

Your Homes Newcastle Outer West & North Area Board

9th July 2007

Service Standard Monitoring

Report by: Assistant Chief Executive & Director of Business

Information	Area Implications	All
Executive Summary	<p>In April and May Community Care Alarm Service, Sheltered Housing Service, Inline and Stepping Stones have been monitored. Targets have been exceeded in:</p> <ul style="list-style-type: none"> • All In-line standards • CCAS call standards • Sheltered Housing alarm calls • Sheltered Housing Support Plan reviews • Stepping Stones 6 months tenancies <p>We need to improve on:</p> <ul style="list-style-type: none"> • Stepping Stones Support plans and reviews • Missed rent payments for tenants in Sheltered Schemes 	
Recommendations	<p>Board is asked to receive the report and approve the actions being taken to improve performance</p>	

Business Implications	
YHN Mission and Strategic Objectives	As an element of performance management, monitoring our performance in relation to our service standards can help us achieve all of our strategic objectives
Value for Money/Efficiencies	All service standards reviewed will lead to improved performance and in turn improve the efficiencies of the services of YHN
Resources (financial, property, technological or human)	No implications
Impact on	Monitoring service standards will highlight

Services/Performance	services that are under performing and identify actions to improve these.
Outcomes for tenants/leaseholders	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.
Risk (reputation, relationship)	Failure to monitor performance could place YHN at risk of failing in any of our strategic objectives
Environmental	No impact
Legal Implications	No implications
Equality and Diversity	No implications
Stakeholder Involvement/Consultation (planned or already carried out)	<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"> • Right to Buy • Adaptations • Asylum Seekers Unit • Advice & Support

Background papers	Delivery Plan

Contact officers	Martyn Burn- Outer West & North Area Director X 21146.
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