

## Your Homes Newcastle East Area Board

12<sup>th</sup> July 2007

### Service Standard Monitoring

Report by: Assistant Chief Executive & Director of Business

Information	Area Implications	All
<b>Executive Summary</b>	<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"> <li>• All In-line standards</li> <li>• CCAS call standards</li> <li>• Sheltered Housing alarm calls</li> <li>• Sheltered Housing Support Plan reviews</li> <li>• Stepping Stones 6 months tenancies</li> </ul> <p>We need to improve on:</p> <ul style="list-style-type: none"> <li>• Stepping Stones Support plans and reviews</li> <li>• Missed rent payments for tenants in Sheltered Schemes</li> </ul>	
<b>Recommendations</b>	<p>Board is asked to receive the report and approve the actions being taken to improve performance</p>	

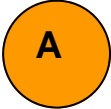
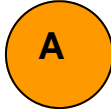

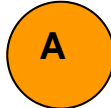
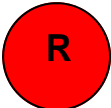
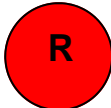
<b>Business Implications</b>	
<b>YHN Mission and Strategic Objectives</b>	As an element of performance management, monitoring our performance in relation to our service standards can help us achieve all of our strategic objectives
<b>Value for Money/Efficiencies</b>	All service standards reviewed will 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, 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>• Right to Buy</li> <li>• Adaptations</li> <li>• Asylum Seekers Unit</li> <li>• Advice &amp; Support</li> </ul>


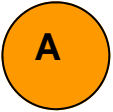


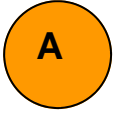
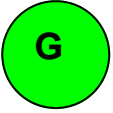
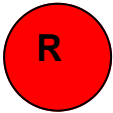
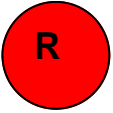
<b>Background papers</b>	Delivery Plan



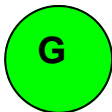
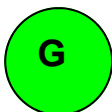
<b>Contact officers</b>	Allison Hodgson- East Area Director (0191) 2781555.
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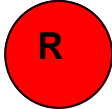
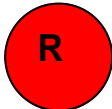
**SERVICE STANDARDS**

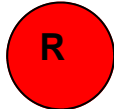
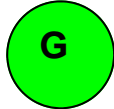
<b>CCAS</b>	<b>APRIL</b>	<b>MAY</b>	<b>Performance Update</b>
We will visit you once a year to complete a support plan			During April and May 185 support plans were completed. Commencing in July 2007 a detailed programme, with monthly targets, will get underway to ensure all support plans are completed within the target timescale.
We will answer 98.5% of all calls in one minute			The 98.5% target was achieved in April. In May 98.4% was achieved which is just short of the target.
In an emergency, if you need a mobile warden, they will reach you within 30 minutes of receiving the call in 90% of cases.			The local target was not achieved with 82% of emergencies reached by a mobile warden within 30 minutes of receiving the call. National Telecare Standards for this indicator has a response time of 60 minutes and if this were adopted the service would have a performance level of 98.90%. In order to improve performance on the local target procedures for dealing with night time calls are being reviewed in relation to the introduction of lone worker monitoring.

**SERVICE STANDARDS**

<b>Sheltered Housing Service</b>	<b>APRIL</b>	<b>MAY</b>	<b>Performance Update</b>
Your sheltered housing officer will answer 98.5% of all warden alarm calls in one minute			The 98.5% target was achieved in April. In May 98.4% was achieved which is just short of the target.
Your sheltered Housing officer will complete a support plan with you once a year and will review you support plan after six months			710 support plans were completed during April and May which is ahead of schedule.
We will reduce the number of empty properties in sheltered schemes to 78 by the end of the year			The number of empty properties in sheltered schemes reduced to 82 in April. In May this reduced further to 72.
We will reduce missed rent payments for current tenancies in our sheltered schemes to £24,278 this year			Due to the success in allocating empty properties there has been a technical increase in missed rent payments increasing arrears to £30,320 in April and £36,482 in May 2007. This is primarily due to outstanding claims for Housing Benefit and Supporting People payments.

SERVICE STANDARDS		
Inline	APRIL/MAY	Performance Update
To provide a comprehensive needs assessment for 50% of 16 & 17 year olds needing accommodation. Who apply either through the Housing Advice Centre of Your Choice Homes by offering a family reconciliation service to prevent homelessness		90% of 16 & 17 years olds were provided with a comprehensive needs assessment.
Ensure 90% of vulnerable young people who have support from INLINE will maintain a successful tenancy for 12 months and become fully active member of their community by ensuring they receive the practical and emotional support needed		100% of vulnerable young people maintained a successful tenancy for 12 months
Provide advice and information so young people are aware of their rights, and encourage 25% of young people to participate in their community, volunteer with Youth Voice and ensure 90% of young people supported in tenancies are fully involved in the decisions that affect their lives		26% of young people were involved in community events through Youth Voice. 100% - All young people in supported tenancies are involved in the decisions that affect their lives
Provide an accreditation service to enable 75% of young people supported in tenancies to gain recognition and qualifications for the skills and abilities they have and to enable them to rejoin education and get qualifications for their skills and experience		89% of young people in tenancies submitted work for accreditation.

SERVICE STANDARDS		
Stepping Stones	APRIL/MAY	Performance Update
We provide support plans for all our vulnerable young people. We aim to do this within two weeks for 95% of service users		Only 14% of support plans have been provided within two weeks of moving into accommodation. The new Young Peoples Service Manager took up her post on 01/06/07 and immediately identified the issue of support plans not being completed. This mainly occurred due to staff sickness and the use of agency staff. A recovery plan has been put in place so that all support plans will be up to date by 27/06/07. Following this support plans for hostel residents will be reviewed on a monthly basis and those resident in the North Kenton flats on a quarterly basis.
We will complete a support plan review for 95% of residents in our North Kenton supported accommodation within 6 months of the initial support plan		85% of residents have had a review of their support plan within 6 months. The new Young Peoples Service Manager took up her post on 01/06/07 and immediately identified the issue of support plans not being completed. This mainly occurred due to staff sickness and the use of agency staff. A recovery plan has been put in place so that all support plans will be up to date by 27/06/07. Following this support plans for those clients resident in the North Kenton flats will be reviewed on a quarterly basis.

<p>We will complete a support plan review for 95% of residents in our hostel accommodation within 6 weeks of the initial support plan</p>		<p>Only 20% of residents in hostel accommodation received a support plan review within 6 weeks. The new Young Peoples Service Manager took up her post on 01/06/07 and immediately identified the issue of support plans not being completed. This mainly occurred due to staff sickness and the use of agency staff. A recovery plan has been put in place so that all support plans will be up to date by 27/06/07. Following this support plans for hostel residents will be reviewed on a monthly basis.</p>
<p>We will ensure that 90% of our residents in our supported accommodation maintain a stable tenancy for a minimum of 6 months</p>		<p>100% of residents in supported accommodation maintained a stable tenancy for a minimum of 6 months.</p>