



The Gateshead Housing Company

Working with Gateshead Council

CUSTOMERS AND COMMUNITIES COMMITTEE

15 November 2018

PRESENT:

Directors

Robert Buckley (Chair)
Elizabeth Bird
Sheila Bouitieh
Michael Hood
Jim Turnbull

Advisers

Neil Bouch	Interim Managing Director
Deborah Ewart	Head of Housing Support
Martin Poulter	Business, Performance and Customer Services Manager
Stuart Gibson	Governance and Risk Lead

Apologies

Joanne Carr
Eileen Gill

1 MINUTES

The minutes of the last meeting of the committee held on 13 September 2018 were approved as a correct record.

2 PERFORMANCE AND SERVICE STANDARDS – SECOND QUARTER 2018/19

The Key Performance Indicator and Service Standards results at the second quarter 2018/19 were reported.

There were currently 11 Key Performance Indicators reported to this committee on a quarterly basis. At the second quarter: -

- One indicator was traffic lighted green. This showed that the annual target had been achieved for this indicator.
- No indicators were traffic lighted amber.
- No indicators were traffic lighted red.
- 10 indicators were not measurable or were set with a baseline target.

There were currently nine Service Standards reported to this committee on a quarterly basis. At the second quarter: -

- Four indicators were traffic lighted green. This showed that the annual targets had been achieved for these indicators.
- No indicators were traffic lighted amber.

- One indicator was traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.
- Four indicators were not measurable or were set with a baseline target.

The committee was particularly pleased with the significant increase on the year end figure in the percentage of those making a complaint satisfied with the investigation of the complaint. It was felt that that the training investigating officers had received in dealing with complaints would have had an impact.

RESOLVED – That the committee is satisfied with the Key Performance Indicator and Service Standard results at the second quarter 2018/19.

3 ANTI-SOCIAL BEHAVIOUR PARTNERSHIP UPDATE – APRIL TO SEPTEMBER 2018

The committee received an update on the following performance regarding the investigation of the following anti-social behaviour cases and associated activity for the period April to September 2018: -

- Customer satisfaction – closed case surveys
- Hate Crime
- Domestic Abuse
- Children and Families
- Families Gateshead
- Vettings and Exclusion
- Applicant Offer Checks
- Incidents involving Employees and Warning Alerts

There had been a significant increase compared to last year in noise nuisance and neighbour disputes. The committee noted that in some cases these would have been unfounded and were a result of different lifestyle issues and different working patterns.

The committee was informed that employees had received refresher training on dealing with ASB cases, coaching techniques, other tools and remedies, and partnership training. Training was also being developed for managers. Support was available for employees from line managers and through human resources.

The increase was similar across the region in terms of reporting to the police. However, a comparison had not been carried out with other similar ALMOs. It was agreed to come back with some more information at the next meeting.

RESOLVED – That the committee is satisfied with the anti-social behaviour partnership April for April to September 2018/19.

4 HOUSING SUPPORT SERVICES – APRIL TO SEPTEMBER 2018

The committee received an update on the following housing support activity: -

- Housing Support for under 25-year olds

- Housing Support for over 25-year olds
- Offenders and ex-offenders
- Armed Forces Community Outreach Service
- Learning Disability Service

The committee noted that the 30 taster flats for young people under 25-years of age was one of several types of tailored floating housing support that the service provided.

RESOLVED – That the committee is satisfied with the work being undertaken within Housing Support Services.

5 REFUGEE RESETTLEMENT PERFORMANCE UPDATE – APRIL TO SEPTEMBER 2018

The committee received an update on the following work being undertaken in relation to the Vulnerable Person Relocation Scheme: -

- Support Services
- Accommodation
- Integration Support
- English as a Second Language Provision and Adult Education
- Employment
- Health
- Education
- North East Migration Partnership

The committee reiterated the need to have an exit plan given that the programme would be concluded by December 2019. It was noted that once the company had confirmation from the Home Office when the last families would be arriving, this could begin to be formed.

RESOLVED – That the committee is satisfied with the update on Refugee Resettlement performance from April to September 2018.

6 CUSTOMER INVOLVEMENT ACTIVITY – SECOND QUARTER 2018/19

The committee received an update on customer involvement activity for the second quarter 2018/19.

During the period, 84 involvement activities took place. Customers participated in involvement activities on over 1,310 occasions although some may have been involved in more than one activity.

The committee also received updates on the involvement structure, scheduled meetings, E-Engagement, community engagement, Newcastle Eagles 'Hoops 4 Health', Moving Forward customer training, additional and future activities.

RESOLVED – That the committee is satisfied with the involvement activities undertaken in the second quarter 2018/19.

7 COMPLAINTS AND COMPLIMENTS PERFORMANCE – APRIL TO SEPTEMBER 2018/19

The committee received an update on the following complaints and compliments performance from April to September 2018: -

- Number of complaints received
- The Housing Ombudsman
- Responding within timescales
- Customer satisfaction
- Compliments
- Learning from complaints
- Performance and Feedback Service Improvement Group
- Future activity

A recent Housing Ombudsman investigation resulted in the company awarding £200 in compensation to a customer for distress and inconvenience experienced because of the company's failure to respond to reports of ASB or to carry out a full investigation of the complaint in accordance with the complaints policy. The Ombudsman recommended that it would be good practice for the company to develop its own Redress Policy. A Redress Policy for Complaints was currently being developed with the Performance and Feedback Service Improvement Group.

Compliments had increased significantly on the same period last year. The number of compliments that were now coming through HomeRepairs was encouraging. There were 119 employees who had been individually recognised by customers. The most complimented employee was Caretaker David Black, who received 27 compliments. It was agreed that Chair would write to David personally on behalf of the committee to thank him for his work.

RESOLVED – That the committee is satisfied with the complaints and compliments performance from April to September 2018/19.

8 GATESHEAD HOUSING CUSTOMER SCRUTINY PANEL – PROGRESS REPORT

The committee received an update on progress against the outstanding actions identified in Gateshead Housing Customer Scrutiny Panel reviews completed to date and a general update on the Panel.

RESOLVED – That the committee is satisfied with the progress made with the Gateshead Housing Customer Scrutiny Panel since its last update in May 2018.

9 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.

10 DATE AND TIME OF NEXT MEETING

The next meeting of the committee would be held on Thursday, 21 February 2019 at 2pm in Room S21, Gateshead Civic Centre, Regent Street, Gateshead.