hrs - high priority, 5 working days - other cases)	Service Standard	99.0%	99.0%	98.0%	↓		From April to December 2015, 1228 ASB cases were opened of which 1209 (98%) cases were acknowledged and investigations begun within timescales. 19 ASB cases were not responded to within timescale. Of the cases that did not meet the timescales set this was as 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.
Communal Areas and Multi Storey Blocks	% of accompanied viewings in multi blocks attended by the caretaker	Service Standard	97.24%	98.70%	98.80%	↑		From April to December 2015, 322 accompanied viewings were scheduled to take place. Of those scheduled 318 took place. From October to December one viewing out of a possible 90 did not take place due to the caretaker being delayed at another block. Overall performance of 98.8% has achieved the target set which is an excellent result. 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.
Communal Areas and Multi Storey Blocks	% of customers satisfied with the caretaking service	Service Standard	96.0%			N/A		A customer survey will be distributed to residents in multi storey blocks and satisfaction with caretaking services will be reported in quarter 4.
Communal Areas and Multi Storey Blocks	% of customers satisfied with the concierge service	Service Standard	87.30%			N/A		A customer survey will be distributed to residents in multi storey blocks and satisfaction with concierge services will be reported in quarter 4.

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Communal Areas and Multi Storey Blocks	% of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	Service Standard	97.40%		95.0%	↑		This indicator changed from having a target in 2014/15 to baseline in 2015/16 as the procedure to conduct inspections changed. In 2014/15 inspections were conducted by customer inspectors and Caretaker Supervisors. In 2015/16 two inspections per year, per block are conducted by customer inspectors. Performance in quarter 3 shows 95% of blocks cleaned by caretakers met the published standard and an increase from quarter 2 when 92% was achieved. Managers continue to coach and support caretakers to ensure standards are being maintained.
Communal Areas and Multi Storey Blocks	% of new tenants in multi blocks receiving a visit by the caretaker within 21 days of their tenancy starting	Service Standard	87.20%	88.0%	88.70%	↓		From April to December 2015, 203 new tenancy visits were due to be completed. Of those due 180 took place within 21 days. Caretakers make numerous attempts to ensure the new tenancy visit takes place although some customers do not wish to respond. Caretakers continue to engage with customers and encourage participation with the service to help support them in their tenancy.
Sheltered Housing	% of sheltered housing tenants that are satisfied with living in their scheme	Service Standard	95.0%	97.0%	93.0%	N/A		There was a reduction in survey respondents in 2015/16 to the survey question 'How satisfaction with living in your scheme'. The collection method changed from a quarterly collection in 2014/15 which customers found excessive to an annual collection in 2015/16. 223 tenants completed a survey and of those 208 expressed satisfaction with living in their scheme. The 11 customers who expressed dissatisfaction were contacted and there was no specific trends identified with the older persons housing schemes. Four customers that responded to the survey question indicated they were neither dissatisfied nor satisfied with the service that they receive.
Estate	How we delivered the programme of estate tours	Service Standard	99.59%	100.0%	99.24%	↓		From April to December 2015, 523 estate tours were programmed and 519 were delivered on time. 4 tours were delayed due to an employee's unforeseen absence. Of the tours that took place, 85.47% involved customers.
Estate	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	Service Standard	100.0%	100.0%	100.0%	→		24 abandoned properties have been visited within timescale and 8 resulted in full possession of the property being obtained. The number of abandoned properties is consistent for all three quarters: quarter 1 – 9, quarter 2 – 7 and quarter 3 – 8.
Estate	% of tenants satisfied with the appearance of their estate and how it is maintained	Service Standard	57.90%			N/A		This indicator is collected via the Neighbourhood Satisfaction Survey. We are currently reviewing our approach to estate management which will include a review of the survey. We have deferred distribution for 2015/16 and will provide an update to the Customers and Communities Committee in May 2016.
Estate	% of tenants satisfied with the quality & frequency of garden tidy visits	Service Standard	88.0%			N/A		This indicator is collected via a service specific survey which is distributed in quarter 4. Performance results will also be collated and reported in this quarter. The Estate Management Activity report covering the overall survey results will be presented to Customers and Communities Committee in September 2016.

Service	Performance Indicator	Performance Indicator Type	2014/15 Performance	Quarter 3 Target	Quarter 3 Performance	Trend	Traffic Light	Comments
Estate	% of tenants with untidy gardens that have been visited within three working days	Service Standard	100.0%	100.0%	100.0%	→		All notifications received regarding untidy gardens were visited within timescale. 2,096 untidy gardens have been investigated in the period. A total of 2,030 have been closed. The average time taken to resolve an untidy garden case was 3.3 weeks. This is consistent with previous performance in 2014/15 and an improvement on 2013/14 (3.4 weeks).



Report to Customer and Communities Committee

11 February 2016

Title: Anti-Social Behaviour Partnership Update – April to December 2015

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) partnership work and neighbourhood activity.

Background

2. The report provides details of the partnership work undertaken between April and December 2015.
3. This includes updates on work undertaken to tackle domestic abuse, hate related incidents, a new initiative to support vulnerable victims and actions in relation to safeguarding adults and children. Further detail is provided on the use of legal applications made available under the ASB Police and Crime Act 2014.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within Appendix 1. These priorities are: -
 - Crime, ASB and Confidence
 - Protecting and Supporting Vulnerable Victims and Communities
 - Harm Caused by Substance Misuse
 - Reduce Re-Offending

Domestic Abuse

5. During this period a total of 223 new cases were reported, as compared to 197 for this period in 2014/2015. This represents an increase of 12%.

Sub Categories

6. To help us to effectively address domestic abuse and identify trends, investigating officers 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.
- Sexual – Unwanted and/or inappropriate intimate behaviour.

7. The types of Domestic Abuse reported are as follows: -

- Physical 148
- Emotional 57
- Psychological 10
- Financial 4
- Sexual 4

8. Cases reported during this period are broken down by; gender, age, neighbourhood area and closure reason within Appendix 2.

Closed Cases

9. During this period, we closed 203 cases relating to Domestic Abuse. The reasons for closure are detailed in Appendix 2.

Current Open Cases

10. There are currently 61 open cases of domestic abuse as at 31 December 2015. This is an increase of 10% compared with the same period last year when 55 cases were open. Current cases are broken down by neighbourhood as follows:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
22	9	11	13	6	61

Multi-Agency Risk Assessment Conference (MARAC)

11. 19 MARAC meetings were attended during this period and 476 research forms were completed. The information provided on these forms includes information relating to tenancy details; rent arrears, anti-social behaviour cases, housing applications; current or pending legal actions that TGHC may be pursuing, as well as any local knowledge or intelligence.

12. Of the 476 research forms that were completed, 224 (47%) victims lived in council tenancies and 122 (26%) perpetrators were council tenants or were living-in with a council tenant.

13. Actions agreed from the MARAC can be found in Appendix 3.

Domestic Abuse Training

14. Two Neighbourhood Relations Officers (NRO's) remain trained facilitators to deliver a range of domestic abuse training courses. During this period domestic

abuse awareness training was delivered to an additional 20 TGHC employees and to date 36 employees have received training this financial year.

15. During November these NRO's presented awareness training to 18 attendees from across different council services. The same month both officers attended accredited training with other facilitated trainers on the MARAC process. Learning outcomes from this training have been shared with their colleagues within NRT and will be further disseminated within future employee training sessions.

Domestic Abuse Champions

16. Eight officers attended two briefing sessions arranged by the Police Crime Commissioner and South of Tyne authorities that were held in July and September to support them in their roles as workplace champions. This involved receiving updates from academic speakers on research into the psychological factors identified within perpetrators of domestic violence and sharing best practice on producing effective workplace policies for victims. Further information was presented on rape examination centres and sexual violence advice and counselling services which are available for male and female victims.

National White Ribbon Campaign

17. A partnership event was held during November which was attended by two NRO's to celebrate the tenth anniversary of the national white ribbon campaign to prevent violence against women and girls. Presentations were given by a wide range of speakers including a female victim of domestic abuse. Northumbria Police gave an update on technology which is being developed to locate the whereabouts of victims and perpetrators and to ensure this can be effectively monitored to prevent repeat incidents. Further a local solicitors firm gave a presentation to discuss legal advice which would be given to victims including protective measures available under the Family Law Act such as non-molestation and occupancy orders.

Repairs and Security Measures

18. 154 repairs or security measures have been completed during this quarter, benefitting 123 victims of domestic abuse.
19. The average cost of a repair during this period is £61.

Hate Incidents

20. During this period 40 new Hate Incident cases were reported. This is an increase of 12% compared to the same period last year when 35 cases were reported.
21. All 40 cases reported during this period resulted in further action being taken.

Closed Cases

22. During this period, we closed 34 cases relating to Hate Incidents. The reasons for closure are detailed in appendix four.

Open Cases

23. There were nine ongoing cases in relation to Hate Incidents as at 31 December 2015. This is a decrease compared to the same period last year where 15 Hate Crime cases were open.

Repairs and Security Measures

24. Three security measures were completed for two victims of hate crime incidents during this period.

Safer Gateshead Hate Crime Strategy

25. TGHC have contributed to the revised version of Safer Gateshead hate crime strategy. This document which is due to be launched during March 2016 has identified four priorities in relation to hate crime in Gateshead: -
- Improving the approach to prevention
 - Continuing to increase the proportion of hate crimes and incidents that are reported
 - Improving the level of support available
 - Delivering a coordinated approach to enforcement action
26. A hate crime strategy action plan will be developed which will be monitored and progressed at the hate crime and tension monitoring meeting that we continue to attend. This meeting has also been reviewed and issued with new terms of reference which include the requirement to produce an annual work programme each calendar year. An update on this partnership working will be provided to committee within the next report.

Hate Crime Policy

27. During July 2015, we reviewed our Hate Crime policy guidance and a copy of the updated version has been posted on the Board Members Website for information.

School Based Anti-Discriminatory Project

28. Further to an update within the previous committee report the school based anti-discriminatory project working was completed during September 2015 by GemArts with Joseph Swan Academy and Heworth Grange Comprehensive schools.
29. The project centred young people being engaged in creative participant led lessons with local artists. This resulted in the production of a series of poster work and a short animation to promote hate crime reporting. An evaluation of the project which captures learning outcomes was jointly completed with GemArts by a Neighbourhood Relations manager and Involvement & Diversity Officer. Committee are also asked to note that the project has been submitted for several awards including the Chartered Institute of Housing (CIH) and Inside Housing magazine UK Housing Awards 2016 under the category of 'An outstanding approach towards tackling anti-social behaviour'. Shortlisting for this award is

due to take place in April 2016 and a relevant update will be provided to committee in a future report

30. Further details on the project evaluation, materials produced and other award submissions are included for committee's attention within the customer involvement activity report.

ASB Legal Tools and Powers

31. Further to an update in the previous committee report, the first public spaces protection order (PSPO) was successfully obtained during November within the Kibblesworth area in an attempt to stop motorbikes and quad bikes from causing nuisance by using public tracks and footpaths. This was the first use of the order by any of the Tyne and Wear authorities. An update on this application is provided within appendix one.
32. We have updated our ASB policy and procedures to reflect guidance on new tools and powers. This document has been posted on the board members website for information.

Safer Neighbourhoods Framework Review

33. We have been consulted during this period on a review of thematic meetings held as part of the Safer Neighbourhoods Framework. This has resulted in the cancellation of Safer Neighbourhood Group meetings. Tasking and Co-ordination meetings will continue to take place however these will now be held on a monthly basis as opposed to fortnightly.
34. Updates will be provided to committee on relevant future developments as other recommendations from this review are taken forward.

Anti-Social Behaviour Victim Volunteer Support

35. Discussions have taken place with Community Safety and Neighbourhood Management in relation to funding provided by the Police Crime Commissioner (PCC) to develop and train volunteers to support victims of anti-social behaviour.
36. A number of people who currently volunteer in different capacities have expressed an interest in these new roles and further recruitment will be encouraged during February through media publicity.
37. Volunteers will receive appropriate training on counselling, listening skills and managing risk. Bespoke training from relevant agencies such as ourselves, Northumbria Police and the private landlord's team will be delivered as part of the volunteer's induction. It is hoped the training offered can subsequently be developed into an accredited qualification. An update on the development of this role and detail on subsequent referrals made will be provided to the committee within the next report.

Multi-Agency Safeguarding Hub (MASH)

38. Between April 2015 and December 2015, 316 research requests were completed for cases discussed in the MASH meetings.

Children and Families

39. Neighbourhood Relations continue to provide Children and Families with detailed tenancy information to assist with their referrals in relation to young persons and their families. During this period we completed 111 tenancy research requests, including information on current or previous ASB cases and tenancy details such as household composition and any rent arrears owed.

Families Gateshead

40. We undertook 413 tenancy research requests during this period in respect of Families Gateshead case referrals.
41. Partnership arrangements were established in June 2015 with the Family Intervention Team (FIT) and during this period eight referrals were made to FIT.
42. Four cases did not meet the criteria to be offered support. This was on basis that there was already current involvement in place from statutory services.
43. Four referrals were accepted as meeting the criteria for support; one family engaged; two refused the offer of support and one did not engage with efforts to contact.
44. Case reviews continue to be undertaken to identify suitable referrals for support. An evaluation of partnership arrangements is currently being undertaken and an update will be provided within a future report.

Missing Sexually Exploited and Trafficked Children Group (MST)

45. Six meetings have taken place during this period which involved research on 16 young persons, three of these young persons lived in council tenancies.
46. Additional research was requested in relation to a housing application for a family member and regarding three other council properties which a vulnerable person was visiting.

Mental Health Link Workers – Housing Services

47. Five referrals have been made to the Council's mental health link workers in relation to obtaining advice on resolving specific housing issues or to establish additional support from community mental health teams.

Multi-Agency Public Protection Arrangements (MAPPA)

48. During this period 13 MAPPA panels were attended which involved undertaking research from TGHC records on 19 cases which were discussed within subsequent meetings. Further updates on MAPPA meetings will be provided within future partnership reports.

Safeguarding Adults

49. During this period, nine concerns have been made for adults at risk. Referrals were made from the following areas;

- East 1
- West 0
- South 2
- Central 6
- Inner West 0

50. Outcomes to referrals made can be found in Appendix 4.

51. Two Neighbourhood Relations Managers and the Older Persons Housing Managers have also attended training on the Council's Safeguarding Adults Policies and Procedures which has been reviewed in line with the Care Act 2014.

Safeguarding Children

52. During this period, eight referrals have been made. These referrals were made from the following areas;

- East 1
- West 1
- South 5
- Central 1
- Inner West 0

53. Outcomes to referrals made can be found in appendix four.

Customer Involvement

54. The ASB service improvement group has met twice during this period. However November's meeting was cancelled as a number of customers were unable to attend.

55. Additional comments from the group have been incorporated in a revised version for the customer leaflet on reporting ASB problems. This document will now be shared with partner agencies for their views before a final version is produced for customers.

56. Arrangements have been made for the Youth Offending Team (YOT) and Families Gateshead to attend future meetings. Updates from the SIG meetings and their work-plan will be provided within the next committee report.

Link to Values

57. The report relates to the following values of the company:-

- Customer focused
- Accountable
- Inclusive, valuing diversity
- Innovative

Risk Management Implications

58. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. The company's commitment to

addressing this issue is recognised through our delivery plan priorities and revised Anti-Social Behaviour policy and procedures.

Financial Implications

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

Value for Money implications

60. The use of volunteer services to provide support for victims will offer value for money in relation to reducing the need to procure services.

Equality and Diversity Implications

61. Delivery of the anti-discriminatory project has produced materials which will be used to educate young persons about prejudice and tolerance and promote community cohesion.

Health Implications

62. Through promptly identifying Safeguarding issues we seek to promote the health and wellbeing of our customers and further work with partners to remove customers from serious risk of harm.

Environmental Implications

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

Recommendation

64. The views of the committee are sought on whether it is satisfied with the ASB partnership update from April to December 2015.

Central Neighbourhood Update

Crime, ASB & Confidence

Central Neighbourhood Policing Team (NPT) commenced a crime prevention initiative during November known as Operation Forager. This is aimed at preventing burglaries from occurring and helping residents to protect their home from burglars. The operation is based around research from University College of London on burglary patterns which has shown that burglars tended to strike in patterns targeting homes near to other homes which had previously been burgled. Information is therefore sent by Central NPT of any properties where burglary crimes have occurred to allow Police or agencies to be vigilant and undertake reassurance activities such as high visibility patrolling within the immediate locality a radius of 250 metres.

It has been agreed that if any victims are council tenants, joint visits will be undertaken at the earliest opportunity to offer support and if appropriate security measures to protect their homes and goods. To date there have been no joint visits undertaken and updates on this progress will be included within future reports.

A notice to extend an introductory tenancy was served on a tenant in Warwick Court in November following reports of noise nuisance and damage at the property. The tenant did not appeal this and will therefore not become a secure tenant for further 6 months, allowing the opportunity to amend behaviour.

An application for a Public Spaces Protection Order (PSPO) was presented by the central neighbour policing Inspector to partner agencies at December's ASB Panel meeting. Police are seeking to impose this order to address anti-social behaviour in the Bensham and Saltwell area. In particular to cover the streets located adjacent to Saltwell Park. Proposed terms are to prohibit the drinking of alcohol and congregation of large groups. The Order would also seek to prohibit anti-social behaviour such as raised voices and shouting, the use of foul language and throwing of objects. An update on this proposed application will be provided within a future report.

Protecting and Supporting Vulnerable Victims and Communities

A 12 month suspended Possession Order was obtained in June following complaints of noise nuisance at a property at Coatsworth Court. The tenant failed to modify their behaviour and further evidence of nuisance was gathered, showing that they had breached the terms of the Suspended Possession Order. A warrant was secured from Court and they were subsequently evicted during October which protected other residents from further nuisance.

The Neighbourhood Relations Team applied for an Injunction Order following reports that a tenant of Priory Court was verbally abusive towards officers of The Gateshead Housing Company and other residents. Further that they were causing noise nuisance. At court, the tenant agreed to sign an Undertaking to keep the peace but shortly after, the tenant decided to terminate their tenancy and has now moved.

In August a Sustainable Communities Fund bid was approved to provide a victim of hate crime with additional fencing. The fencing was erected at the property after the tenant had reported that they were being targeted by unknown persons deliberately

putting rubbish and dog mess in their garden. Since the fence was installed there have been no further problems.

In response to the terrorist attacks in Paris which occurred during November Central Neighbourhood Policing team launched Operation Calm to provide an increased presence and reassurance in particular to our Jewish and Muslim communities. The operation was expanded during December to include all significant religious places. Police have confirmed that communities have not identified any resultant tensions.

East Neighbourhood Update

Crime, ASB and Confidence

A Notice of seeking Possession was served on a tenant in Leam Lane following receiving an eight month custodial sentence, suspended for 24 months for a wounding offence.

A Notice of Seeking Possession was served during November 2015 on a tenant from Wardley in relation to criminal convictions by their son. As the offences related to an isolated incident and no other breaches of tenancy have occurred the NOSP has not been pursued and will remain active until November 2016. This will allow an application to be made directly to court in the event of future breaches of their tenancy agreement

In response to complaints about the behaviour of a Leam Lane tenant and a visitor to their home we applied for a court hearing and this took place in October 2015. A Postponed Possession Order was granted with terms which prevented the visitor from being at the property. Despite being offered appropriate support this tenant has now decided to terminate their tenancy during January 2016.

As a result of a criminal conviction by a tenant's son for a serious physical assault in High Lanes, an application was made in September for a court hearing. An initial hearing has taken place and we are currently awaiting a final hearing date to conclude matters. An update on this case will be provided within the next committee report.

An application was made to the County Court after a tenant from Heworth breached the terms of a suspended eviction warrant due to visitors to their home being arrested in July 2015. At a court hearing in December 2015 the terms of the suspended warrant were varied which allows the tenant to remain in their home but prevents four known persons from visiting or being present in the tenants home. One of the named persons is currently subject to an extensive Anti-Social Behaviour Order and was released from prison in January 2016.

Protecting and Supporting Vulnerable and Communities

An injunction was granted against a tenant from the Wellington Street Estate due to their abusive and threatening behaviour towards other residents in the area. At the court hearing, the Defendant admitted the majority of the evidence that had been presented. She breached the injunction in November and received a 28 day prison sentence. This was postponed for the duration of the order which ends in October 2016. The judge advised her that if she breached the order again she would receive a custodial sentence. Since applying for the order we have liaised with the community mental health team to help moderate their behaviour.

In December Northumbria Police asked the Neighbourhood Relations Team to carry out joint visits to parents/guardians of five youths in Leam Lane and Wardley who had received their first convictions linked to disorderly behaviour in and around Fewster Square. This was to try and ensure that the families were aware of the potential repercussions of the behaviour and to minimise the risk of further issues.

One case was referred to the council mental health workers based in Housing Services during September. The referral was made after an Injunction had been served to prevent the tenant from being abusive and threatening to their neighbours. A series of joint visits and communication has taken place with the tenant which identified support needs which the tenant has engaged with. To date their behaviour has subsequently moderated which has helped to sustain their tenancy by preventing the need for more formal action.

West Neighbourhood Update

Crime, ASB and Confidence

During November, Police and Safer Communities team were alerted to large numbers of young people indulging in serious risk taking activities by taking illegal drugs (mephedrone and ecstasy) and psychoactive substances (legal highs) in a field near the Metro Centre. There were concerns that this could result in a serious incident or fatality. An extraordinary partnership meeting was therefore held in December to discuss the concerns and share intelligence which was attended by a Neighbourhood Relations Officer (NRO).

We agreed to carry out follow up actions in relation to any arrests or incidents which involved council tenants, whilst Police put a Dispersal order in place and undertook targeted patrols of the area and attended Thomas Moore School to educate and warn pupils about the dangers of illegal drugs. Youth Services and Platform (the Young People's Drug and Alcohol Service) also carried out detached work to engage with young people about the dangers of drug and alcohol use. The issues have significantly improved and there has been no requirement for us to undertake any specific actions.

Three Interim Injunctions were granted against males, who were causing anti-social behaviour and serious harassment in the Highfield area. The males live out of the area and are not council tenants or household members, but are known to travel to Highfield on a regular basis. We worked closely with the West NPT to prepare statements and apply for injunctions to include exclusion areas around the Pipebridge Estate and surrounding areas. At the return court hearing the perpetrators appealed against the injunction as they disagreed with the boundaries; however this was upheld at court by the judge who made the injunction permanent with no end date.

Following a raid by Police at a property during October, the tenant and their partner were arrested and charged with several drug related offences. No convictions have been obtained as yet and a number of vulnerabilities have come to light since the arrests occurred. We are currently liaising closely with several agencies including statutory services to address issues and determine what actions will be taken should convictions occur.

Protecting & Supporting vulnerable victims and Communities

Additional fencing was secured via Sustainable Communities Fund for a victim of domestic abuse in Ryton which was erected in December. These works along with external lighting have allowed the tenant to feel safer in her home and to remain in the property.

The Sustainable Communities Fund was also accessed to help alleviate long standing tensions between neighbours in Crawcrook. This has now prevented a dog from being able to enter another neighbour's garden area and other perceived breaches of privacy such as children playing and staring which had resulted in complaints being made.

Inner West Neighbourhood Update

Crime, ASB and Confidence

An eviction was carried out at an address in Teams in October following the tenant's partner being convicted of an offence of burglary in the local area. Residents had previously expressed concern at the anti-social behaviour connected to the address. Letters have been sent to neighbours in the immediate vicinity advising them of the eviction and to provide reassurance that robust action will be taken in relation to criminal and anti-social behaviour.

After a shed fire in Sunnyside which the Police classified as attempted arson, an application was made under the Safer Communities Fund which led to intermediate fencing being replaced between neighbours. The fence has improved security in the area and there have been no further incidents since it was erected.

In Teams, an application for Sustainable Communities funding was requested in October to try and curb nuisance caused by dog walkers and the general public using a tenant's garden as a short cut through the estate. Additional fencing and a gate have now been erected and existing fencing heightened to try and reduce the impact of the behaviour on residents. Residents have informed us that this has had a positive impact and resolved their problems.

Protecting Vulnerable Victims and Communities

A Notice of Seeking Possession was served on a tenant from Whickham in November following incidents of; noise nuisance, police attendances at the property, harassment against a former partner and being convicted of breaching a restraining order. As problems at the address continued after the notice was served interim injunctions were obtained in December 2015 against the tenant and their partner to protect local residents from continued nuisance.

A full Injunction was subsequently awarded for 12 months however the police informed us about further breaches of their injunctions. A committal hearing took place where the presiding Judge determined the breaches should remain on file. The Judge also ordered that due to Human Rights considerations the terms of the Injunction should be revised to allow the two parties to communicate as they are in a relationship.

Legal services have been instructed to obtain a court date in respect of a claim for possession and an update will be provided within a future committee report.

A perpetrator of domestic abuse was rehoused which allowed the joint tenancy to be assigned to their partner so that they could remain living in the family home with their children. Support is also being offered to the family by a number of different agencies to try to ensure that they can maintain their respective tenancies.

A resident from the Teams area was provided with assistance to move to another area following a recommendation from Northumbria Police. This was after information was received that they would be at risk of harm if they remained in their property.

South Neighbourhood Update

Crime, ASB and Confidence

The first public spaces protection order (PSPO) was successfully obtained within Kibblesworth during November. The order covers a designated area including the country bridleway, old railway line and Lamesley footpaths. Kissing gates have been erected via the sustainable communities fund to help enforce the order which gives the police and council officers powers to fine anyone caught riding a motorbike within the exclusion area.

During July we attended court in relation to noise complaints and criminal convictions of a tenant in Wrekenton. The District Judge granted an outright order and was satisfied on the evidence presented that the tenant should be evicted. However the tenant appealed against this decision during August. An appeal hearing then took place in December where it was ordered a trial should take place during April 2016.

Following reports of drunken disturbances from a property in Beacon Lough East, Notice of Seeking Possession was served during July 2015. An application was made to county court and a hearing took place in November 2015 where the District Judge awarded a Suspended Possession order against the tenant. There have been no subsequent problems since.

A number of complaints of noise nuisance and allegations about substance misuse were received about a tenant within Low Fell. A Notice of Seeking Possession was served in November. This led to an improvement and the tenant moderating their behaviour. As such it has been agreed that the Notice will not be progressed to court unless further incidents of nuisance occur, allowing the tenant the opportunity to sustain their tenancy.

Protecting and Supporting Vulnerable Victims and Communities

In March 2015, an Anti-Social Behaviour Injunction was granted against a local resident who was involved in threatening and intimidating other residents in the Springwell and Wrekenton Estates. The order excluded the perpetrator from the estates in order to protect the victims and the wider community. The perpetrator failed to adhere to the terms of the order and an application was made to the county court in December 2015 to extend the order for a further term of 6 months from the original expiry date. A leaflet drop was carried out to all households within the exclusion zone, over one thousand properties, advising of the new terms of the order and also who to contact if the perpetrator is found in breach of the order.

Operation Sentinel has been ongoing since September 2015 involving visits to homes by police officers to identify properties that may be targeted by to provide crime

prevention advice and help keep residents safe. During door to door visits police officers have also been encouraging neighbours to help keep an eye on vulnerable people who live nearby.

As a result of police visits four referrals have been received which has resulted in vulnerable tenants being provided with; security measures to their doors; external lighting and a repair to an access gate.

A Notice of Termination was served in October 2015 on an Introductory Tenant in Beacon Court which followed reports of noise nuisance at the flat and verbal abusive towards several vulnerable residents within the block. The tenant submitted an appeal against the notice and this was dismissed by the panel. A hearing date has been applied for at court in order to end the tenancy.

An eviction order was granted in October against joint tenants of Willerby Court which gave them 28 days to leave their home. This order was awarded for noise nuisance, harassment and verbal abuse towards staff of The Gateshead Housing Company. The tenants have failed to leave the property within the timescale set, and an eviction date has now been applied for.

Domestic Abuse Cases Breakdown:

Age	Female victim	Male victim	Total
18 – 24	54	1	55
25 - 40	97	1	98
41 - 59	37	10	47
60 +	7	4	11
Unknown	9	3	12
Total	204	19	223

Breakdown by Area:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
52	20	42	67	42	223

Closed Cases

203 cases were closed or resolved in this period

Domestic Abuse Case Closure Reasons

- 89 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) Cases
- 66 Resolved without the need for legal action
- 18 Customer Re-housed
- 11 Non-engagement from Customer
- 8 Customer ended their tenancy
- 6 Written warning issued
- 1 Legal action taken against Perpetrator (injunction)
- 3 Referred to other Agency
- 1 Perpetrator ended their tenancy

203 Total

MARAC Actions

Actions agreed from the MARAC meetings are as follows:

Tag address	476
Offer additional security	23
Offer advice on housing options	23
Encourage victim to engage with support agencies	17
Consider tenancy enforcement	12
Provide additional info to MARAC coordinator	7
Feedback MARAC	5
Submit adult concern	4
Interview perpetrator	3
Provide victim's address and contact details	3
Submit child concern	2
Make Referral to EVOLVE for Perpetrator	2
Check ASB at Property	2
Link with ASCD re adaptations to Victims property	1
Joint visit with NTW	1
Joint visit to Victim with IDVA	1
Place warning alert on Perpetrator	1
Interview victim Re: Tenancy	1
Housing check on victim	1
Attend strategy meeting re victim	1
Look at legal actions to end joint tenancy	1
Explore new civil injunction	1
Provide update on arrears action	1

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

Male perpetrator to female victim	403
Male perpetrator to male victim	5
Female perpetrator to female victim	5
Female perpetrator to male victim	19
Family violence	33
Honour Based Violence	4
Under 18 victim and perpetrator	5
LGBT	2

Hate Incidents - Case Closure

- 26 Resolved without the need for legal action
- 5 Written warning issued
- 1 Perpetrator ended their tenancy
- 1 Complainant ended their tenancy
- 1 Legal action taken against perpetrator

Safeguarding Adults Referral Outcomes

The following outcomes were reached:

- 4 – Support provided and situation resolved.
- 2 – Customer declined support.
- 2 – Non-engagement from customer.
- 1 – Support already in place.

Safeguarding Children Referral Outcome

The following outcomes were reached;

- 3 - Contact established, however no further action required.
- 3 - Family already allocated a Social Worker
- 1 - Advice given to Parents by Social Services
- 1 - Child subject to Child Protection – Core Group



Report to Customers and Communities Committee

11 February 2016

Title: Evaluation of Wrekenton Hub

Report of: Director of Customers and Communities

Purpose of Report

1. To update Committee on the integrated customer service delivery model provided from the Wrekenton Hub.

Background

2. The Board received a report on 16 March 2014 to approve the relocation of the housing management service at Wrekenton and to work alongside other services at the purpose designed building, Wrekenton Hub which opened on 30 March 2015.
3. In line with the Council's customer contact strategy, the opportunity was taken to close the payment counter when Wrekenton office relocated to the Hub. There is a range of alternative payment options available to customers to pay rent, council tax and other council bills
4. In order to deliver a more joined up approach and to support budget savings to the Library service, an integrated customer service model was developed with the Library Service. A service level agreement was set up which outlines the roles and responsibilities that both the company and libraries undertake.
5. A vacancy for an HMA was advertised and ring fenced to the library assistants. This was an essential appointment that has supported and mentored other HMAs to deliver the library services, whilst increasing their own skills and knowledge around housing services.
6. The new library opened at Wrekenton in July 2015

Customer Service Activity

7. Business monitoring has been undertaken over the last six months (July to December 2015) to assess the impact of the new integrated service. The business activity key headlines are as follows:

- Since relocating to the Hub, the number of customers visiting TGHC for housing management services has significantly reduced from 1280 (per month at the Wrekenton office) to 364 customers per month (at the Hub).
- More customers are now contacting us by telephone rather than visiting the Hub, 60% of customers contacts are by phone and 40% are in person, compared to previously 30% by phone and 70% in person at the office .
- The TGHC Freephone at the Hub continues to be well used , with 983 calls each month.
- The number of Wrekenton customers paying housing rent at a council payment counter has significantly reduced by half (now 21%) , while 79% of the customers pay by either direct debit, standing order, post office, pay point or online.
- The new library at the Hub has seen an average of 530 visitors a month (which is 59% of all visitors to the hub).
- There was an increase of 9 (13%) new memberships in 2015 (80 in total in 2015 compared to 71 in the same period for 2014).
- Customers are using the new library PCs an average of 23% of the available time (Compared to 27% in 2014).
- Whilst book issues are down from last year, they are now increasing month on month rising from 658 book issues in September to 930 in December which is a 41% increase.

Update of the integrated model of service

8. The new model of service is working well and so far is achieving the outcomes expected in terms of providing an integrated customer service and sustainable library services. This is being monitored through cross service meetings.
9. Front line employees are dealing with housing, library or council related enquiries at the first point of contact through one reception. Customers can also be signposted to TGHC free phone or onto other agencies.
10. A full programme of library service training, shadowing and mentoring has been provided for TGHC employees to enable them to deliver the library service and the new ways of working are embedded and have been received well by employees.
11. The majority of tenants are paying their rent by alternative methods and the closure of the payment counter has not had any obvious impact in terms of rent arrears and council tax. Although there has been an increase in customer footfall at the Civic Centre and Leam Lane payment counters, overall more customers are choosing to pay by other means.
12. The number of TGHC customers visiting the office significantly reduced since we closed the payment counter and relocated services to the Hub. 60% of our customers prefer to contact us by phone compared to 40% of customers visiting us in person.
13. Library computer use has slightly declined. Joint working with the library service is being considered to promote digital inclusion and visiting customers will be encouraged to use the library computers to access online services.

14. The reduction in the number of book issues may be attributed to the smaller library and the change in location. Improved marketing will hopefully improve the number of library visitors and membership.
15. Rhyme Time sessions at the library are now well attended which provides opportunities to broaden the library's customer base. In addition Larkspur, Felldyke and St Oswald's schools have attended introductory sessions at the library.
16. A survey was carried out with customers who visited the Hub and the feedback is very positive. 98% of customers rated the customer service they received as either very good or good and 100% of customers rated their overall experience as either very good or good. The results are attached at the Appendix.

Review of the HMA job profile

17. Currently the role of the Housing Management Assistant (HMA) has a strong emphasis on the cash collection function however as the number of payment counters reduce over time new models of service delivery such as the provision at Wrekenton are emerging.
18. Given these emerging models of service delivery there was an opportunity to review the HMA job profile to modernise and reflect the new ways of working. This review will ensure that as we develop our approach to customer service in partnership with the Council we can continue to provide customer focused services.
19. The outcome of the HMA review will be the subject of a report to the Resources Committee in February 2016.

Links to Values

20. This report relates to the following company values:
 - Customer focused
 - Accountable
 - Inclusive, valuing diversity
 - Passionate about what we do

Impact on tenants and leaseholders

21. Over 3600 council homes are managed by the Wrekenton Housing team, and over 79% are now paying their rent by alternative methods. 60% of our customer contact is now by telephone or online compared to 30% in 2014 and 40% of customers visit in person compared to 70% in 2014.
22. The new library service has seen a 30% increase in membership since moving to the hub, making it more sustainable for the future.

Risk Management Implications

23. The service level agreement to support the development of the integrated customer service model will mitigate the risks associated with the delivery of this project. Business monitoring will continue to assess the ongoing impacts.

Financial Implications

24. Since relocating to the new Hub there has been a reduction in running costs of £6,700 over the nine month period since April 2015.

Equality and Diversity Implications

25. We continue to work with all customers to ensure they are able to access services they need.

Value for Money implications

26. The relocation to the Wrekenton Hub and the development of an integrated customer service model offers opportunities for the delivery of value for money services aimed at meeting the needs of customers.
27. Following the closure of the payment counter at Wrekenton there are savings in relation to the cost of payment transactions. Currently to make a payment at a cash counter the cost per transaction is £2.29, which is significantly higher than other methods such as Direct Debit (34p), Post Office (49p), Paypoint (44p) Internet and telephone (20p).

Consultation

28. The trade unions and employees were fully involved in the development of the integrated service delivery model and are positive and supportive of the new ways of working.
29. A survey has been carried out with customers visiting the Hub, to obtain feedback on the customer service received at the Hub, the results of which are attached at the Appendix.

Recommendations

30. The Committee is asked to:
 - (i) Note the report for information
 - (ii) Comment on the customer service activity and advise if it is satisfied with progress made to date
 - (iii) Note that the review of the HMA role will be subject to a report to Resources Committee in February 2016

**Wrekenton Hub
Customer Feedback January 2016**

Do you find the reception area welcoming?

Yes 93%

How did you rate the customer service you received?

Very Good or Good 98%

If you visited to use the Freephone, was it to contact a TGHC or Gateshead Council service?

TGHC 72%

Council 28%

Was your enquiry dealt with satisfactorily?

Yes 82%

No 18% * (main comments were time taken to report a repair on Freephone)

Overall – how would you rate your experience today?

Very Good or Good 100%



Report to Customers and Communities Committee

11 February 2016

Title: Customer Involvement Activity - update

Report of: Customer Support Manager

Purpose of Report

1. To provide an update on customer involvement activity for the third quarter of 2015/16.

Background

2. The committee has previously requested a quarterly update of involvement activity across the company. In line with the company's delivery plan we aim to support and embed co-regulation by involving customers in looking at the services we provide now, and helping us to shape them in the future via a number of methods including supporting the TALISMAN and Complaints panels and continuing to involve customers in how we deliver services.
3. This report demonstrates where we support the key actions within the company's five year strategic plan's key objective of 'Supporting tenants and sustaining tenancies and neighbourhoods'.
4. The Guide to Getting Involved sets out the wide range of ways customers can get involved depending on the time they have available and the areas they are particularly interested in.

Summary

5. During the period, 1 October to 31 December 2015, 72 involvement activities took place.
6. Customers were involved in various activities including panel and customer meetings, Service Improvement Groups, drop in sessions, forums, focus groups, mystery shopping exercises and training courses.
7. Customers have been involved in our involvement activities on 2600 occasions although some may have been involved in more than one activity.
8. Appendix 1 to this report shows a summary of activities undertaken during this period and demonstrates the variety of ways customers have been involved.

The activities are broken down by service area to highlight the different work that has taken place across the company.

9. Appendix 2 to this report shows the venues of where activities have taken place during this period.
10. Appendix 3 to this report shows a breakdown of activity by neighbourhood area.

Key outcomes of involvement

11. There have been a number of outcomes from customer involvement during this period which are highlighted below;
 - Members of TALISMAN attended the 5th Annual Tenants Panels Conference in York with officers from the Customer Involvement team. The key themes of the conference included the business benefits of tenant involvement, how to make customer involvement relevant and how to measure involvement.
 - TALISMAN continued work on their latest review of hard to let properties.
 - The art work and DVD produced in partnership with GemArts and pupils from two senior schools, Heworth Grange Comprehensive and Joseph Swan Academy was launched during National Hate Crime week. The project was promoted at the Police and Crime Commissioners event and the LGBT Federation meeting in support of Hate Crime. Copies of both were circulated to all high schools in Gateshead, shared with our involved customers at meetings and also made available on our website. It was also shared with attendees at this years Stonewall conference in Edinburgh.
 - The estate officer for Barley Mow joined up with Police, Fire and Rescue Service and teachers at Barley Mow Primary School to talk to the children about the importance of keeping their estate clean and tidy with particular reference to bonfire night. This was followed up with an estate clean-up day involving pupils, teachers, the handyperson service and the estate officer.
 - The Customer Involvement team attended International Day of Disability at the Sage Gateshead to engage with service users and support organisations to hear views and gain a better understanding of how we can improve access to our services.
 - The Older Persons team attended National Older Persons day at Gateshead Leisure centre. The event included a French bowls competition for tenants of sheltered schemes. This activity will be run as future sessions in communal lounges
 - An event was held in Warwick Court providing basic computer skills for customers including access to the Internet.
 - Customers from the Multi Storey Service Improvement Group attended a meeting to discuss a pilot of a new door entry and CCTV system.
 - The Customer Involvement team hosted a Christmas party attended by 40 involved customers as a thank you for their time and involvement over the past 12 months, to celebrate what they have achieved and to look ahead to priorities for the forthcoming year.

Involvement database

12. There has been a slight increase of 9 involved customers from the database since June 2015 totalling 936 members.
13. The representation of involved BME customers continues to be high at 7.69%, which is more than double of our overall customer profile, indicating that our work to engage with the BME community has had a positive impact.
14. The number of 'over 75s' has increased since June 2015 and both this and the 60-74 age group have a higher representation of involvement compared with the overall customer profile.
15. Appendix 4 to this report displays profile information of our involved tenants and leaseholders compared with our overall customer profile.

Performance against service standards

16. 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: -
 - Representation of involved customers (customers on our involvement database)
 - Annual training programme course attendance
 - Satisfaction with feedback following involvement
 - % of tenants satisfied that their views are taken into account
 - Number of events attended.
17. At the end of the third quarter performance was as follows: -
 - There were 936 involved customers on our database at the end of this quarter, exceeding the target of 890
 - There were 79 attendees on customer training courses by 31 December 2015. The figure will increase as additional courses are run in quarter 4.
 - Satisfaction with feedback following involvement is reported in the fourth quarter
 - % of tenants satisfied that their views are taken into account is reported six monthly, the next update will be at year end.
 - We have attended 13 events during this period. We will continue to actively engage with community groups to find out about events that are taking place for us to attend and represent the company.

External Recognition

18. At the end of last year the company was shortlisted for two awards for the "We Stand Together" project in partnership with GemArts and pupils from Joseph Swan Academy and Heworth Grange Comprehensive School.
 - IARS Research & Youth Leadership awards 2015 (runner up). The award category is for a public, private or third sector partnership project that has worked effectively with young people to actively

involve them in social problem solving and/or enabled them to influence decision-making processes.

- Positive Social Behaviour Order awards 2015 (shortlisted). These are regional awards that recognise and celebrate the achievements of young people and projects across the North East. We were nominated in the Best Youth Project 2015 category.

Future activity

19. The following activities are planned for the fourth quarter of 2015/16:

- Carry out a review of the current Involvement structures including Service Improvement Groups, forums and networks to ensure that they continue to provide opportunities for customers drive improvements to service delivery, shape policies, monitor performance and improve satisfaction.
- Working alongside our Energy Advice Officer we will deliver 12 Energy Best Deal sessions to customers across Gateshead. The sessions will focus on ensuring customers are on the lowest available tariff and also provide advice on energy efficiency savings, free home insulation and government schemes. Funding has been secured from FINCAN to run these sessions.
- Work with a new training provider, Silver Training to pilot two digital inclusion training courses with a view to rolling out a programme of courses during 2016.17 that meet different customer needs.
- We will attend the GemArts Mini Mela at Caedmon Hall to promote the work of TGHC including opportunities to get involved and other projects such as the Energy Best Deal sessions. We will also meet with Gem Arts to discuss further opportunities to build on our successful work around hate crime with young people.
- Finalise the Moving Forward programme for 2016/17 and publicise to customers and partners.
- We will continue to work in partnership with the Eagles basketball team to promote the Hoops for Health programme in schools. This will include attending the Gateshead schools play off competition to gain feedback from teachers and pupils around the stereotyping module of the programme. The feedback will help inform any changes to the programme in 2016/17.
- Launch the revised of Equality Inclusion Scheme with customers and partners.

Link to values

20. This report relates to the following company values: -

- Customer focused
- Inclusive, valuing diversity.

Impact on tenants

21. We have worked extensively with tenants, leaseholders and the wider community during this period, to get views and opinions to identify priorities and inform services.
22. 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

23. Failure to engage with customers was identified as a key strategic risk for the company.
24. 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

25. 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.

Equality and Diversity Implications

26. The company is committed to involving people from diverse communities to ensure everyone's views, needs and aspirations are considered in the decision making process.
27. Support is available to assist people with additional needs to access involvement opportunities and this is regularly promoted.
28. 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

29. 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.
30. Value for money is considered within Service Improvement Groups when making decisions, for example, agreeing what training courses to run in the Moving Forward programme taking into account monetary costs and the impact they will have on individuals and the wider community.

Environmental implications

31. 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

32. The Involvement Service Improvement Group is regularly updated with the progress of involvement across all services and the outcomes which result.
33. Members of the Involvement SIG were presented with an overview of involvement activity for the second quarter and were satisfied with the information provided.

Health Implications

34. 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

35. The views of the committee are sought on whether it is satisfied with the involvement activities undertaken in the quarter.

Contact Martin Poulter, Customer Support Manager

Tel 0191 4335380

Appendix 1 Summary of involvement activity

Title of Activity	Number of Events	Number of Customers Involved
Service Improvement Group	7	59
Drop in	5	47
Surveys	15	886
Meeting	3	22
Event	13	1098
Estate Clean Up	1	30
Training	5	33
Forum	4	40
Focus group	2	30
Workshops	5	244
Conference	1	100
Other	11	11
Total	72	2600

Summary of involvement activity – Corporate Services

Title of Activity	Number of Events	Number of Customers Involved
Surveys	15	886
Service Improvement Group	6	49
Event	5	590
Workshop	5	244
Training	4	23
Drop in	4	44
Forum	4	40
Conference	1	100
Total	44	1976

Summary of outcomes – Corporate services

- The 2015/16 Moving Forward programme continued in quarter 3 and included money management, gardening, mystery shopping, managing stress and leading a healthy lifestyle. All courses received positive feedback
- The Complaints Scrutiny Panel met on a regular basis to analyse complaints performance applying a revised scrutiny framework to completed complaints. A revised format for monthly update reports circulated to investigating officers was agreed and implemented in this quarter.
- Monthly Leasehold Service Improvement meetings were held and a range of topics were discussed including satisfaction with information provided around service charges, the automation of repairs and maintenance statements and water hygiene assessments.
- The Customer Involvement team attended World Mental Health Day in Gateshead to raise awareness of the Moving Forward programme, Guide to Getting Involved and different ways to report hate crime.

Summary of involvement activity – Customers and Communities

Title of Activity	Number of Events	Number of Customers Involved
Event	8	508
Estate Clean Up	1	30
Meeting	3	22
Drop in	1	3
Training	1	10
Focus group	2	30
Other	11	11
Service Improvement Group	1	10
Total	28	624

Summary of outcomes - Customers and Communities

- Sheltered scheme drop ins held across the schemes to give residents the opportunity to raise any issues they may have with their scheme officer on a regular basis and identify any areas for improvements
- Multi Storey inspections took place during this period by customer inspectors to check the blocks are achieving the service standards in place
- Multi Storey Service Improvement Group held where customers received an update on new entrance signage, information about investment in multi storey blocks for 2015/16 and an update on Sustainable Communities Fund schemes in multi storey blocks.
- A bulb planting event was carried out at Harlow Green with the estate officer and pupils from St Anne's school.
- Over 420 trees were planted on an empty site by local school children, volunteers from Gateshead College, and local councillors.

Appendix 2: Venues of involvement activities

Venue	Amount
Civic Centre	9
Warwick Court lounge	2
Community centre	10
Sheltered scheme	7
Multi storey block	9
School	8
Library/Caedmon Hall/Gateshead leisure centre	2
Other/survey	21
Housing Office	4
Total	72

Appendix 3: Neighbourhood area of involvement activities

Area	Amount
East	3
Central	33
South	19
Inner West	0
West	3
Other/survey	17
Total	72

Appendix 4: Profile information of involved customers

Gender:

	Involvement Database December 2015		Involvement Database June 2015		Customer profile December 2015	
Female	587	62.71%	583	62.89%	11,297	59.23%
Male	349	37.29%	344	37.11%	7773	40.76%
Blank	-		-	-	2	0.01%
Total	936	100%	927	100%	19,072	100%

Ethnicity:

	Involvement Database December 2015		Involvement Database June 2015		Customer profile December 2015	
Asian Or Asian British Bangladeshi	1	0.11%	1	0.11%	15	0.08%
Asian Or Asian British Indian	2	0.21%	2	0.22%	9	0.05%
Asian Or Asian British Other	11	1.17%	11	1.19%	125	0.65%
Asian Or Asian British Pakistan	13	1.39%	13	1.40%	17	0.09%
Black Or Black British African	34	3.63%	34	3.67%	217	1.14%
Black Or Black British Caribbean	-	-	-	-	6	0.03%
Black Or Black British Other	1	0.11%	1	0.11%	26	0.14%
Chinese	1	0.11%	1	0.11%	22	0.12%
Mixed Other	3	0.32%	3	0.32%	30	0.16%
Mixed White & Asian	-	-	-	-	20	0.10%
Mixed White & Black African	2	0.21%	2	0.22%	14	0.07%
Mixed White & Black Caribbean	-	-	-	-	8	0.04%
Other	4	0.43%	3	0.32%	106	0.55%
Total BME	72	7.69%	71	7.67%	615	3.22%
Refused	1	0.11%	1	0.11%	48	0.25%
White British	769	82.15%	759	81.88%	17906	93.89%
White Irish	1	0.11%	1	0.11%	37	0.19%
White Other	13	1.39%	13	1.40%	364	1.91%
(blank)	80	8.55%	82	8.83%	102	0.54%
Grand Total	936	100%	927	100%	19,072	100%

Disability:

Does the tenant have a disability?	Involvement Database December 2015		Involvement Database June 2015		Customer Profile December 2015	
N	643	68.69%	633	68.28%	13,598	71.30%
Y	292	31.20%	291	31.40%	5,258	27.57%
Yes but type not disclosed	-		-	-	105	0.55%
Refused	-		-	-	34	0.18%
(blank)	1	0.11%	3	0.32%	73	0.38%
Not disclosed	-		-	-	4	0.02%
Total	936	100%	927	100%	19,072	100%

Age:

	Involvement Database December 2015		Involvement Database June 2015		Customer Profile December 2015	
No date of birth	112	12%	114	12.29%	1	0.01%
Under 25	15	1.6%	17	1.83%	680	3.57%
25-39	125	13.35%	124	13.38%	4060	21.29%
40-49	107	11.43%	104	11.22%	3179	16.67%
50-59	136	14.52%	137	14.78%	3449	18.08%
60-74	260	27.77%	261	28.16%	4537	23.78%
75 and over	181	19.33%	170	18.34%	3166	16.60%
Total	936	100%	927	100%	19,072	100%



Report to Customers and Communities Committee

11 February 2016

Title: Forward Plan

Report of: Director of Customers and Communities

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.

Link to Values

4. This report relates to the following company value of being open and honest.

Risk Management Implications

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

Value for Money Implications

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

Equality and Diversity Implications

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

Financial Implications

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

Health Implications

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

Environmental Implications

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

Consultation carried out

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

Impact on Customers

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

Recommendation

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

Customers and Communities Committee Forward Plan

Customers and Communities Committee	Issues to be discussed
May 2016 (still to be agreed)	<ul style="list-style-type: none"> • Performance and Service Standards – End of Year 2015/16 • Grounds Maintenance Service Agreement 2016-17 • Complaints and Compliments Performance – End of Year Report 2015-16 • Moving Forward Training Programme • Multi-storey management year-end report • TALISMAN Report on Review of Lettings (Hard to Let Properties) • TALISMAN – Progress Report
September 2016 (still to be agreed)	<ul style="list-style-type: none"> • Performance and Service Standards – Quarter 1 2016/17 • Estate Management Activity – 2015/16 • Tenancy Management Activity – 2015/16 • Sheltered Housing Service – Year End Update 2015/16 • Lettings Report 2015/16 • Rent Arrears Monitoring 2015/16
5 November 2016 (still to be agreed)	<ul style="list-style-type: none"> • Performance and Service Standards – Quarter 2 2016/17 • Complaints and Compliments Performance Update 2016/7 • TALISMAN – Progress Report
February 2017 (still to be agreed)	<ul style="list-style-type: none"> • Performance and Service Standards – Quarter 3 2016/17
<p>The following reports are taken to every meeting:</p> <ul style="list-style-type: none"> • Anti-Social Behaviour Progress Report • Customer Involvement Activity 	