



## Your Homes Newcastle Outer West & North Area Board

12<sup>th</sup> November 2007

### Service Standard Monitoring

Report by: Assistant Chief Executive & Director of Business

| Information              | Area Implications  | All |
|--------------------------|--|-----|
| <b>Executive Summary</b> | In August and September, Your Choice Homes, Concierge, and Newcastle Furniture Service have been monitored. Some targets have been exceeded in: <ul style="list-style-type: none"> <li>• Furniture Service</li> <li>• Concierge</li> <li>• Newcastle Furniture Service</li> </ul> Some data is not available for the Concierge service. The service standards are in the process of review in conjunction with the Tenants Federation. Systems for recording information are being reviewed and standards will be reported again to area board in 2007/08. |     |
| <b>Recommendations</b>   | Board is asked to receive the report and approve the actions being taken to improve performance and agree the revised service standards.   |     |

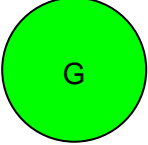
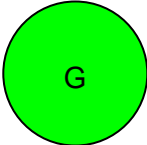
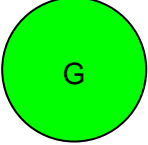
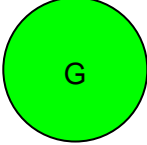
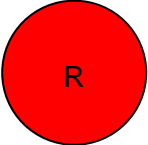
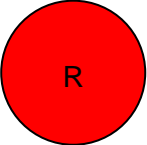
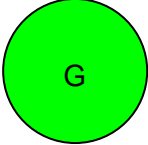
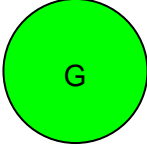
| Business Implications  |  |
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| <b>YHN Mission and Strategic Objectives</b>                    | As an element of performance management, monitoring our performance in relation to our service standards can help us achieve all of our strategic objectives |
| <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  |

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|--|---|
| <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, relationship)</b>                                       | Failure to monitor performance could place 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>The next bi-monthly report will monitor the revised service standards listed below:</p> <ul style="list-style-type: none"> <li>• Delivering Modern Homes</li> <li>• Leasehold Management</li> </ul> |

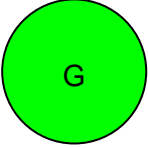
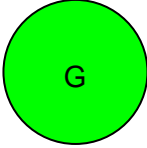
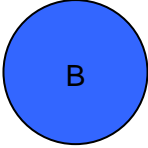
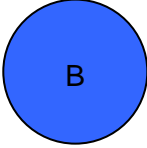
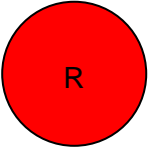
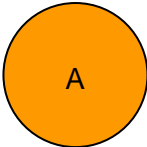
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|--------------------------|---------------|
| <b>Background papers</b> | Delivery Plan |
|                          |               |

|                         |   |
|-------------------------|---|
| <b>Contact officers</b> | Martyn Burn- Outer West & North Area Director<br>X 21146. |
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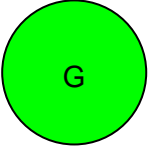
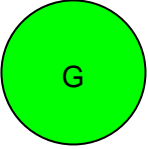
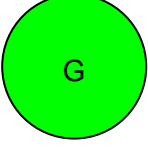
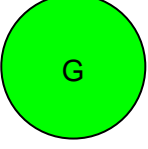
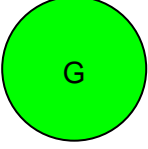
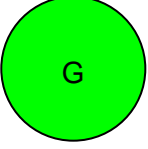
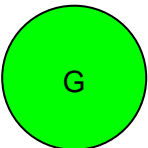
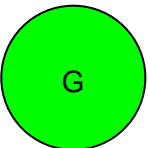
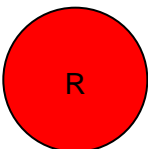
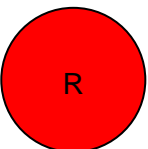
**SERVICE STANDARDS**

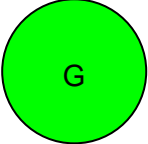
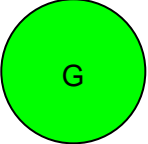
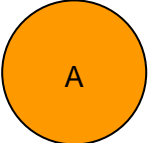
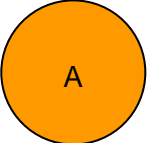
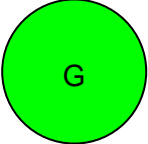
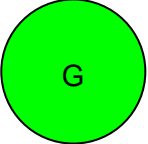
| <b>Your Choice Homes</b>  | <b>August</b>  | <b>September</b>   | <b>Performance Update</b>   |
|---|--|--|---|
| We will answer your phone calls within five rings.  |   |   | 100% of calls have been answered in August and September within five rings  |
| If you write to us, we will reply within 15 working days.   |   |   | All written correspondence received a reply within 15 working days  |
| When we receive your registration form to join Your Choice Homes, staff at the property shop will register your details within five working days. We will write to you to confirm this. |   |   | During August only 62% of registration forms were registered within five working days. In August 68% were registered within the timescale. Training issues discovered in July have resulted in staff awareness raising exercise. This standard is Improving and moving forward. |
| If you do not qualify to join Your Choice Homes, we will write to you to tell you   |  |  |   |

**SERVICE STANDARDS**

| Concierge   | August  | September   | Performance Update  |
|---|---|---|---|
| <p>We will inspect your building every three months to make sure our service provider is following our cleaning work schedule. We will display our cleaning work schedule in your building. We will invite tenants' representatives to all our inspections and we will make the results available to you.</p> |    |    | <p>Work schedules are in place in all blocks, tenant representatives are invited to all inspections with the results being made available in all blocks and through the Tenant's Federation.</p> <p>In this period 95.29% of inspections were undertaken of all blocks on the Concierge List of Properties.</p>   |
| <p>We will meet you and give you an introduction to our services. We will explain what your responsibilities are as a tenant. We will do this within seven days of you moving into your home</p>  |    |    | <p>Recording system unavailable and standard and information collation being reviewed</p>   |
| <p>We will carry out safety and security checks every day</p>   |  |  | <ul style="list-style-type: none"> <li>• August – Performance information for August was poor due to the non recording of information by staff. This is being addressed to ensure consistency through 121s, team meetings and dip sampling.</li> </ul> <p>September – Performance has improved substantially but can still increase, performance management is being reviewed as above to ensure consistency.</p> |

**SERVICE STANDARDS**

| <b>Newcastle Furniture Service</b>   | <b>August</b>   | <b>September</b>  | <b>Performance Update</b>   |
|--|---|---|---|
| We will deliver furniture to you within five working days of you asking us to. We aim to do this for 93% of all deliveries |    |    | During August we delivered furniture to customers within 5 working days for 94% of deliveries. We achieved this for 98% of deliveries in September.   |
| We will collect furniture within five working days of you asking us to. We aim to do this for 93% of all Collections.      |    |    | Throughout August we collected furniture from customers within five working days for 93% collections. In September we achieved this for 98% of collections.   |
| We will visit you within eight weeks of delivering your furniture to make sure everything is all right                     |    |    | We visited all customers within eight weeks of delivering your furniture to make sure everything is right.  |
| We will repair or replace any faulty cookers we have supplied to you within two working days of you telling us.            |  |  | Throughout August and September we repaired or replaced any faulty cookers we supplied to customers within two working days.  |
| <b>Child Safety Equipment</b><br>We will install your safety equipment within eight weeks of you asking us to.             |  |  | 24% of child safety equipment was installed within eight weeks in August. Only 19% were installed within timescale in September. We have been operating with 1 x fitter since April and have recently recruited a 2 <sup>nd</sup> fitter, however we have to wait until he receives his Enhanced CRB check. During August and September we have been completing all TNI jobs. |

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| <p><b>Child Safety Equipment</b><br/>We will answer any questions within two working days.</p>                       |  |  | <p>During August and September we answered all questions about child safety equipment within two working days.100%</p> |
| <p><b>Gardening Service</b><br/>We will visit you 11 times a year (eight summer visits and three winter visits).</p> |  |  | <p>The gardening service is on target for 2007/08 but slightly behind schedule due to bad weather.</p>                 |
| <p><b>Gardening Service</b><br/>We will answer any questions within two working days</p>                             |  |  | <p>In August and September we answered all questions within two working days for the Gardening Service</p>             |