



## CUSTOMERS AND COMMUNITIES COMMITTEE

11 February 2016

### PRESENT:

#### Directors

Robert Buckley (Chair)  
Sheila Bouitieh  
Elizabeth Bird  
Joanne Carr  
Pauline Dillon  
John Hamilton

#### 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

Eileen Gill

### 32 APPOINTMENT OF DEPUTY CHAIR

RESOLVED – That Pauline Dillon be appointed as Deputy Chair of the Committee.

### 33 MINUTES

The minutes of the last meeting of the committee held on 5 November 2015 were approved as a correct record, subject to Sheila Bouitieh being added and John Hamilton being deleted from the list of those present.

### 34 PERFORMANCE AND SERVICE STANDARDS – QUARTER 3 2015/16

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

There were currently 11 key performance indicators reported to this committee on a quarterly basis.

At the third quarter 2015/16: -

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

- No indicators were traffic lighted amber, which showed the target set had not been met but performance had increased on the previous year. This was comparable with the same period last year.
- Six 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 an increase from one at the same period last year.
- No indicators were unmeasurable or were set with a baseline target.

The performance results therefore indicated that at quarter 3, performance relating to five out of the 11 measureable performance indicators could be traffic lighted as on target or improving, which related to 45% of the indicators. This was a decrease in performance compared to the same period last year, when 88% of indicators were on target or improving.

There were currently 22 service standards reported to the committee on a quarterly basis.

At the third quarter 2015/16: -

- Eight indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was comparable with the same period last year.
- One indicator was traffic lighted amber, which showed that the target set had not been met but performance had increased on the previous year. This was comparable with the same period last year.
- Three indicators were traffic lighted red, which showed the target set had not been met and performance had decreased compared to the previous year. This was a decrease from seven at the same period last year.
- 10 indicators were not measurable or were set with a baseline target.

The performance results therefore indicated that at the third quarter, performance relating to nine out of the 12 measureable service standards could be traffic lighted as on target or improving, which related to 72% of the indicators. This was an increase in performance compared to the same period last year, when 56% of indicators were on target or improving.

The committee expressed concern about the number of red indicators and in particular some of the satisfaction results which were significantly below target. It was noted that all dissatisfied customers had been contacted and often the reasons for them saying they were dissatisfied wasn't related to the survey. The committee made the point that customers who were dissatisfied were more likely to return complete the survey than those who were satisfied. It was also stressed that satisfaction was likely to fall even more as resources were cut further. It was noted though that the Company would continue to follow up all dissatisfaction.

Concern was expressed about a significant fall in the percentage of leaseholders satisfied with the service they receive. It was agreed that the reasons for this would be picked in Leaseholders Annual Report which would be presented to this committee in May 2016.

The committee was satisfied with the new style of the performance report.

RESOLVED – That the Performance Indicators and Service Standards results at the third quarter 2015/16 be noted.

### **35 ANTI-SOCIAL BEHAVIOUR PARTNERSHIP UPDATE – APRIL TO DECEMBER 2015**

The committee received an update on the following anti-social behaviour (ASB) partnership work and neighbourhood activity between April and December 2015: -

- Domestic abuse
- Hate incidents
- School Based Anti-Discriminatory Project
- ASB Legal Tools and Powers
- Safer Neighbourhoods Framework Review
- ASB Victim Volunteer Support
- Multi-Agency Safeguarding Hub
- Children and Families
- Families Gateshead
- Missing Sexually exploited and Trafficked Children Group (MST)
- Mental Health Link Works – Housing Services
- Multi-Agency Public Protection Arrangements (MAPPA)
- Safeguarding Adults
- Safeguarding Children

The committee asked if the cuts in the voluntary sector as well as the public sector would have an impact on the partnership working. It was noted that the Company was feeling the cuts from other partners but there was a will to still work together.

The service was seeing an increase in more complex domestic abuse/hate crime cases which was really challenging. These were taking slightly longer to deal with which was resulting in an increase in dissatisfaction as a consequence. The challenge was managing expectations as further cuts were being made.

The committee welcomed the obtaining of the first public spaces protection order (PSPO) in November within the Kibblesworth area in an attempt to stop motorbikes and quad bikes from causing nuisance by using public tracks and footpaths but asked how easy these would be to enforce. It was noted that the Company would have to identify any who breaches the order first and it had not had the opportunity yet to test it out.

There had been a lot of publicity at the time and it was agreed to suggest further publicity being carried out in the Spring/Summer.

The committee welcomed the anti-social behaviour victim volunteer support.

RESOLVED – That the ASB partnership update from April to December 2015 be noted.

### **36 EVALUATION OF WREKENTON HUB**

The committee received an updated on the integrated customer service delivery model provided from the Wrekenton Hub.

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 service.

The majority of tenants are paying their rent by alternative methods and the closure and the payment counter has not had any obvious impact in terms of rent arrears and council tax. The number of TGHC customers visiting the office has significantly reduced.

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.

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 TGHC develops its approach to customer service in partnership with the Council, it can continue to provide customer focused services. The outcome of the HMA review will be the subject of a report to the Resources Committee in February 2016.

The committee asked what was being done to address the changing role of the library service and use of PCs in libraries. It was acknowledged that it was no longer just a book lending service and customers needed to be made aware of what other services were available. It was stressed however that although book loans were down, there had been an increase in book loans by 41% since the hub opened.

- RESOLVED –
- (i) That the update on the integrated customer service delivery model provided from Wrekenton Hub be noted.
  - (ii) That it be noted that the review of the HMA role will be subject a report to Resources Committee in February 2016.

### **37 CUSTOMER INVOLVEMENT ACTIVITY**

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

During the period 1 October to 30 December 2015, 72 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 the involvement database, performance against service standards, external recognition and activities planned for the fourth quarter of 2015/16.

The committee was informed that the Energy Advise Officer gives customers general energy advice as well as ensuring they are on the lowest available tariff. Joanne Carr agreed to share with the Company the booklet she had produced on energy advice.

The committee expressed concern about the difficulties getting young people involved. The Company accepted that it needed to identify different ways of attracting younger customers.

The committee welcomed the fact that the Company was attracting more BME customers. It was suggested learning from this when tackling the issues of attracting more young people to get involved.

Reference was made to the Talent Match Project which was aimed at young people who were looking for employment. Although only five people had attended the session, it was noted that four of them had got into employment. The committee therefore felt that it should be making more effort to get people to sign up to sessions like this in the first place.

Concern was expressed about the neighbourhood area of involvement activities and the fact that significantly more activities were held in Central and South of the borough.

RESOLVED – That the committee is satisfied with the involvement activities undertaken in the third quarter 2015/16.

### **38 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.

### **39 DATE AND TIME OF NEXT MEETING**

To be agreed.