



**Notice of meeting of
Decision Session - Cabinet Member for
Health, Housing and Adult Social Services**

To: Councillor Simpson-Laing

Date: Tuesday, 26 July 2011

Time: 4.30 pm

Venue: Guildhall

AGENDA

Notice to Members – Calling In

Members are reminded that should they wish to call in any item on this agenda notice must be given to Democracy Support Group by:

10:00am on Monday 25 July 2011 if an item is called in before a decision is taken, or

4:00pm on Thursday 28 July 2011 if an item is called in after a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5:00pm on Friday 22 July 2011**.

1. Declarations of Interests

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

- 2. Minutes** (Pages 3 - 6)
To approve and sign the minutes of the meeting held on 28 June 2011.

- 3. Public Participation**
At this point in the meeting members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00pm on Monday 25 July 2011**.

Members of the public may register to speak on:-

- an item on the agenda;
- an issue within the Executive Member's remit;
- an item that has been published on the Information Log since the last session. Information reports are listed at the end of the agenda.

- 4. Housing Service's Service Plan 2011-2012** (Pages 7 - 50)
This report presents Housing's Service Plan for 2011-2012, which includes some minor amendments to incorporate suggested changes to Housing's five outcomes to reflect Bereavement Services transferring into Asset Management. A review of performance indicators has also been undertaken with the number of indicators reducing.

- 5. Results of Annual Housing Satisfaction Survey 2010/11** (Pages 51 - 70)
This report provides the results of the Annual Housing Services Monitor (AHSM), a postal survey of City of York Council tenants undertaken during January 2011 – February 2011 responded to by 947 tenants.

- 6. Urgent Business**
Any other business which the Chair considers urgent under the Local Government Act 1972.

Information Reports

No information only reports have been published on the Information Log for this session.

Democracy Officers:

Catherine Clarke and Louise Cook (job-share)

Contact details:

- Telephone – (01904) 551031
- Email Catherine.Clarke@york.gov.uk and louise.cook@york.gov.uk

(If contacting by email, please send to both Democracy Officers named above)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Catherine Clarke or Louise Cook Democracy Officers

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

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If you would, you will need to:

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Further information about what's being discussed at this meeting

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Holding the Cabinet to Account

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business from a published Cabinet (or Cabinet Member Decision Session) agenda. The Cabinet will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Cabinet meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	DECISION SESSION - CABINET MEMBER FOR HEALTH, HOUSING AND ADULT SOCIAL SERVICES
DATE	28 JUNE 2011
PRESENT	COUNCILLOR SIMPSON-LAING

1. **DECLARATIONS OF INTERESTS**

The Cabinet Member was invited to declare at this point in the meeting any personal or prejudicial interest they might have in the business on the agenda. She declared she had none.

2. **MINUTES**

RESOLVED: That the minutes of the last Decision Session of the Executive Member for Health and Adult Social Services, held on 3 February 2011, be approved and signed as a correct record.

3. **PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak at the meeting.

4. **DEVELOPING LOCAL OFFERS / SERVICE STANDARDS**

The Cabinet Member considered a report that provided background information regarding the regulatory requirements of the Tenant Service Authority and informed her of the development, with customers, of 11 local offers/service standards for Housing Services for the following areas:

- Resident involvement
- Customer service
- Day to day repairs
- Gas servicing
- Planned maintenance
- Tenant's Choice modernisation
- Estate management
- Anti-social behaviour
- Rent collection

- New homes
- Value for money

Officers gave an update and confirmed that all social housing providers were required by the Tenant Services Authority to set out their service standards by 1st April 2011. Officers confirmed the delay in presenting this report was due to the purdah period. Officers confirmed they had been involved in an extensive tenant and staff consultation process which commenced in November 2010.

The Cabinet Member thanked officers for the report and commended them on the thorough consultation process. She also noted the input from the Residents Association. The Cabinet Member requested that officers monitor the satisfactory levels as she was hopeful that the results of this new process would allow these levels to rise.

- RESOLVED:(i) That option 1 as set out in paragraph 24 of the report, to agree the attached service standards, be approved.
- (ii) That further updates on the satisfactory levels be reported to the Cabinet Member.

REASON To ensure that the Council complies with its statutory responsibility to develop service standards with its customers.

5. PRIVATE SECTOR ASSISTANCE POLICY

The Cabinet Member considered a report that outlined the proposed new Private Sector Assistance policy to enable the authority to deliver an effective assistance programme within the current financial spending limits.

The Cabinet Member commended officers on the report and suggested they inform all Councillors of the new policy. She also noted that the funding cuts had come from Central Government and requested that officers work with local partners to overcome some of these issues.

Officers confirmed that they would focus on the Private Sector Assistance policy at the Housing and Public Protection Induction day for councillors on 25 July 2011.

RESOLVED: That the proposed changes to the policy be noted and the revised private sector assistance policy for the financial year 2011/12 be approved

REASON: So that the council can improve the health and safety of residents who want to remain independent in their own home. To encourage the private sector housing stock to be maintained, reducing the carbon emissions and maximising existing housing stock.

6. CHANGES TO THE CITY OF YORK COUNCIL TENANCY AGREEMENT

The Cabinet Member considered a report that requested her to agree the proposed amendment to the CYC tenancy agreements (introductory tenancy and secure tenancy).

Officers gave an update and stated that there had been a recent change in legislation that required the Cabinet Member to agree the proposed amendments to ensure the tenancy agreements were legally binding.

In answer to the Cabinet Member's questions, officers confirmed that not all Local Authorities had taken the lead on revising this policy and they would be discussing the updates at the next RSL (Registered Social Landlord) meeting. The Cabinet Member congratulated officers for taking the lead on this important matter.

RESOLVED: That the changes to the tenancy agreement be approved.

REASON: It is a legal requirement that the tenancies granted to minors are held on trust by an independent Trustee until the minor reaches the age of 18.

Councillor Simpson Laing, Cabinet Member
[The meeting started at 4.30 pm and finished at 4.45 pm].

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**Decision Session: Cabinet Member for
Health, Housing and Adult Social Services**

26 July 2011

Report of the Assistant Director – Housing & Public Protection

Housing Service's Service Plan 2011-2012

Summary

1. Attached at Annex 1 is Housing's Service Plan 2011-2012. The Service Plan has had some minor amendments to incorporate suggested changes to Housing's five outcomes (agreed last year) to reflect Bereavement Services transferring into Asset Management. A review of performance indicators has also been undertaken with the number of indicators reducing.
2. The Cabinet Member is asked to:
 - a. Approve changes to the wording of the outcomes for 'Your Place' and 'Your Service'.
 - b. Agree the actions aligned to each of the five outcomes and that these actions should translate into staff PDR's.
 - c. Agree the performance indicators aligned to each outcome.
 - d. To receive quarterly performance update reports

Background

3. In order to reflect transitional arrangements arising out of the organisational review it was agreed at a service planning meeting on 10th March 2011 attended by group managers from across Housing and Public Protection that annual service plans be developed rather than for three years. The Service Plan for Housing 2011/12 is therefore attached at Annex 1.

Housing Outcomes

4. Following a review of Housing's Service Plan in 2009/10 Housing Service Management Team together with service managers agreed Housing's five outcomes. However to reflect the functions of the Bereavement

service transferring to Asset Management it is suggested that the following amendments are made to the Your Place and Your Service outcomes to reflect the objectives of this service in particular the need to reduce their impact on the environment through mercury omissions from the crematorium (the need to reduce Co2 omissions is also applicable to the housing service) and the provision of a sympathetic service.

- **Your place - safe, sustainable, thriving neighbourhoods** (Working with our partners, we will tackle homelessness, poverty and exclusion, our impact on the environment, endeavouring to ensure that neighbourhoods are developed, maintained and safe with a mix of good quality housing, increasing the provision of and access to affordable homes and are places where people want to live and work now and in the future).
- **Your Service – (was Organisation of Choice) Efficient and Effective** (We will provide a sympathetic cremation and burial service, promote housing options, maximise income, make the best use of our resources and deliver inclusive excellent value for money services with high levels of customer satisfaction).

Drivers for Service Plan Priorities

5. To establish the key actions for the Service Plan, an assessment has been made around the following change drivers, Government and Legislative Priorities, Local (the need to make efficiency savings), Customer feedback, Performance and Benchmarking results, Health and Safety requirements and commitments outlined in key strategy documents including the Housing Strategy, Older Person Housing Strategy, Homeless Strategy, Anti-Social Behaviour Strategy, Value for Money Strategy, ICT Strategy, Community Engagement Strategy, the Private Sector Action Plan and the Departments Single Equality Scheme. In previous years the results of the staff survey have also been a driver for the Service Plan. However due to the organisational review a staff survey has not been administered, despite this, specific actions relating to supporting and developing staff are included within the improvement action plan including the need to improve staff sickness levels.
6. Newly included as a driver is the Tenant Inspector Project, which was approved by Executive Member for Neighbourhoods and Housing on 15 March 2011¹. Trained volunteer tenants assessed housing's reception facilities and service resulting in an improvement report and action plan attached at Annex B.

¹ Executive Member for Neighbourhoods & Housing 15/03/2011 – report details at <http://modgov.york.gov.uk/ieDecisionDetails.aspx?ID=3247>

Performance Indicators

7. In light of changes to the inspection regime and the abolition of a number of national indicators the performance indicators aligned to each of Housing's five outcomes has been pared back. The performance indicators that remain in terms of the Housing Landlord function are ones that can measure how we are doing in relation to delivery of our local offers and are able to be benchmarked with other housing organisations. In relation to the strategic housing function indicators concentrate on affordable housing, homeless prevention and private sector decency to reflect priorities within the various housing strategies.

Resource Implications

8. Budget information detailed in the Service Plan has been provided by Housing's Finance Manager. All actions are to be delivered with existing resources and external funding that has been secured.

Consultation

9. In developing the Service Plan a service planning session was held with group managers and service managers. Following this session draft actions were circulated for further revisions. In terms of customer consultation the results of the Annual Housing Monitor responded to by 949 tenants has been considered, plus the results of other customer satisfaction surveys. In addition considerable customer consultation was undertaken to develop Housing's key strategies, actions of which are incorporated into the Service Plan.

Corporate Priorities

10. The production of the service plan supports the Corporate theme of being an Effective Organisation- to be a modern council with high standards in all that we do, living up to our values and be a great place to work.

Implications

- **Financial** – *There are no direct financial implications arising from this report*
- **Human Resources (HR)** *N/A*
- **Equalities** – *Equality Impact Assessment will be undertaken as each of the key actions are undertaken*
- **Legal** *N/A*
- **Crime and Disorder** *Service Plan actions in relation to ASB will impact on this in a positive way*

- **Information Technology (IT)** *These will be discussed as actions are taken forward*
- **Property N/A)**

Risk Management

11. A Risk Assessment will be undertaken as part of taking forward the actions contained within the Service Plan

Recommendations

12. The Cabinet Member is asked to:
 - a. Approve changes to the wording of the outcomes for 'Your Place' and 'Your Service'.
 - b. Agree the actions aligned to each of the five outcomes and that these actions should translate into staff PDR's.
 - c. Agree the performance indicators aligned to each outcome
 - d. To receive quarterly performance update reports

Reason – To ensure that Housing have a comprehensive improvement action plan which addresses issues raised through customer engagement, performance management and national and local priorities.

Contact Details

Author:

Sharon Brown

Service Development
Manager

**Chief Officer Responsible for the
report:**

Steve Waddington

**Assistant Director Housing and
Public Protection**

Tel No.554362

**Report
Approved**

Date 14th July
2011

*Chief Officer's name
Title*

Specialist Implications Officer(s) *List information for all*

Implication ie Financial

Implication ie Legal

Name

Name

Title

Title

Tel No.

Tel No.

Wards Affected: *List wards or tick box to indicate all*

AI *tick*
I

Annexes -

Annex 1 Housing Service Plan 2011/2012

Background Papers: - Tenant Inspection Reception Report 07.06.2011

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Service Plan Template for 2011/12

Service Plan for: HOUSING (Covering HRA and GF)

Directorate: Communities and Neighbourhoods

Service Plan Holder: Steve Waddington

Director: Sally Burns

Signed off

Date:

EMAP :

Signed off

Date:

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Section 1: Our Service

Introduction

Our service plan sets out our improvement actions for the period 2011 to 2012. Housing Senior Management team decided that this plan be a one year plan rather than a three year plan as the department was undergoing transformational change as part of the organisational review. Therefore in deciding our priority actions account has been taken of internal and external drivers and in particular the need to make efficiency savings of £240,000. In addition the results of HouseMark benchmarking data 2009/10 and the results of the Annual Housing Monitor 2010/11 our customer satisfaction survey have also been taken into account.

Service description

Following an organizational review Housing now forms part of a wider Housing and Public Protection service, which sits within the Communities and Neighbourhood directorate. Housing and Public Protection now covers the following service areas:

Housing Services (including building works)	Environmental Health & Trading Standards	Licensing
Safer York Partnership	Bereavement Services	Registrars

Housing Services

To deliver Housing Services we employ over 300 full time and part-time staff equating. Following the organisational restructure the Housing Department is broken down into 6 main components with two Heads of Service, Head of Asset Management and Head of Housing reporting to the Assistant Director of Housing and Public Protection:

- Asset Management
- Housing Landlord Services
- Supported Housing
- Housing Operations
- Housing Standards and Adaptations
- Housing Strategy and Policy

Head of Asset Management

Asset Management has responsibility for the physical condition of the council housing stock and its land. They deal with day-to-day repairs and major improvement works. The team also ensures that Housing's legal obligations as a landlord are carried out such as gas safety and dealing with asbestos. The Head of Asset Management also has responsibility for Bereavement Services, which provides a cremation and burial

service to the residents of York and surrounding districts.

Head of Asset Management functions:

- Bereavement Services
- Capital programme management
- Cyclical repairs
- Responsive repair programme
- Building works

Head of Housing

The Head of Housing has responsibility for both the strategic and housing management functions. Strategic responsibility includes housing strategy and policy development and housing development working with private developers, Registered Social Landlords and private landlords looking at housing conditions in York to ensure a mix of good housing is available offering choice, affordability and independence to meet housing needs now and in the future. The Head of Housing also has responsibility for ensuring private sector decency working with landlords, agents and tenants to encourage responsible renting. To enable people to live independently grants are available for people who have a disability.

In terms of housing management functions the Head of Housing has responsibility for managing nearly 8000 council housing properties, 400 leaseholder properties, 4 Hostels, 3 Gypsy and Traveller sites, the management of temporary accommodation and resettlement services. The management of the housing waiting list, allocating properties, income collection, empty properties, estate management , leasehold and right to buy functions. The Head of Housing also has the Council's statutory duty to deal with homelessness and provide a Housing Options service which is the first point of contact for people requiring housing advice. As part of the organisational review responsibility for neighbour nuisance has transferred to the Head of Community Safety

Head of Housing functions:

- Strategy & Policy
- Housing Development (Ensuring a good mix of housing is available in York including the provision of affordable homes)
- Housing Standards & Adaptations (Private sector decency, administration of grants and adaptations)
- Housing Tenancy / Estate Management
- Housing Options (Homelessness)
- Housing Income Management

Our Vision

The Vision

~Creating Homes, Building Communities

Outcomes

This service plan is structured around the delivery of the following 5 outcomes:

Your place - safe, sustainable, thriving neighbourhoods (Working with our partners, we will tackle homelessness, poverty and exclusion, our impact on the environment, endeavoring to ensure that neighbourhoods are developed, maintained and safe with a mix of good quality housing, increasing the provision of and access to affordable homes and are places where people want to live and work now and in the future).

Your property – sustainable, quality, affordable homes (We will aim to ensure that people can live independently in homes that are safe and warm providing grants to those who qualify and where appropriate use regulatory powers to ensure compliance in the private sector).

Your Service – Efficient and Effective (We will provide a sympathetic cremation and burial service. Promote housing options, maximise income, make the best use of our resources and deliver inclusive excellent value for money services with high levels of customer satisfaction.)

Your Say - Our customers are effectively engaged, empowered and have choice. (We will treat our customers with fairness and respect and provide a comprehensive framework (Your Service Your Say) for empowering and involving customers in scrutinizing and challenging our performance, supporting them to shape our priorities and service Improvements).

Our staff- Employer of choice (We will value and support staff by offering personal development opportunities, implementing fairness at work policies and a wide range of benefits. We will effectively communicate with staff empower them and provide opportunities to influence policy development and service direction.)

Section 2: The Drivers

To establish the key actions for the Service Plan, an assessment has been made around the following change drivers, Government Priorities, Local (the need to make efficiency savings), Customer feedback, Performance and Benchmarking results, Health and Safety requirements and commitments outlined in key strategy documents including the Housing Strategy, Older Person Housing Strategy, Homeless Strategy, Anti-Social Behaviour Strategy, Value for Money Strategy, ICT Strategy, Customer Engagement Strategy, the Departments Single Equality Scheme and the Private Sector Action Plan.

Government

The coalition government have set a challenging agenda for housing and national housing policy is changing fast, presenting new challenges and opportunities. Climate change is also at the heart of national and global policy and we have a key role to play in reducing the environmental impact of CO2 emissions from our fleet of vehicles, from both our own housing stock and stock in the private sector and reducing mercury emissions from the Crematorium.

In considering key government drivers we have included specific actions within the service plan to keep abreast of this fast changing agenda in order to be prepared for the challenges and opportunities this will bring. Key priorities contained in our Housing Strategies around the delivery of more affordable homes to meet housing need and demand in York, making best use of our housing assets, improving decency standards as well as improving access to advice and services, improved partnership working and supporting people to live independently are key priorities in our improvement action plan.

Efficiency Savings

Like many councils York is required to make significant efficiency savings over the next 3 years. Housing's contribution to this is reflected within this service plan with a £240k saving identified against Housing General Fund savings. The most significant change being proposed is the reorganisation of the Housing Options/Homeless service to develop a foyer scheme for young people to improve life chances for young homeless people and reduce the impact of increased 'Looked after Children'. This review provides an opportunity to streamline the management of resettlement, temporary accommodation support and casework teams and move to a 24/7-managed service.

Annual Housing Monitor

For many years we have administered our Annual Housing Monitor (AHM) customer satisfaction survey. Headline results of our latest survey for 2010/11 responded to by 947 tenants reveal that:

Tenant satisfaction with the overall service at 86% places us in Top Quartile position. As does tenant satisfaction with the condition of their property at 83%. Tenant satisfaction with value for money for rent also remains high at 84%, as does helpfulness of staff 85%, satisfaction with the repair service 83% and satisfaction with gas servicing 90%.

Satisfaction with how we deal with Anti Social Behaviour poses a mixed picture with high levels of satisfaction with ease of reporting an ASB problem at 90%, support provided by staff at 85% and satisfaction with the speed at which an issue was dealt with at 83%. However tenants were less satisfied with the final outcome of the ASB case at 57%.

Tenants are also less satisfied with responses from their estate manager with satisfaction at 68% and getting advice on the council's housing waiting list at 44%. There were also relatively low levels of tenant satisfaction at 60% with internal cleaning in blocks of flats and opportunities to be involved in management and decision making at 58%. Actions to improve tenant satisfaction have been included in the improvement action plan

HouseMark

We are a member of HouseMark benchmarking club in order to compare our performance and establish if we are delivering value for money landlord services. The table below identifies our position compared to over 350 housing organisations comprising a mixture of other local authorities and Housing Associations. Current benchmarking data is based on 2009/10 performance. To address middle lower and bottom quartile performance, specific actions are contained within our improvement action plan.

Top Quartile	Middle Upper Quartile	Middle Lower Quartile	Bottom Quartile
Overhead costs	Repair costs	Repairs completed on time	Gas servicing
Average number of days to complete repairs	Major works costs	Gross arrears written off	Former tenant arrears
Satisfaction with	Satisfaction with	Resident	Staff sickness

repairs	general condition of property	involvement costs	
Priority repairs as % of all repairs	Rent loss due to voids	ASB Direct costs	ASB satisfaction with outcome
SAP rating	Tenancy turnover	ASB case handling	ASB successfully closed cases
Average re-let time	% tenants evicted	ASB unresolved cases	
Satisfaction with overall service	Satisfaction with complaints		
Rent costs	Customer profiling information		
Current rent arrears			
Tenant satisfaction able to deal with problem			
Satisfaction with complaint handling			

Staff

For several years the Council have administered a staff satisfaction survey the results of which have informed Housing's improvement action plan. However for 2010/11 the staff satisfaction survey has not been administered due to the organisational review. However specific actions relating to supporting and developing staff are included within the improvement action plan including the need to improve staff sickness levels.

Section 3: Service Plan Improvement Actions

Your place - safe, sustainable, thriving neighbourhoods

(Working with our partners, we will tackle homelessness, poverty and exclusion, our impact on the environment, endeavoring to ensure that neighbourhoods are developed, maintained and safe with a mix of good quality housing, increasing the provision of and access to affordable homes and are places where people want to live and work now and in the future).

Corporate Strategy Links	Safer City, Thriving City, Healthy City, Learning City and Sustainable City					
Outcome Priority	Performance Indicator	Perf 10/11	Target 11/12	Target 12/13	Target 13/14	Top Perf
Deliver new homes including maximising affordable homes	NI 155 Number of affordable homes delivered (gross)	282	171	126	144	Not available
Effectively deal with ASB	Percentage of respondents satisfied with anti-social behaviour case handling	65%	74%	80%	85%	85%
	Percentage of respondents satisfied with anti-social behaviour outcome	57%	65%	75%	82%	81.2%
Support independent living	Number of households prevented from homelessness	631	663	696	731	Not available
	Number of people sleeping rough on a single night	2	0	0	0	Not available
	NI 156 Number of homeless households living in temporary accommodation	94	90	85	81	Not available
	Number of 16-17 year olds accepted as homeless	40	28	26	25	Not available

Ensure communal spaces and living areas are well maintained	Percentage of tenants satisfied with their neighbourhood as a place to live	84%	85%	86%	87%	85%
	Percentage of tenants satisfied with ground maintenance	76%	78%	80%	82%	N/A
	Percentage of tenants satisfied with internal cleaning of blocks of flats	60%	70%	75%	80%	Not available
Minimise the impact on the environment by controlling emissions	To meet statutory targets by 31 st Dec 2012 (regulated by DEFRA)					

Action	Milestone	Driver	End date	Officer	Directorate Plan
Deliver new homes including maximizing affordable homes	Make departmental case for proportion of New Homes Bonus receipts (especially the £350 affordable housing enhancement being ring fenced for the further delivery of affordable housing and improvements to private sector decency	Govt	Apr-11	P L Stamp/ Ruth Abbott	No
	Complete the Lilbourne Drive new council housing scheme	Housing Strategy	Mar-12	P L Stamp	No
	Continue to work across the council and with partners to support large scale development and rural affordable housing opportunities	Housing Strategy	Mar-12	P L Stamp	No
Support independent living	Oversee the refurbishment of Howe Hill as temporary solution to foyer	Homeless Strategy	Sep-11	B Ward	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	Explore the feasibility of providing a young persons training post within the homeless service	Homeless Strategy	Mar-12	B Ward	No
Ensure communal spaces and living areas are well maintained	Review the composting pilot of grass collection and the provision of compost bins to establish whether it is feasible to extend this to other areas in the City.	Annual Housing Monitor (AHM)	Mar-12	P Morrison	No
	Embed the audit by Estate Workers of internal cleaning of blocks of flats to ensure cleaning standards are being met	AHM	Mar-12	P Morrison	No
Effectively deal with Anti-Social Behaviour (ASB)	Provide ASB data for the HouseMark Specialist ASB module to enable further analysis of performance and the identification of best practice examples	HouseMark AHM	June-11	A Davies	No
	Develop a ASB advise DVD with the ASB customer panel to advise victims of ASB what action and standards of service they can expect for case handling	HouseMark AHM	Aug-11	P Morrison	No
	Develop clear ASB policies and procedures and effective case management for carrying out enforcement across the social housing	ASB Strategy	Aug-11	P Morrison	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	sector to ensure consistency				
Effectively deal with Anti-Social Behaviour (ASB)	As part of the organisational review transfer the Tenancy Enforcement Team to the Neighbourhood Safety Unit and develop a Service Level Agreement to ensure Enforcement Officers provide an effective service to CYC Housing Tenants	Org Review	Sep-11	T Brittain	No
	Proactively gather evidence in relation to ASB from a wide variety of sources to ensure we are proactive, efficient and abreast of best practice	ASB Strategy	Mar-12	Service Development Team	No
	Ensure that all partners work effectively to ensure that all victims and perpetrators of ASB are not discriminated against on the grounds of the 9 characteristics of the Equality Act in the delivery of ASB services	ASB Strategy	Mar-12	T Brittain	No
	Deliver with partners priorities in the ASB strategy	ASB Strategy	Mar-12	T Brittain	No
Minimise the impact on the environment by controlling omissions	Review maintenance process to ensure efficient use of cremators and work towards Permit 5/2/1	Legislation	Mar-12	Bereavement Services	No
	Participate in the project team for installation of Mercury abatement	Legislation	Mar-12	Bereavement Services	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	equipment at the crematorium in order to meet statutory omission targets				
Improve Partnership working	Review and evaluate the format and content of the Housing Partnership Agreement	Local	Mar-12	P L Stamp	No

Your property (sustainable, quality, affordable homes)

(We will aim to ensure that people can live independently in homes that are safe and warm providing grants to those who qualify and where appropriate use regulatory powers to ensure compliance in the private sector).

Corporate Strategy link	Safer City, Healthy City, Sustainable City					
Outcome Priority	Performance Indicator	Perf 10/11	Target 11/12	Target 12/13	Target 13/14	Top Perf
Support independent living	% Of minor adaptations completed within 20 days of assessment (council tenants) (20 days target to be revised)	91%	93%	94%	95%	Not available
	% Of major adaptations completed within 60 days of assessment (council tenants)	40%	41%	42%	43%	Not available
	% of customers satisfied that work carried out has improved quality of life in their home (DFGs & adaptations – all tenure)	100%	96%	96%	96%	Not available
Make the best use of housing assets and improve decency	% Of tenants satisfied with repairs and maintenance service	83%	85%	86%	87%	83.8%
	% of respondents satisfied with the general condition of their property	83%	85%	86%	86%	85%
	Appointments kept as a % of appointments made	N/A	90%	95%	99%	98.9%
	Percentage of appointments not kept due to no access	N/A	TBA	TBA	TBA	N/A
	% Of tenants satisfied with the overall quality of their home	84%	86%	88%	89%	86.6%
	% Customers satisfied with gas servicing	94%	95%	96%	96%	N/A

	% of properties with a valid gas servicing certificate	99.3%	100%	100%	100%	99.98%
	% of dwellings failing to meet the decent homes standard	0%	0%	0%	0%	0.4%
	Average number of calendar days to complete all repairs (excluding pre-inspections)	4.44	6	6	6	6.39
	Average number of calendar days to complete all repairs (including pre-inspections)	N/A	TBA	TBA	TBA	N/A
	% of all repairs completed on time	96.65%	98.5%	98.5%	98.5%	98.3%
	Average time to undertake void repairs to achieve lettable standard	N/A	TBA	TBA	TBA	N/A
	Percentage of repairs completed right first time	N/A	85%	90%	93%	93.3%
	Average SAP rating	74	74	74	74	71
	Bring empty private sector properties back into use	22	16	16	16	N/A
	% Of customers satisfied with adaptations (council tenants & owner occupiers)	96%	96%	96%	96%	N/A
	Percentage of budget spent on stairlifts	13.3%	13%	12.5%	12%	N/A
	% customers satisfied with overall grants and loans service	96.7%	96%	96%	96%	N/A

Action	Milestone	Driver	End date	Officer	Directorate Plan
Support independent living	Review the council's planning policies to ensure they support the move to lifetime homes and neighbourhood standards	Inspection	Apr-11	P L Stamp	No
	Introduce Choice Based Lettings (CBL) scheme	Inspection	Jun-11	K Grandfield	No
	Ensure sheltered accommodation	Older	Jun-11	K Grandfield	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	advertised through the choice based lettings (CBL) system incorporates customer support needs as part of the assessment and eligibility process	People Housing (OPH) Strategy			
	Ensure CBL is linked to the promotion of advise and support such as help with work and training	Housing Strategy	Jun-11	K Grandfield	No
	Develop dedicated accommodation (tier 1 provision) for 16/17 year olds, such as a foyer project	Housing Strategy/ Homeless Strategy	Sep-11	T Brittain	No
	Review adaptations service to continue to develop a more streamlined and efficient service	Value for money (VFM)	Mar-12	R Abbott	No
	Plan for specialist mental health provision for short term accommodation	Housing Homeless Strategy	Mar-12	T Brittain	No
	Work with adult services to identify the need for supported and unsupported accommodation for people with Learning Disabilities and explore how suitable housing can be provided	Housing Strategy/ Homeless strategy	Mar-12	T Brittain	No
	Implement DDA programme to ensure sheltered housing schemes and flatlett schemes with communal entrances are DDA compliant	Inspection	Mar-12	Asset Manager	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
Make the best use of housing assets and improve decency	Assess the feasibility of upgrading gypsy and traveller sites	Gypsy & Traveller (GT) Plan	Apr-11	B Ward	No
	Ensure the completion of gas, electric and water supply improvements on traveller sites	GT Plan	Sep-11	B Ward	No
	Identify the number of households in social rented homes wishing to move to smaller properties and develop a home/relocation package/tenant incentive scheme and publicise to target households to address under occupancy in the social rented sector	Older People Housing Strategy	Sep-11	P L Stamp	No
	Complete the fuel poverty action plan including exploring external funding opportunities	Various Strategies	Sep-11	R Abbott	No
	Explore new options for financial assistance policy for homeowners, private tenants and landlords	Funding Cuts	Sep-11	R Abbott	No
	Review revised gas servicing policy by examining benchmarking information and analyse top performance to establish how existing procedure and performance can be improved. Including undertaking an EIA of revised procedures	Inspection Single Equality Scheme	Oct-11	Asset Manager	No
	Complete Local Authority Strategic	Govt	Mar-12	P L Stamp	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	Tenancy Policy. Use outcomes from N Yorkshire Strategic Housing Market Assessment in determining policy				
	Submit a report to Housing Services Management Team (HSMT) covering the evaluation of the 5 th Avenue under occupation scheme	Local	Mar-12	P L Stamp	No
	As part of the review of Elderly Person units identify opportunities of how these units might meet housing needs	Local	Mar-12	T Brittain	No
	Implement the revised Houses in Multiple Occupation Licensing Policy to improve energy efficiency measures in these properties	Legislation	Mar-12	R Abbott	No
Make the best use of housing assets and improve decency	Establish a register of adapted properties within the social rented sector and link this to Choice Based Lettings	OPH Strategy	Mar-12	R Abbott	No
	Identify new ways of supporting and advising private sector home owners to maintain their homes	Funding cuts	Mar-12	R Abbott	No
	Monitor the impact of the revised Housing Benefit regulations on the private rented sector	Govt	Mar-12	R Abbott	No
	Prepare for new private sector stock condition by identifying funding stream	Funding cuts	Mar-12	R Abbott	No
	Develop draft 30 year Business Plan taking	Inspection	Mar-12	S Waddington	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	into account environmental investment in communal areas in consultation with tenants and that DDA compliance is integrated into environmental improvements				
	Establish an Asbestos Management Strategy	Inspection	Mar-12	Asset Manager	No

Your Service - Efficient and Effective

(We will provide a sympathetic cremation and burial service. Promote housing options, maximise income, make the best use of our resources and deliver inclusive excellent value for money services with high levels of customer satisfaction.)

Corporate Strategy link	Effective Organisation					
Outcome Priority	Performance Indicator	Perf 10/11	Target 11/12	Target 12/13	Target 13/14	Top Perf
Implement Organisational Review	Make year 1 efficiency savings	-	£240K	-	-	N/A
Deliver Value for Money services	NI 160 % Of tenants satisfied with overall services provided by your landlord	86%	87%	88%	89%	87%
Improve Housing IT systems	% Of tenants satisfied with value for money (VFM) for rent	84%	86%	87%	88%	N/A
Improve Leasehold Management	% tenants satisfied with new home (lettable standard)	69%	73%	75%	80%	N/A
Improve partnership working	% Of rent lost through voids as a % of rent due	0.58%	0.56%	0.54%	0.53%	0.92%
Improve the performance management framework	% Of tenants evicted as a result of rent arrears	0.23%	0.19%	0.15%	0.13%	0.15%
Support Independent Living	Current tenant rent arrears as a % of annual rent due	1.63%	1.40%	1.19%	1.07%	2.23%
	Former tenant arrears as a % of annual rent due	2.09%	1.01%	0.49%	0.24%	0.80%

	Gross arrears written off as a % of annual rent due	0.018%	0.72%	0.35%	0.34%	0.22%
	% Of rent collected (including arrears brought forward)	97.77%	98.9%	98.96%	98.84%	97.4%
	% Of rent collected (excluding current arrears brought forward)	99.53%	TBC	TBC	TBC	99.9%
	Average number of days to relet empty properties	21.86	21	19	17	N/A
	% of units re-let during the year	New	TBA	TBA	TBA	6.4%
	Average number of days to relet empty properties (excluding temporary accommodation)	22.9	22	20	18	24.8
Improve access to advice and services	% of tenants who were able to get hold of the right person when making contact	71%	75%	79%	83%	N/A
	% of tenants who thought staff were helpful	85%	86%	88%	90%	N/A
	% of tenants who were satisfied that staff could deal with their problem	79%	81%	83%	85%	82%
	% of tenants satisfied with the final outcome of their query	71%	73%	75%	77%	N/A
Embed equalities & diversity	% of tenants satisfied with choice based lettings advice and information	44%	60%	70%	80%	N/A

Action	Milestone	Driver	End date	Officer	Directorate Plan
Implement Org Review	Implement year 1 of the organisational review and generate identified savings	Efficiencies	Jun-11	S Waddington	No
	Realign our priorities following the outcome	Local	Jun-11	S Waddington	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	of the local elections	Elections			
	Deliver induction training on the departmental agenda including housing to new members following the outcome of the local election	Local Elections	Jun-11	S Waddington	No
Deliver Value for Money services	Investigate the opportunities of using the proceeds of the Crime Act a regulatory tool	Govt	Jun-11	R Abbott	No
	Extend Housemark benchmarking to cover specialist areas	Inspection	Jun-11	A Davies	No
	Establish the feasibility of rolling out mobile opti-time to voids adaptations and facilities	Efficiencies	July-11	K Bray	No
	Implement Repairs Finder the Repair Diagnostic tool	Efficiencies	July-11	K Bray	No
	Develop the business case to manage the interface between Kirona Mobile and Servitor and to re-engineer the technical design of the solution	Efficiencies	July-11	K Bray	No
	Develop the business case to manage gas servicing through the planned maintenance module in SX3 and subsequently gas servicing operatives and schedule of work through Optitime	Efficiencies	Aug-11	K Marsden	No
	Continue to implement the review of current and former tenant arrears in order to reduce arrears and increase income to	Results of HouseMark	Mar-12	T Brittain	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	the HRA				
	Reduce the level of emergency repairs to 10%	Inspection	Mar-12	Asset Manager	No
	Roll out the requirement for jobs to be completed on a multi-skilled basis by all operatives	Inspection	Mar-12	Asset Manager	No
Deliver Value for Money services	Ensure that the envisaged productivity improvements based on current plans are achieved and benchmark the service-consider market testing	Inspection	Mar-12	Asset Manager	No
	Benchmark the cost of voids to ensure VFM	Inspection	Mar-12	Asset Manager	No
	Expand Yorhome letting service to make it self financing and develop the service to meet single people/resettlement customer needs	Homeless Strategy	Mar-12	AM Douglas	No
Embed equalities and diversity within Housing	Review Commission Racial Equality (CRE) compliance and identify gaps	Equality Framework	Jun-11	A Davies	No
	Set targets for the proportion of lettings to BME applicants	Inspection	Sep-11	T Brittain	No
	Appoint Equalities and Engagement Facilitator to drive forward equalities and engagement opportunities in housing	Inspection	Dec-11	S Waddington	No
Improve access to	Develop a protocol to ensue information on	ICT	Jun-11	Service	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
advice and services	the intranet and internet is up to date, comprehensive and relevant	Strategy		Development Team	
	Continue to increase completion of customer profiling data via new tenancy sign ups and the programme of home visits	HouseMark	Jun-11	P Morrison	No
	Explore work opportunities such as apprenticeships for local people through capital works programmes and other means	Housing Strategy	Jul-11	C Pinder	No
Improve access to advice and services	Develop Housing Customer Access Strategy ensuring that it is developed in line with the corporate customer access strategy	Inspection Single Equality Scheme	Sep-11	K Grandfield	No
	Build up a comprehensive picture of housing providers and support agencies in York and publish a comprehensive Housing Option Directory showing the full range of housing options available to all groups including vulnerable groups such as older people and people with learning disabilities	Housing Strategy	Sep-11	T Brittain	No
	Provide greater music choice for the bereaved by installing the Wesley music system	Customer	Sep-11	Bereavement Services	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	Increase awareness of the housing options available to particular groups	Housing Strategy	Oct-11	T Brittain	No
	Work with the DWP and Job Centres to provide a more comprehensive service to incorporate advice on housing	Homeless Strategy	Mar-12	B Ward	No
	Widen out the remit of Housing and Housing options to provide a more comprehensive service to include advice on employment	Homeless Strategy	Mar-12	B Ward	No
Implement Tenant Inspectors' 10 recommendations to improve reception services	Take ticket machines out of use immediately until monitors are installed	Local – Tenant Inspection April 2011	Jun -11	T Brittain	No
	Develop clear ownership of city reception	Local – TI	Aug -11	T Brittain	No
	Make it easy for customers to use reception	Local – TI	Sep-11	T Brittain	No
	Ensure all staff who work on reception are confident with all the systems they use	Local – TI	Mar-12	T Brittain	No
	Ensure reception meets the needs of all housing's customers	Local – TI	Sep-11	T Brittain	No
	Review the Acomb office reception to ensure a nicer and safer place for customers to visit and staff to work in	Local – TI	Jan-12	T Brittain	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	Display up to date performance information	Local – TI	Sep-11	T Brittain	No
	Show customers the service standards they can expect in reception	Local – TI	Jul-11	T Brittain	No
	Provide useful, accessible information leaflets	Local – TI	Dec-11	T Brittain	No
	Ensure reception standards are consistently maintained	Local – TI	Jul-11	T Brittain	No
Improve Housing IT systems	Ensure a clear and resourced ICT work plan is developed annually in partnership with the ICT team. Plan linked to the development of the ICT Strategy	ICT Strategy	May-11	K Grandfield	No
	Review Housing's DMS needs and how this fits in with working patterns, utilise functions such as workflow, which can have big implications/benefits for the way we manage and monitor work. Exploit opportunities within new technology and address issues around Anite not being effectively integrated	ICT Strategy	Mar-12	D Southall	No
Improve Housing IT systems	Review current position with regards mobile technology and identify future requirements for housing for usage of mobile technologies	ICT Strategy	Mar-12	Asset Manager	No
Improve Leasehold Management	Review the approach to identifying service charges, breaking down the management charges and ensure our IT supports this in	Inspection	Sep-11	D Southall	No

Action	Milestone	Driver	End date	Officer	Directorate Plan
	an efficient and effective way. Incorporate Ground Rent in with this process				
	Consider extending the service offering to leaseholders including routine repairs or access to capital improvements	Inspection	Mar-12	Asset Manager	No
Improve partnership working	Develop a York focused Housing Partnership Forum linked to the Local Strategic Partnership ensuring representation from senior Health representatives	Inspection	Mar-12	S Waddington	No
	Ensure senior Housing representation on the Strategic Health Board	Housing Strategy	Mar-12	S Waddington	No
Improve the performance management framework	Review current systems and ensure that staff have all the information and data they need to monitor performance, understand trends and take prompt action	ICT Strategy	Sep-11	Service Development Team	No
Support independent living	Establish a tenancy sign up protocol (exploring financial sustainability from the outset) for new council tenants	Housing Strategy	Mar-12	T Brittain	No

Your Say - Our customers are effectively engaged, empowered and have choice.

(We will treat our customers with fairness and respect and provide a comprehensive framework (Your Service Your Say) for empowering and involving customers in scrutinizing and challenging our performance, supporting them to shape our priorities and service Improvements).

Corporate Strategy Link	Effective Organisation					
Outcome Priority	Performance Indicator	Perf 10/11	Target 11/12	Target 12/13	Target 13/14	Top Perf
Widen and Extend Resident Involvement	% Of tenants satisfied with their views being taken into account	67%	72%	73%	74%	68.7%
	% Of tenants satisfied about being kept informed	82%	83%	84%	85%	N/A
	% Of tenants who felt staff were able to deal with their problem (complaints)	N/A	TBA	TBA	TBA	N/A
	% Of tenants satisfied with complaints handling	67%	75%	77%	79%	77.5%
	% Of customers satisfied with outcome of complaint	N/A	67%	70%	73%	73%
	% Of tenants satisfied with opportunities to participate in management and decision making	58%	60%	62%	64%	N/A
	% Of ethnic minority tenants satisfied with opportunities to participate in management and decision making	69%	60%	62%	64%	N/A

	% Of tenants aged 18-24 satisfied with opportunities to participate in management and decision making	53%	60%	62%	64%	N/A
	% Of complaints dealt with within timescale (all stages)	71%	88%	89%	90%	N/A

Action	Milestone	Driver	End date	Officer	Directorate Plan
Widen and Extend Resident Involvement	Continue the development of the Tenant Inspector Project to enable trained tenants to inspect aspects of housing services and make recommendations for service improvements	Customer Engagement Strategy (CES)/ Results of Annual Housing Monitor (AHM)	Jun-11	Service Development Team	No
	Establish a Tenants Scrutiny Panel which is representative of council house areas	CES/ Results of AHM	Aug-11	Service Development Team	No
	Produce the Annual Report for Tenants	CES	Oct-11	Service Development Team	No
	Carry out extensive benchmarking of the cost/quality and overall value for money of resident involvement	CES/ HouseMark	Oct-11	Service Development Team	No
	Recruit and support customers to provide feedback on housing's revised website	CES	Oct-11	Service Development	No

				Team	
	Hold a Tenants Information Open day linking into the Tenant Choice Exhibition	CES	Nov-11	Service Development Team	No
	Implement an annual programme of housing satisfaction surveys	CES/ Results of AHM	Nov-11	Service Development Team	No
	Actively encourage tenant and leaseholder involvement in the estate inspection programme. Developing estate champions to act as a lynchpin for the estate walkabout programme.	CES/ Results of AHM	Mar-12	Service Development Team	No
	Develop Resident Associations on council housing estates to become self sufficient and diversify involvement of tenants to reflect customer profiling information	CES/ AHM	Mar-12	Service Development Team	No
	Using customers identified from the leaseholder profiling survey recruit to and establish a leaseholder's forum. Agree an annual work plan	CES	Mar-12	Service Development Team	No
	Work towards TPAS accreditation	Inspection	Mar-12	Service Development Team	No
	Establish a Tenant Compact customer panel and review Tenant Compact	Inspection	Mar-12	Service Development Team	No

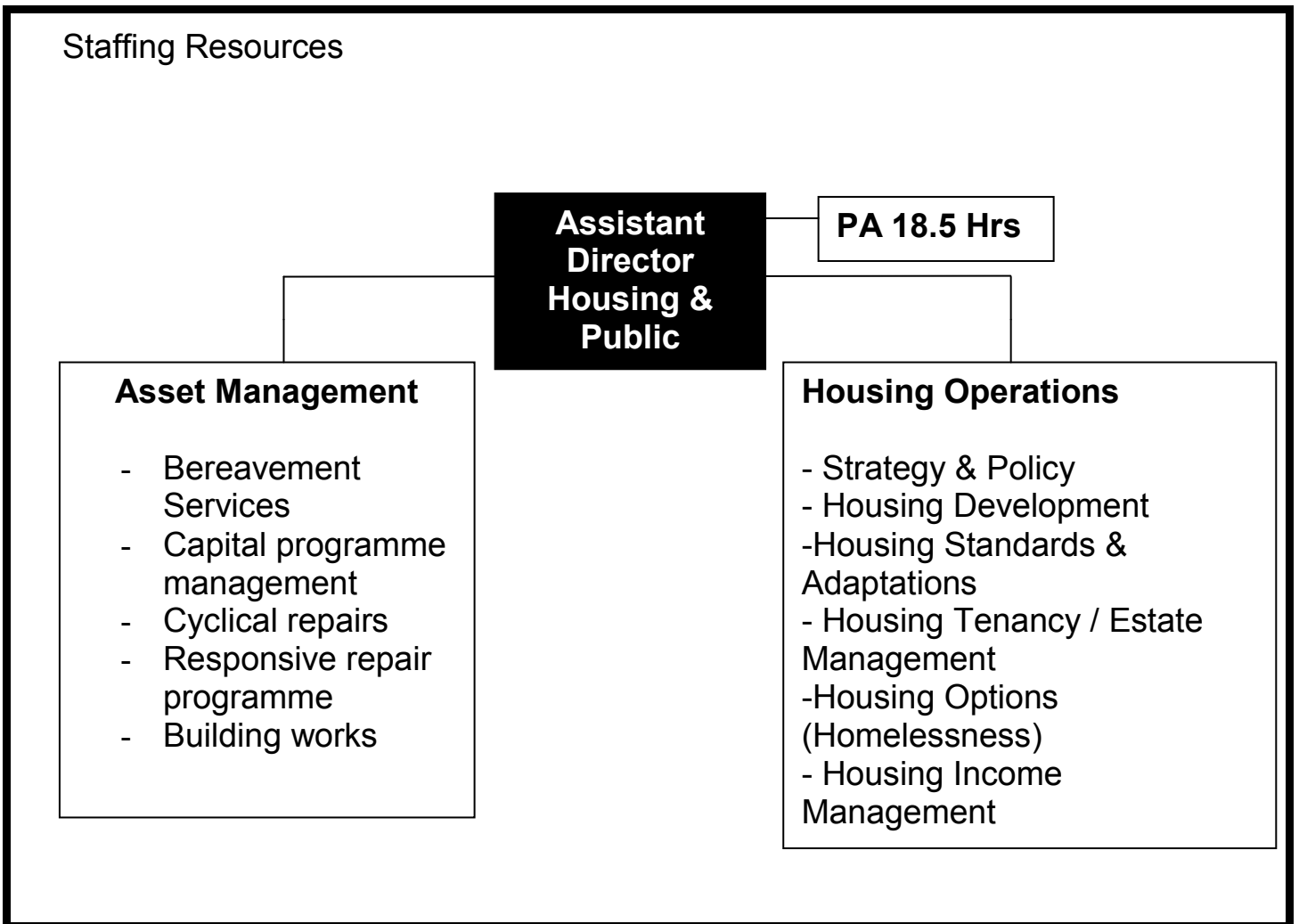
Our staff- Employer of choice

(We will value and support staff by offering personal development opportunities, implementing fairness at work policies and a wide range of benefits. We will effectively communicate with staff empower them and provide opportunities to influence policy development and service direction.)

Corporate Strategy Outcome:	Learning City, Effective Organisation					
Outcome Priority	Performance Indicator	Perf 10/11	Target 11/12	Target 12/13	Target 13/14	Top Perf
Widen and Extend Resident Involvement	% Of staff expressing satisfaction with their job	N/A	70%	75%	80%	N/A
	% Of staff who agree that they are encouraged to learn and develop	N/A	78%	83%	88%	N/A
	% Of staff who agree that their manager keeps them up to date	N/A	75%	80%	85%	N/A
	Reduce average number of days sickness absence per employee	14.41	9	8	7.2	7.6
	Complete all staff appraisals by end of June 2011	97.58%	100%	100%	100%	N/A

Action	Milestone	Driver	End date	Officer	Directorate Plan
Support and Develop Staff	Ensure staff are fully aware of the impact of structural changes following the organisational review on their work both within and outside the directorate	Efficiencies	Jun-11	S Waddington	No
	Review, promote and incentivise staff suggestion box		Jun-11	J Whitehouse	No
	Review training plan to reflect staffing changes in housing as part of the organisational review		Jul-11	Training Coordinator	No
	Undertake staff training with appropriate staff to clarify the recovery policy of former tenant arrears		Sep-11	D Southall	
	Review and clarify CRB check requirements for posts within Housing Options and Standards with HR		Mar-12	B Ward/ R Abbott	No
	Implement a structured ICT training programme across housing to ensure new and existing staff are competent in using housing IT systems. Link this to PDR assessments		Mar-12	Training Coordinator	No
	Hold staff recognition scheme		Mar-12	S Waddington	No

Section 4: Resources



HRA Budget

	BUDGET 2011/12 £'000
Expenditure:	
Repairs & Maintenance	
Jobs General	5,047
Projects	1,039
Estate Improvements	257
Decoration Allowance	108
Rechargeable Repairs	30
	<u>6,481</u>
General Management	
Neighbourhood Management Recharge	88
Tenant Support and Information	56
City Strategy Recharge	45
Property Services Recharge	126
Neighbourhood Services Recharge	52
CAN Recharge	1,202
Head of Housing Services	88
Housing Operations	2,734
Asset Management	607
HRA Training	30
	<u>5,028</u>
Special Services	
Sheltered Housing	814
Energy Costs	93
Temporary Accommodation	702
Discus Bungalows	115
Grounds Maintenance	379
Caretaking Costs	249
Cleaning Costs	19
Lifts	41
Communal Aerials	6
Contribution to Energy Efficiency	6
	<u>2,424</u>
Rents etc.	
Rent & Rates	5

Insurance	220
RTB Legal Fees	<u>1</u>
	226
Provision for Bad and Doubtful Debts	
Council Housing	<u>109</u>
	109
Housing Subsidy	
HRA Subsidy (negative)	<u>7,746</u>
	7,746
Capital Charges	
Depreciation	7,732
Debt Management	<u>8</u>
	7,740
TOTAL EXPENDITURE	<u><u>29,754</u></u>
Income:	
Rents	
Council Housing	-27,512
Temporary Accommodation	<u>-233</u>
	-27,745
Non Dwellings Rents	
Council Garages	-307
Council Shops	-251
General Rents	<u>-38</u>
	-596
Charges for Services and Facilities	
Fees & Charges - Council Housing	-8
- Legal Fees	-85
- RSL management fee	-85
- Sheltered Housing	-593
- Temporary Accommodation	-2
Cookers	-50
Leaseholder Admin Charge	<u>-90</u>
	-913
Contribution Towards Expenditure	
- Sheltered Housing	-11

- Rechargeable Repairs	-25
- Temporary Accommodation	0
	<u>-36</u>
Supporting People Income	
- Temporary Accomodation	-467
	<u>-467</u>
Transfer from General Fund	
Amenities Shared by the Whole Community	-3
	<u>-3</u>
TOTAL INCOME	<u><u>-29,760</u></u>
NET COST OF SERVICE	<u><u>-6</u></u>
Loan Interest	799
Mortgage Interest	-1
Revenue Cash	-150
Voluntary Debt Repayment	459
Capital Expenditure financed from Revenue	1,062
Contribution to/(from) MRR	-2,546
(SURPLUS) / DEFICIT IN YEAR	<u><u>-383</u></u>
(SURPLUS) / DEFICIT BROUGHT FORWARD	-9,189
(SURPLUS) / DEFICIT IN YEAR	-383
(SURPLUS) / DEFICIT CARRIED FORWARD	-9,572

General fund

		<u>COST CENTRE EXPENDITURE</u>	
	2011/12 BUDGET £'000		2011/12 BUDGET £'000
Employees	1,682	Contribution to HRA	3
Premises	288	Homelessness	569
Transport	31	Private Sector Housing	385
Supplies & Services	883	Private Sector Loans	2
Miscellaneous	1	Strategy & Enabling	245
- Recharges	592	Travellers	23
Capital Financing	120		
GROSS EXPENDITURE	3,597		
Income	(2,370)		
NET EXPENDITURE	1,227	NET EXPENDITURE	1,227

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**Decision Session: Cabinet Member for Health,
Housing & Adult Social Services**

26 July 2011

Report of the Assistant Director – Housing & Public Protection

Results of Annual Housing Satisfaction Survey 2010/11**Summary**

1. This report provides the results of the Annual Housing Services Monitor (AHSM): a postal survey of City of York Council tenants undertaken during January 2011 – February 2011 responded to by 947 tenants. Attached at **Annex 1** are the results of the survey compared to the results for 2009. Where HouseMark¹ benchmarking information is available a comparison has been made to establish York's position. To address where performance needs to be improved actions have been included within the Service Plan 2011/12.
2. Headline results shows that satisfaction remains high although in some areas satisfaction has decreased compared to 2009. Where comparison information is available out of the 20 customer satisfaction indicators 7 have improved and 13 have reduced. (See table 1 below). Also included in the table is comparison information using the results of the bespoke Anti-Social Behaviour (ASB) survey which provides satisfaction results from customers who have recently reported ASB.
3. In terms of Equalities monitoring in general the under 25's and 25 – 44 age range are less satisfied with all aspects of the service whilst overall BME satisfaction accords with the results of White British Tenants. Further equalities analysis is at paragraph 28.

Background

4. The AHSM is a tenant satisfaction survey, which has been carried out in York every year since 1990. It is no longer a government requirement to carry out the survey, however Housing Services Management Team (HSMT) at a meeting in November 2010 agreed to continue to administer the survey as it provides customer satisfaction information against key

¹ HouseMark is a benchmarking club with a membership of over 350 Housing organisations which allows each organisation to compare and rank its performance with other housing organisations.

performance indicators and is a useful source of information to inform Housing's Service Plan.

Methodology

5. The postal survey was mailed to 2,000 City of York council tenants selected at random. A total of 949 were returned which represents a 47% response rate, which is the same response rate received for 2009. For 2010/11, results are accurate to within +/- 3% confidence level based on 8000 council housing tenants.

Customer Satisfaction Indicators

Satisfaction Improved	AHSM 2009	AHSM 2010/11 113 Respondents	ASB Survey 51 Respondents
Talking to an estate manager	65%	68%	N/A
Being kept informed by Landlord	79%	82%	No comparator
Being kept informed about ASB	43%	53%	70%
Staff support when dealing with ASB	42%	51%	85%
Speed at which ASB was dealt with	47%	50%	83%
How ASB report was dealt with ²	51%	55%	65%
Final outcome of ASB ³	43%	49%	57%

Satisfaction Reduced	AHSM 2009	AHSM 2010/11
Overall service	89%	86%
Condition of property	85%	83%
Value for money of rent	85%	84%
Getting hold of the right person	75%	71%
Helpfulness of staff	86%	85%
ASB advise by staff	68%	63%
Ability to deal with general problem	81%	79%
Final outcome of general query	73%	71%
Reporting repairs	88%	82%

² HouseMark - Top 85%, Middle 75.5%, Lower 62.5%, York's Position Middle Lower

³ HouseMark Top 81.2%, Middle 70%, Lower 53%, York's Position Lower Quartile

Satisfaction Reduced	AHSM 2009	AHSM 2010/11
Advise on council housing waiting list	58%	44%
How repair carried out	87%	83%
Views being taken into account	72%	67%
Opportunities to be involved in management and decision making	63%	58%

Benchmarking

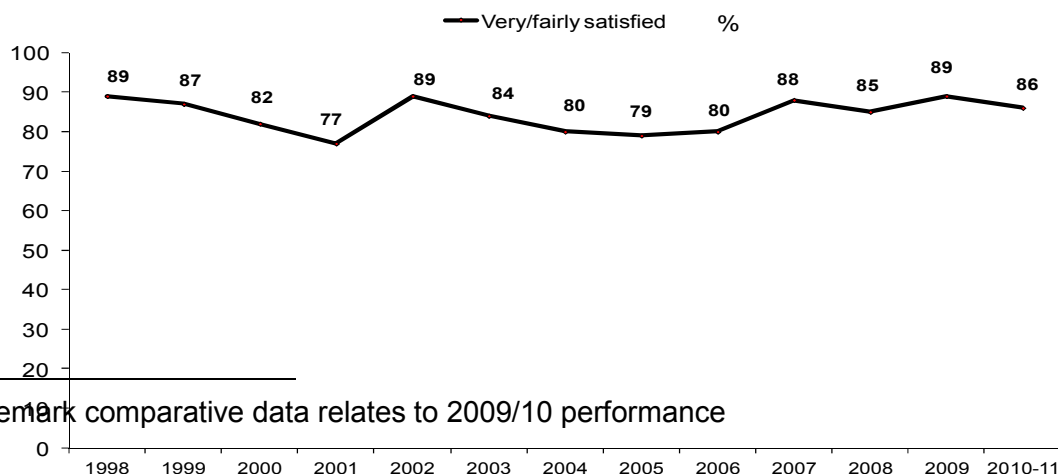
6. For those indicators where HouseMark comparative information is available⁴ the table below outlines which band York's performance is within.

Top Satisfaction Band	Upper Middle Satisfaction Band	Lower Middle Satisfaction Band	Lower Satisfaction Band
Overall Service provided	Quality of home	ASB complaints dealt with	ASB finale outcome
How repairs are carried out	Condition of property		
	Views being taken into account		

Analysis

Landlord and Home

7. 86% of respondents are satisfied with the overall service. Whilst this has gone down by 3% compared to the 2009 figure (89%), this figure places us in Top quartile performance, which is 87%. The chart below provides trend data showing satisfaction remains high in comparison to previous year's satisfaction.



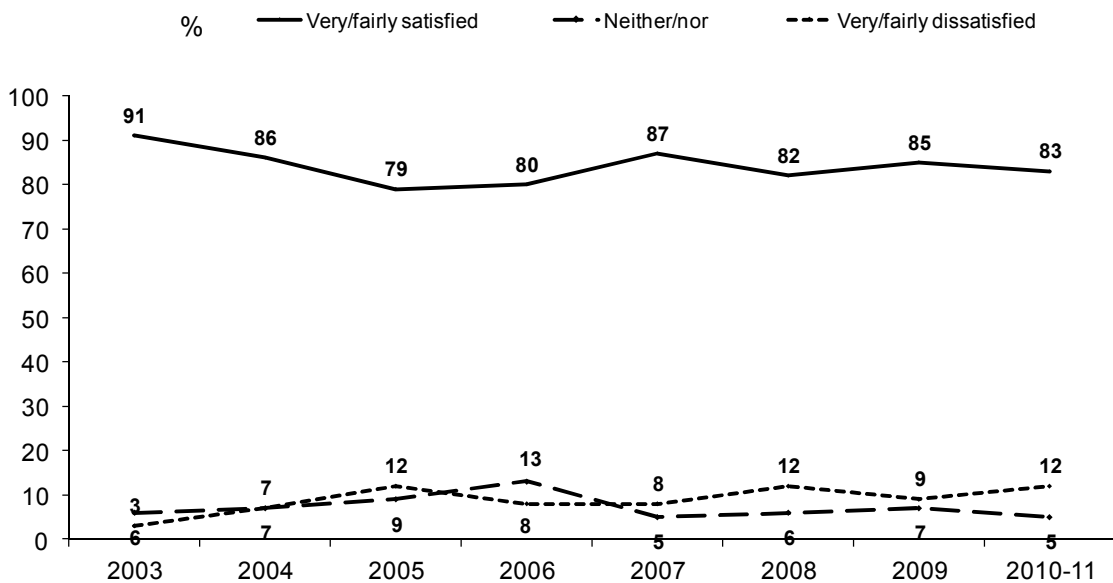
⁴ HouseMark comparative data relates to 2009/10 performance

8. Respondents were asked to provide reasons if they were dissatisfied with the overall service⁵. The majority of issues raised were in connection with outstanding repairs, followed by lack of customer care. Other comments were as follows:

- Young families with children in flats causing a noise nuisance
- Families in flats needing family housing
- Windows need replacing
- Quality of repairs undertaken
- Lack of response to service requests
- Lack of action in response to complaints
- Lack of care of communal areas

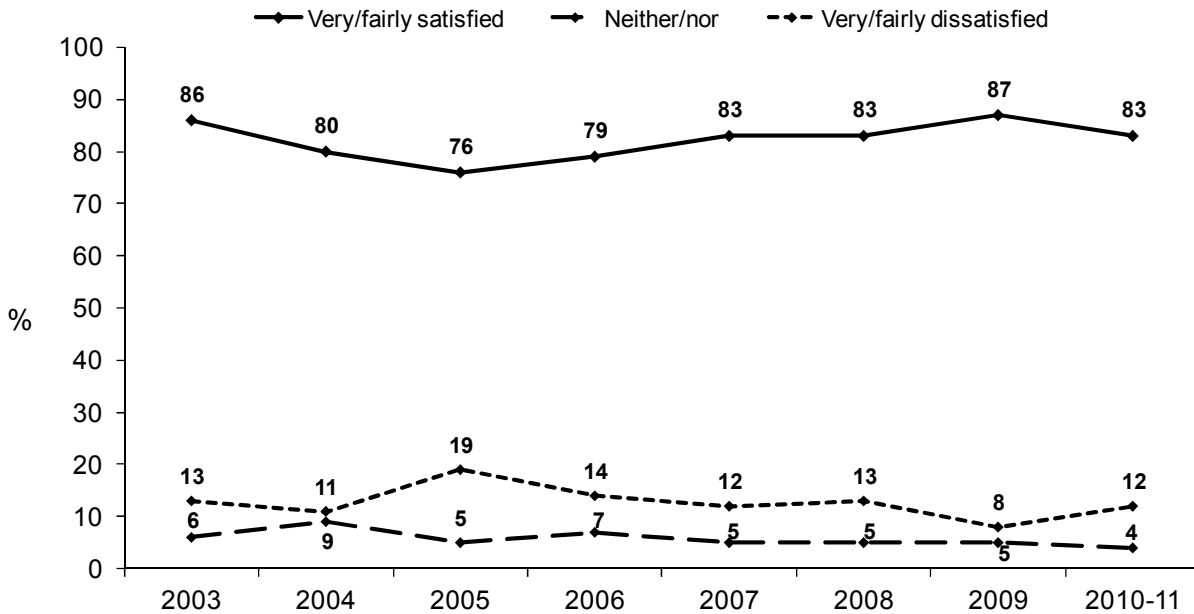
9. With regards respondents concerns about children living in flats, members made a policy decision to allow families with children to be allocated flats above ground floor level some years ago to help alleviate pressure on the waiting list and people in temporary accommodation. The Cabinet Member notes that a priority in the Housing Strategy is to make best use of our existing stock and this has been translated into a number of actions in the 20011/12 Service Plan.

10. 83% of respondents were satisfied with the condition of their property a 2% decline on 2009. Top quartile performance is 85% putting us in the middle/upper performance band. The chart below shows trend data.



⁵ Whilst customer satisfaction may have reduced, actual performance has continued to be top quartile with the average length of time to complete non urgent repairs under 6 days.

11. 84% of respondents are satisfied with the overall quality of their home. This question was included for the first time in order that we could benchmark our performance. Top quartile performance is 86.6% and as such this result places us in the middle/upper performance band.
12. 83 % of respondents were satisfied with how their repairs were carried out down by 4% on the 87% satisfaction figure for 2009. Although this performance still puts us in top quartile performance which is 83.8%.



13. Satisfaction with reporting repairs at 82% is also down on the 2009 figure of 88%

Tenant Priorities

14. Tenants were asked to identify their top 3 priorities out of a list of 7. The table below compares 2009 priorities with those of 2010/11.

2009		2010	
Priority	Rank	Priority	Rank
Repairs and maintenance (78%)	1	Repairs and maintenance (84%)	1
Overall quality of home (48%)	2	Overall quality of home (51%)	2
Dealing with anti- social behaviour (35%)	3	Dealing with anti- social behaviour (38%)	3
Keeping tenants informed (30%)	4	Keeping tenants informed (29%)	4
Value for money for rent	5	Value for money for rent	5

2009		2010	
Priority	Rank	Priority	Rank
(29%)		(28%)	
Taking Tenants views into account (27%)	6	Taking Tenants views into account (27%)	6
Neighbourhood as a place to live (25%)	7	Neighbourhood as a place to live (24%)	7
	N/A	High quality customer service (12%)	8

15. Tenants priorities remain the same as 2009 with top 3 priorities being: - Repairs and Maintenance (ranked 1), Overall Quality of Home (ranked 2) and Dealing with anti-social behaviour (ranked 3). These priorities also remain the same as those identified in 2008.

Anti Social Behaviour (ASB)

16. The results for the annual housing monitor for ASB satisfaction have been compared with the ASB bespoke satisfaction survey administered by tenancy enforcement, both of which have been compared with HouseMark benchmarking data where available. Results show that satisfaction with the ease of reporting ASB is 82% this is lower than the bespoke ASB survey where satisfaction is at 90%. Results also show that all customer satisfaction has increased on 2009 performance with the exception of advice by staff, which fell from 68% to 63%. However benchmarking data shows that satisfaction with how a report was dealt with is in the middle lower band and satisfaction with the final outcome of ASB performance is in the lower performance band.
17. Over the past year a considerable amount of work has been undertaken with regards ASB particularly the recent development and adoption by partners of the Citywide ASB Strategy. To further strengthen York's approach to ASB and increase customer satisfaction the following actions are contained in 2011/12 Service Plan.
- As part of the organisational review it is proposed to establish a Neighbourhood Safety Unit which will bring together the community safety team within the Safer York Partnership and the Housing Tenancy Enforcement Team
 - Develop clear ASB policies and procedures and effective case management for carrying out enforcement across the social housing sector to ensure consistency.
 - Develop a ASB advice DVD with the ASB customer panel to advise victims of ASB what action and standards of service they can expect for case handling

- Provide ASB data for the HouseMark Specialist ASB module to enable further analysis of performance and the identification of best practice examples.

Neighbourhood as a place to live

18. Respondents were asked to identify to what extent the following were a very big / fairly big problem or not a problem at all. The results below what percentage of respondents viewed the issue as being a problem.

- Car parking (41%)
- Drug use or dealing (25%)
- Rubbish and litter (24%)
- Noisy neighbours (18%)
- Disruptive children/teenagers (17%)
- Drunk or rowdy behaviour (15%)
- Noise from traffic (14%)
- Pets and animals (14%)
- Other crime (11%)
- Vandalism and graffiti (10%)
- People damaging property (9%)
- Racial or other harassment (5%)
- Abandoned or burnt out vehicles (4%)

19. The top three issues remain the same to that of 2009 i.e. Car parking, drugs and litter. Although car parking at 41% is seen as the biggest problem it has dropped by 6% since 2009. Drugs (25%) litter (24%) racial harassment (5%) and abandoned vehicles (4%) have increased slightly.

Measuring Local Offers

20. The following questions were included in the survey for the first time so that customer satisfaction could be established around local offers. However currently there is no benchmarking information available for these measures.

- 90% respondents felt that the council made best use of its stock. Respondents who disagreed with this cited the following reasons:
 - Do not let flats to people with children
 - Do not mix elderly people with young people
 - People under-occupying should move to smaller accommodation

- People who are overcrowded should move into bigger accommodation
 - Empty properties should be let quicker (In terms of letting empty property our performance is in the top performance band)
- 89% of respondents are satisfied with facilities to pay their rent
 - 84% of respondents are satisfied with their neighbourhood as a place to live
 - 79% of respondents are satisfied with estate services
 - 76% of respondents are satisfied with the ground maintenance service
 - 60% of respondents are satisfied with internal cleaning in blocks of flats.
21. To address customer satisfaction concerning ground maintenance and internal cleaning in blocks of flats the following actions have been included in 200/12 Service Plan:
- Review the composting pilot of grass collection and the provision of compost bins to establish whether it is feasible to extend this to other areas in the City.
 - Embed the audit by Estate Workers of internal cleaning of blocks of flats to ensure cleaning standards are being met.

Contact with Landlord

22. Over the last 12 months 68% of respondents made contact with the Council compared with 59% in 2009 and increase of 9%. Overwhelmingly (78%) of those making contact was in relation to repairs and maintenance, with relatively low contact for other issues:
- 9% Neighbour problems,
 - 6% rent,
 - 2% moving,
 - 2% gardens and communal areas
 - 7% other.

- 74% of respondents made contact by telephone followed by 21% visiting the office, 4% using email a slight increase of 3% on 2009 then letter 2% and other 1%. When asked how respondents preferred to make contact 74% cited the telephone, 22% by visiting the office, 4% by letter and 4% by email.

Customer Care

23. When making contact 71% of respondents were able to get hold of the right person. This is down by 4% compared to the 2009 figure of 75%. 85% of respondents found staff to be helpful this is slightly down on the 86% figure for 2009. When asked if staff were able to deal with their problem 79% of respondents were very or fairly satisfied. This is slightly down on the 2009 figure at 81%. In terms of satisfaction with the final outcome of their query 71% of respondents were satisfied. This is down by 2% compared to the 73% figure in 2009.
24. In terms of reporting repairs 82% of respondents were satisfied with this; however satisfaction is down by 6% on the 2009 figure of 88%. Comments made with regards repairs reporting suggested that improvements could be made if there were more people to answer the repair telephone lines as the lines were always busy. It should be noted that during 2010/11 a full review of the repairs service has been undertaken, including the introduction of new IT systems for managing the workforce planning which may have had a one off impact on customer satisfaction.
25. Respondents were less satisfied when talking to an Estate Manager with only 68% of respondents very or fairly satisfied although satisfaction had increased from 2009 when satisfaction was at 65%. Comments made in relation to the service provided by the estate manager focused on the inability to get hold of them and lack of action taken by them. In order to improve performance in this area an action to review phone contact and availability of estate managers is included within 2011/12 Service Plan.
26. Satisfaction at 44% is particularly low in terms of getting advice about the council's waiting list. This is considerably down on the 2009 figure at 58% and is the lowest in terms of customer satisfaction. The delay in the introduction of Choice Based Lettings may have impacted on this. It is expected that the implementation of Choice Based Lettings will improve satisfaction in this area and actions around the introduction of Choice Based Lettings are included in the 2011/12 Service Plan.

Access to services

27. As well as the standard customer and access questions a number of questions were added to inform the development of the Customer Access Strategy in order to establish if accessing the Housing service was convenient and whether respondents had access to the internet.
- 95% of respondents were satisfied with current opening hours and the out of hours repair services. However a small number of respondents made suggestions on how this could be improved suggesting longer opening hours during the week and Saturday working.
 - 57% of respondents have access to the Internet with the majority (91%) having access from home.

Gas Servicing

28. For the first time gas servicing questions were included in the AHSM with exceptionally high levels of satisfaction. Of the 91% of respondents who stated that gas servicing was undertaken in the last 12 months, 94% stated that the gas servicing appointment was kept and 94% overall were satisfied with the gas service. The Gas Maintenance Manager asked that respondents be asked how they would like their gas servicing appointment made 53% preferred to be given an appointment whilst 47% preferred to ring and arrange an appointment.

Tenant Engagement

29. Overall satisfaction on being kept informed has increased to 82% from 79%. However satisfaction with views being taken into account at 67% has dropped compared to 72% in 2009. Opportunities to be involved in management and decision-making at 58% compared to 63% in 2009 has also reduced. In order to improve performance in this area the following actions have been included in 2011/12 Service Plan:
- Establish a Tenant Scrutiny Panel which is representative of council house areas. Housing's regulator the Tenant Services Authority are urging Local Authorities to establish Tenant Scrutiny Panels made up of a representative sample of council housing tenants to scrutinise and challenge Housing's service delivery and performance. Establishing a Tenant Scrutiny Panel focusing solely on Housing issues will give tenants a further opportunity to be involved in the management and decision making process of Housing.
 - Develop Resident Associations on council housing estates to become self sufficient

- Implement the Tenant Inspector Project. Seven volunteer council tenant inspectors have been recruited for the purpose of inspecting the delivery of housing services to establish if housing services are meeting the service standards agreed by tenants and identifying where service delivery improvements can be made. A programme of key service areas to be inspected is being developed and will be implemented this financial year.
 - Review the cost/quality and overall value for money of resident involvement
30. In terms of how respondents preferred to be consulted 79% choose postal surveys, 21% via Resident Associations, 13% online surveys, 11% telephone surveys, 8% focus groups, 12% attendance at meetings and 3% via other means.

Equalities Monitoring

31. The Annual Housing Service Monitor asks for customer profiling information so results can be analysed in terms of age, disability and ethnic origin. The survey also includes questions on sexuality and religion. Profile of respondents to the 2010 Survey:
- In terms of ethnic group, the sample was dominated by White British (94%) tenants with 6% BME.
 - The largest group of respondents were in the 45-64 age group (39.5%), 32.7% were aged 65+, 23.7% were aged between 25-44 and 4.1% were aged between 16 and 24 years of age.
 - More females (59.7%) than males responded, and 55.6% of respondents stated they had a disability.
32. Equality analysis shows that for the majority of questions satisfaction of BME tenants accords with the results of White British tenants with the exception for satisfaction with: value for money for rent (BME 93%, WB 84%), neighbourhood as a place to live (BME 95% WB 84%), views being taken into account (BME 79%, WB 66%) and opportunities to be involved in management and decision making (BME 69% WB 57%) showing higher satisfaction levels for BME tenants. However BME tenants were less satisfied than White British tenants with the final outcome of a general query (BME 67%, WB 74%).
33. For the vast majority of questions satisfaction with disabled and non disabled tenants were in accord with each other with two exceptions. Disabled tenants had higher levels of satisfaction with views being taken into account (71%) compared to non disabled tenants (65%). Disabled tenants had higher satisfaction levels with opportunities to be involved in

management and decision making (63%) compared to non disabled tenants (53%).

34. Overall younger tenants, under 25's and those between 25-44 had lower levels of satisfaction in all areas covered by the AHSM survey with satisfaction generally ranging between 70% and 75%. However there was a marked fall in satisfaction with the under 25's in relation to the general condition of their property (59%), the final outcome of a general enquiry (58%). Younger tenants are also less satisfied with views being taken into account particularly the 25- 44 years olds at 51% and opportunities to be involved in management and decision making with satisfaction at 38%. In terms of engaging with younger tenants, focused work will be undertaken during 2011/12 and a concentrated effort will be made to encourage younger tenants to be involved with the Tenant Inspector Project.

Corporate Priorities

35. The administration of the Annual Housing Monitor supports the Corporate themes of being an Inclusive City - We will do our best to make sure that all citizens, regardless of race, age, disability, sexual orientation, faith or gender, feel included in the life of York. We will help improve prospects for all, tackle poverty and exclusion and make services and facilities easy to access and Effective Organisation- to be a modern council with high standards in all that we do, living up to our values and be a great place to work.

Implications

- **Financial** – There are no direct financial implications arising from this report
- **Human Resources (HR)** N/A
- **Equalities** – *An analysis of equalities issues is included within the report*
- **Legal** N/A
- **Crime and Disorder** – *Issues raised through the survey in relation to crime and disorder have informed Housings Service Improvement Plan*
- **Information Technology (IT)**
- **Property** N/A)
- Risk Management N/A

Conclusion

36. This report has highlighted that in a number of areas customer satisfaction has reduced compared to 2009 performance. In order to address this improvement actions have been included in the 2011/2012 Service Plan.

Recommendations

37. The Cabinet Member is asked to note the report and

- Agree to continue undertaking the annual satisfaction survey.

Reason – To ensure that the council is fully aware of customer perceptions of the service and to use this information to improve the service

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Report Approved Date 3rd June 2011

Annexes

Annex 1 – AHM 2010 Results

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Results of Annual Housing Monitor (Sent to 2000 tenants, 949 returned – 47% response rate same as 2009)

Question	2009	2010	Comments
Satisfaction with overall service	89%	86% ↓	Top performance HouseMark Top 87%
Condition of property	85%	83% ↓	Middle upper HouseMark Top 85% Whilst satisfaction with overall condition is high. A key issue running through the comments received is a request for window replacement with PVC and double-glazing. Also requests to have properties modernised and deal with outstanding repairs
Overall quality of home	N/A	84%	Middle upper HouseMark Top 86.6%
Value for money of rent	85%	84% ↓	No benchmarking info
Facilities to pay rent	N/A	89%	
Does the council make best use of its stock (new question)	N/A	90%	Main comments on how this could be improved Do not let flats to people with children Do not mix elderly people with young people People under-occupying should move to smaller accommodation People who are overcrowded should move into bigger accommodation Empty properties should be let quicker
3 Priorities for tenants	R Maint Quality of Home ASB Tenants Informed VFM for rent Tenants views in account Neighbourhood High quality customer service (new)		The order of all the priorities remains the same as 2009
Neighbourhood as a place to live	N/A	84%	No benchmarking info
Estate services	N/A	79%	Is this good enough
Ground maintenance	N/A	76%	Is this good enough
Internal cleaning in blocks of flats	N/A	60%	Need to do something
Perceived problems in neighbourhood (very/Fairly big problem)	47% 22% 23% 18% 21% 15% 16% 13%	41% Car parking 25% drugs 24% litter 18% Noise neigh 17% kids 15% drunk 14% Noise traffic 14% pets/animals	Although car parking seen as a big problem it has dropped by 6% since 2009 Drugs, litter, racial harassment and abandoned vehicles have all increase slightly.

Question	2009	2010	Comments
	12% 13% 9% 4% 3%	11% other crime 10% vandalism 9% damage prop 5% Racial/harras 4% abandoned vh	
Contacted landlord in last 12 months	59%	68% of respondents	
How was contact made	69% phone 22% visit 1% email 2% letter 1% other	74% phone 21% visit 4% email 2% letter 1% other	People contacting by phone has increased so has the number using email be it slightly
What was contact about	72% repairs 7% Neighs 6% rent 3% moving 6% gds com 4% other	78% repairs 9% Neighs 6% rent 2% moving 2% gds com a 7% other	The majority of people making contact is in relation to repairs
Getting hold of the right person	75%	71% ↓	Is this good enough
Helpfulness of staff	86%	85% ↓	Whilst there is high levels of satisfaction with this, there were some responses to different questions that indicated that sometimes staff are rude and unhelpful /calls need to be returned
Ability to deal with problem	81%	79% ↓	Is this good enough
Satisfaction with the final outcome	73%	71% ↓	Is this good enough
Satisfaction with reporting repairs	88%	82% ↓	Whilst there are high level of customer satisfaction with this, some comments to consider is that tenants often find repair lines busy and it can take too long for calls to be answered
Satisfaction talking to an estate manager	65%	68% ↑	Is this good enough – Comments received not being able to get hold of the estate manager, estate manager not returning calls, lack of action by estate manager
Satisfaction getting advise on council housing waiting list	58%	44% ↓	Is this good enough
% of respondents who said repairs carried out in last 12 months	N/A	69%	
Satisfaction with how repair carried out	87%	83% ↓	Top HouseMark (83.8%)
% of respondents who	N/A	91%	

Question	2009	2010		Comments
said had gas servicing in last 12 months				
Preference on how gas servicing appointment should be made	N/A	53% landlord give time and date 47% for tenant to ring and make		
Gas servicing appointment kept	N/A	94%		
Overall satisfaction with gas servicing	N/A	94%		
Respondents who have reported ASB in last 12 months	12%	14%(133 respondents)	Bespoke survey (51 respondents)	
Ease of reporting ASB		82%	90%	These figures have been compared with the bespoke ASB questionnaire (51 respondents)
Satisfaction with ASB advise by staff	68%	63% ↓	No comparator	
Being kept informed about ASB	43%	53% ↑	70%	
Staff support when dealing with ASB	42%	51% ↑	85%	
How ASB report was dealt with	51%	55% ↑	65%	HouseMark – top85% -75.5% middle lower Bottom 62.5%
Speed at which ASB was dealt with	47%	50% ↑	83%	
Final outcome of ASB	43%	49% ↑	57%	Bottom HouseMark – top 81% Middle 70% bottom 53%
Preference for contacting us	N/A	74% phone 22% visit 4% letter 4% email		
Access to Housing Services convenient	N/A	95%		Quoted office hours and out of hours for repairs in question. Access could be improved by longer opening hours and Saturday opening
% of respondents who have access to the internet	N/A	57% No 43% Yes		The majority of respondents do not have access to the internet
If have access where	N/A	91% home 15% work 9% council building 3% other		
Satisfaction with being kept informed	79%	82% ↑		
Satisfaction with views being taken into account	72%	67% ↓		Upper middle HouseMark – Top 68.7%

Question	2009	2010	Comments
Satisfaction with opportunities to be involved in management and decision making	63%	58% ↓	Is this good enough
Preferences to be consulted	63% P Sur 4% Tel Sur 3% Online 2% Focus 5% meeting 10% RA's 1% other	79% P Surv 11% Tel Surv 13% Online S 8% Focus grp 12% meeting 21% RA's 3% other	Majority of respondents prefer to be consulted by postal survey. Also increase of more than 10% for online surveys and through RA's

Summary of Issues Raised from Questions

Q2 Why are you dissatisfied with the overall service provided by your landlord? (48 responses)

The majority of issues were in connections with outstanding repairs; followed by lack of customer care other comments were as follows:

Young families with children in flats causing a noise nuisance
 Families in flats needing family housing
 Windows need replacing
 Quality of repairs undertaken
 Lack of response to service requests
 Lack of action in response to complaints
 Lack of care of communal areas

Question 5 Why do you not think the Council makes best use of its housing stock? (74 responses).

The main issues concerned families with children living in flats, houses being under occupied and properties being empty too long

Elderly people housed in areas where there are anti-social behaviour problems
 Lack of repairs
 Lettings policy in relation to flats leads to an incompatible mix of elderly people with young people
 Flats should not be allocated to people with children
 Takes too long to relet empty properties
 York borne people should be given priority for council housing
 Too many people living in big properties should live in smaller houses
 Tenants should be made to keep their properties and gardens clean and tidy.
 More energy saving measures in council properties

Deal with people living in overcrowded housing
People with a criminal record or history of not being able to keep to their tenancy conditions should not be allocated properties
Accessible housing for people with disabilities

Q29 Why did you not find it easy to report your anti-social behaviour problem? (17 responses)

Complaint not logged which led to delays
Lack of action /lack of reply
Unable to get hold of the estate manager
Lack of action by estate manager

Q33 How could your service be improved? (35 responses)

More people to answer the repair phone (it is always busy)
Better customer care i.e. answering the phone and returning calls – no ansaphone
Saturday opening /weekend opening/longer opening hours

Q36 What services would you like to access from the council's website? (97 responses)

House exchange information
Availability of what houses are available
Rent accounts
Tenant choice information
Reporting repairs
Online booking for repair and gas servicing appointments
Reporting anti-social behaviours
Council tax payments
Complaints
Modernisation and grants to improve property
Phone numbers of staff
What is going on in the area
Resident Association information
Job search
All services
Information on schools and playgrounds
How funds are allocated
Refuse collection information and disposing of large items, recycling points

Q 40 Other ideas on how tenants would like to be consulted (17 responses)

The main ideas were
Annual council open day
One to one visits
Face to face surveys
Information sheets to be sent out in advance of meetings
Annual review of all tenants and inspection of properties

Q42 How could the service be improved (115 responses)

No children in flats/young people
Keep communal areas clean
Quicker resolution of anti social behaviour problems
Rubbish shoots to be reopened or replaced with lifts
Returning phone calls/better customer care
Tenants responsible for cleaning communal areas
Better service from estate manager
Weekly bin collection and 2 week collection of recycling
Window replacement/double glazing
Visit tenants annually or spot checks
Shoe covers for workman when doing internal repairs so do not muddy carpets
Help with gardening
More bins for rubbish and dog mess
Empty bins are keep areas clean
Dropped curbs
Allocated parking for flats
Improved repairs
Rents are too high
Noise patrol to work 24/7

Q43 Is there anything else you would like to say about your home and/or the services your landlord provides? (159 responses)

The majority of issues have been covered in responses to previous questions, however additional issues raised include:

Improve paths
Garage repairs needed
Better maintenance of boundary fences
Rent balances to be made available when you make a payment
Inspect the standard of external contractors work to make sure it is up to standard
Incentives for tenants who look after their homes
Sound proofing in flats