



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.