

## Your Homes Newcastle Inner West Area Board

11<sup>th</sup> September 2007

### Service Standard Monitoring

Report by: Assistant Chief Executive & Director of Business

Information	Area Implications	All
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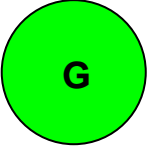
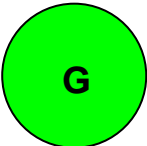
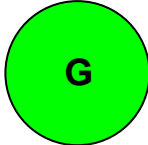
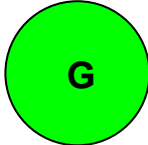
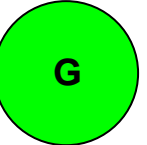
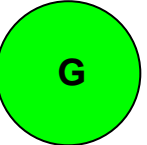
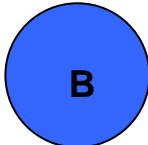
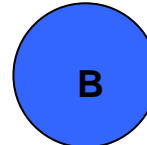
<b>Executive Summary</b>	In June and July, Right to Buy, Adaptations, Asylum Seekers Unit and Advice & Support have been monitored. Targets have been exceeded in: <ul style="list-style-type: none"> <li>• Right to Buy</li> <li>• Adaptations</li> <li>• Asylum Seekers Unit</li> <li>• Advice and Support</li> </ul>
<b>Recommendations</b>	Board is asked to receive the report, approve the actions being taken to improve performance and agree the revised service standards.

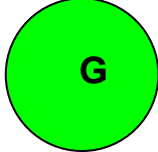
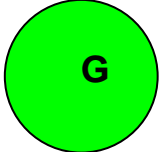
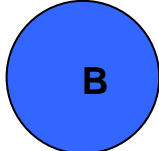
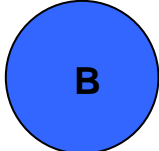
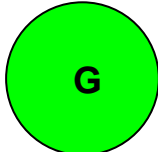
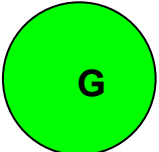
Business Implications	
<b>YHN Mission and Strategic Objectives</b>	As an element of performance management, monitoring our performance in relation to our service standards can help us achieve all of our strategic objectives
<b>Value for Money/Efficiencies</b>	All service standards reviewed will lead to improved performance and in turn improve the efficiencies of the services of YHN
<b>Resources (financial, property, technological or human)</b>	No implications
<b>Impact on Services/Performance</b>	Monitoring service standards will highlight services that are under performing and identify actions to improve these.
<b>Outcomes for tenants/leaseholders</b>	Monitoring our performance in relation to service standards and taking action to continually improve our services will ensure increased satisfaction and better use of resources for tenants.
<b>Risk (reputation,</b>	Failure to monitor performance could place

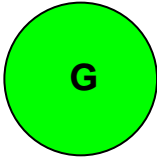
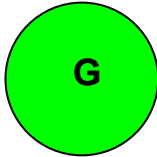
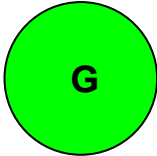
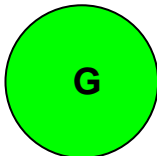
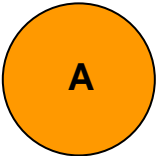
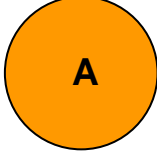
<b>relationship)</b>	YHN at risk of failing in any of our strategic objectives
<b>Environmental</b>	No impact
<b>Legal Implications</b>	No implications
<b>Equality and Diversity</b>	No implications
<b>Stakeholder Involvement/Consultation (planned or already carried out)</b>	<p>Progress will be monitored on a rotational basis for the revised Service Standards as and when they are agreed.</p> <p>Please see attached Repairs, HASBET and the Property Standard revised service standards for comments /agreement.</p> <p>The next bi-monthly report will monitor the revised service standards listed below:</p> <ul style="list-style-type: none"> <li>• Your Choice Homes</li> <li>• Concierge</li> <li>• Newcastle Furniture Service</li> </ul>

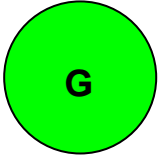
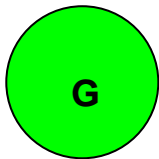
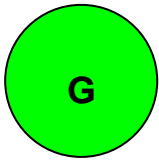
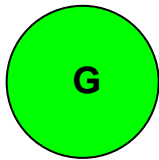
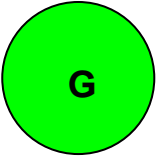
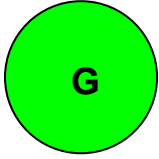
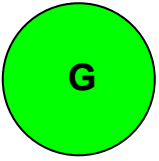
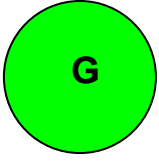
<b>Background papers</b>	Delivery Plan

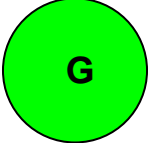
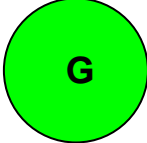
<b>Contact officers</b>	Brian O'Doherty- Inner West Area Director (0191) 2771511.
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SERVICE STANDARDS			
Right to Buy	JUNE	JULY	Performance Update
Where all information is available, we will send RTB2 Notices to 90% of customers within 4 weeks			100% of customers received their RTB2 Notices within 4 weeks throughout June and July
<p>Following an RTB2 notice, we will send offer notices to 90% of customers:</p> <p>*within eight weeks from the date of the RTB2 if you are buying a freehold property (normally a house), or</p> <p>*within twelve weeks from the date of the RTB2 if you are buying a leasehold property (normally a flat or maisonette).</p>	  	  	<p>In June 100% of Right to Buy customers received an offer notice within the correct timescale, following a RTB2 notice.</p> <p>In July 99% of customers received an offer notice in the correct timescale. This slippage was due to the customer not responding to the initial appointment letter.</p>
We will respond to 95% of customers who have submitted an initial notice of delay form within one calendar month			There were no notice of delay forms submitted in June and July

SERVICE STANDARDS			
Adaptations	JUNE	JULY	Performance Update
We will send a welcome letter to all of our new clients within 28 days of the adaptations team receiving a referral.			Welcome letters were sent to all new clients during June and July. In total 129 letters were sent to the new clients.
We will achieve a 90% customer satisfaction rate for the service provided by adaptations staff.			This service standard is no longer measured as this question is not included in the questionnaire that gets sent out the clients.
We will achieve a 90% customer satisfaction rate with the work carried out to the homes of our customers			The customer satisfaction surveys show that in June the satisfaction rate was 90% and in July it was 96%. Both have achieved the target set. No respondents said that they were dissatisfied.

SERVICE STANDARDS			
Advice & Support	JUNE	JULY	Performance Update
After a referral is made to us, we will make arrangements to interview you. We aim to see 90% of new customers within 10 working days of a referral			There were 93% of new customers seen within 10 working days of a referral in June. This had dropped slightly in July to 91.5%. The target has been achieved in both months.
We will make a support plan for all customers. We aim to do this during the first interview for at least 90% of new customers			In June we carried out support plans for 95% of our new customers during the first interview. In July this dropped slightly to 90%, both months were performing better than the set target.
We will achieve 90% customer satisfaction with staff from the Advice and Support service			The cumulative total from April until July stands at 87.5% satisfaction with the Advice and Support Service. There have been limited numbers of response so far for June and July; although there has not been any customer surveys indicating that they are dissatisfied with the Advice and Support Service.

SERVICE STANDARDS			
Asylum Seekers Unit	JUNE	JULY	Performance Update
We will provide financial support payments to clients supported by Social Services on a weekly basis, at the Civic Centre, on Tuesday mornings.			Financial support to clients provided. Signing sheets available for all payouts.
Within 1 day we will give all newly arrived NASS clients a welcome pack which gives you important information about living in Newcastle, including advice about support networks that are available to help you			All arrivals provided with welcome pack including local information – checklists signed by clients to acknowledge receipt of this information and understanding
Within 7 days of arriving we will arrange access to a Doctor's services for all NASS Clients			New arrivals are taken to GP practice to register – within 7 days – notes are on file and front sheet information updated.
We will consult our clients twice a year to find out their views on how we can continue to improve and develop the services we provide.			Initial blanket consultation undertaken in May – awaiting responses from Performance monitoring team. Other 1, 3 and six month consultation now underway

<p>Staff will visit you at least once each month at your home to check on the property and see if you have any problems.</p>			<p>Visit sheets have been completed for performance management against contract</p>