

20th June 2013**REPORT PORTFOLIO HOLDER FOR PUBLIC HOUSING & VULNERABLE PEOPLE****LANDLORD SERVICES ANNUAL PERFORMANCE REPORT 2012/13****EXEMPT INFORMATION****PURPOSE**

To provide details of the Councils Landlord Performance for 2012/13 as required under the Homes & Community Agency Landlord Regulatory Framework 2012.

RECOMMENDATIONS

Cabinet endorse:-

- The production of a Tenant Annual Report (2012/13) using the performance data referred to in this report in order to comply with the regulatory code.

EXECUTIVE SUMMARY

The Council's landlord is well placed to contribute to place shaping. The levels of capital investment in ensuring continued decency in council retained stock, investment in environmental works and front line services continues to be recognised by the leading tenants group in Tamworth as improving. Tenants remain firmly committed to using the HRA to support wider regeneration plans and developing new and affordable housing to increase supply and choice. The development of the business plan already features elsewhere on the agenda.

There remains a requirement to produce an annual report detailing the performance and assessment of core housing management services to tenants. The publication will reflect ongoing work with tenants in terms of performance management, co-regulation and scrutiny.

It is intended to conduct a satisfaction survey with all tenants in 2014 as satisfaction levels, based on historic data, is low at c75%. From the local service satisfaction surveys we predict that this should rise to 80% and is the current target. The report details that of the performance indicators benchmarked, Tamworth is either top quartile or in an improving position. However Landlord Services subscribes to an outcome based approach and is keen to deliver a tenant centric service that is measured ultimately by satisfaction.

There have also been notable achievements during 2012/13 including

1. independent accreditation to the RESPECT ASB standard
2. Independent accreditation retained for sheltered housing services

3. recognition from peers on best practice engaged for launching the HRA prospectus and landlord offer

The Tenant Consultative Group have influenced the production of this report and contributed to the target setting and scrutiny in relation to core housing management performance. If approved, the production of the Annual Tenants Report will be the 4th publication since the regulatory code was introduced. An independent assessment was carried out of previous publications by the Tenant Participatory Advisory Service (TPAS) in 2012 and a number of areas noted as good practice. This tenant centric assessment will be used, along with the data, in this report to produce this year's publication.

RESOURCE IMPLICATIONS

The production of the annual report is estimated at c£4000 and is sent instead of the Autumn Edition of Open House, to ensure value for money. These costs can be met from within existing budgets.

LEGAL/RISK IMPLICATIONS BACKGROUND

Failure to comply with the Homes & Community Agency Regulatory Framework could result in intervention should this be assessed as causing "serious detriment" to tenants. The co-regulatory framework developed with tenants to assess consumer standards as well as contribute to economic regulation mitigates this risk going forward.

SUSTAINABILITY IMPLICATIONS

The overall satisfaction with the council's landlord services has a direct correlation with 'the place' and work has been cross cutting with street scene, community safety, and the voluntary sector to ensure improved results in these areas.

Report Author

Head of Landlord Services – Tina Mustafa
Tenant Regulation & Involvement Manager – Leanne Allwood

List of Background Papers

Appendices

Customer Intelligence Report 2012/13 (attached at the end of the report)
Landlord Services Achievements 2012/13 (attached at the end of the report)

MATTERS FOR CONSIDERATION

Regulatory framework

As with all social housing providers, the Council's Landlord service is required to comply with the regulatory framework, initially developed through the Tenants Services Authority, and since its demise the Homes & Community Agency. As the Council's stock retained landlord it is not subject to the same economic regulation as registered providers in relation to governance and financial regulation, given the robust financial and constitutional arrangements that already exist in these areas. But in relation to the consumer standards, as a landlord, it must operate within a co-regulatory environment with tenants', so that they have the opportunity to shape, influence and scrutinise landlord services. There are four consumer standards which apply to the service we provide to tenants

Tenant involvement and empowerment

- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to the diverse needs of tenant

Home

- Quality of accommodation
- Repairs and maintenance

Tenancy

- Allocations and mutual exchanges
- Tenure

Neighbourhood and community

- Neighbourhood management
- Local area co-operation
- Anti-social behaviour

These standards form the framework in which Landlord Services provides and manages services to its tenants.

Key achievements of Landlord Services during 2011/12

Cabinet approved the HRA Business Plan (2012-2042) in March 2012 and this set out the challenges and ambitions going forward in light of the opportunities afforded by significant investment. These ambitions are already being realised as

- ✓ Regeneration plans are underway to invest c£21.5m in Tinkers Green and the Kerria Estates to deliver 150 new homes
- ✓ Environmental Enhancements of £1.5m are being progressed across all estates in Tamworth informed by locality and customer intelligence
- ✓ Core Landlord Services continue to show improvement when benchmarked nationally

Overall satisfaction with the landlord service based on 2011/12 performance from the status survey is 75.2% and 92% for sheltered housing tenants. Whilst this is an improving position this remains a key challenge, but is not surprising given previous repairs and anti social behaviour performance, which was rated by 88% of tenants as one of the most important factors in renting their home. The procurement of the new repairs contract and achievement and integration within the community safety hub should yield improvements in overall satisfaction in 2013/14 and beyond. Already from the range of qualitative customer

satisfaction monitoring undertaken locally during 2012/13 we expect this to have improved. The status survey has now been replaced by a 'star outcome' approach and this will be undertaken in 2014, as generally this type of survey is undertaken bi-annually. It is this figure that is benchmarked with peers.

Customer Satisfaction Highlights

	2011/2012	2012/2013
'Finding a Home' Survey	82%	86.08%
Complaints Satisfaction Survey	-	89%
Customer Satisfaction ASB Survey	-	76%
Satisfaction with Communal Cleaning	86%	89%

Landlord Achievements (shown at Appendix B) illustrate how as the Council's stock retained landlord we have directly contributed to the Council's strategic priorities.

Landlord Services continues to benchmark the services through House Mark, Housing Quality Network and other regional benchmarking clubs to ensure the service develops and remains focused on outcomes. House mark data currently available is summarised elsewhere in the report.

House Mark usually publishes an outturn report for the year in July and this will be used in the development of the Annual Report for 2012/13, so that Tamworth can comply with the requirement to compare itself with others.

Annual Report

If approved by Cabinet, this year's Annual Report will be the 4th produced since the Regulatory Code was introduced in 2009/10. Cabinet have supported previous publications and content strengthened by making more reference to corporate and strategic opportunities, such as locality working and directly linking to the core strategic priorities, around Aspire & Prosper and Healthier & Safer.

During 2012, TPAS¹ conducted an independent assessment of the previous Annual Reports and Tenant Involvement Strategy with a view to improving future content and publications.

TPAS use a range of documents to inform this assessment, namely:-

- TPAS Resident Involvement Quality Framework version 4 (Appendix three)
- Regulatory Framework for Social Housing 2012
- Annual Report Review – Tenant Perspectives 2011

The assessment identified the extent to which Landlord Service had demonstrated compliance with regulatory guidance, best practice and commitment to high standards of resident involvement empowerment quality. This was reported through the scheme of delegations on the 13 June 2012 and highlighted best practice in particular:-

¹ Tenant Participatory Advisory Services – An independent organisation representing tenants'

The Annual Report

- Provides clear details on what the national standards are and provides direct examples of how each of these has been met.
- provides information on National Standards clarifying expectations and clearly provides information that reflects the information needs of tenants
- sets out clearly the role of the Tenant Consultative Group in, monthly monitoring, review and development of policies including monitoring and setting of performance targets
- Makes reference to a comprehensive complaints section that clearly illustrates what tenants have said, where listening has captured issues and been built into the improvement plans

Tenant Involvement Strategy

- the core aims and vision of the council is well set out and aligned to the vision for tenant involvement
- The section Formal opportunities for involvement clarity about monitoring by the Tenant Involvement Group is good. This section also sets out very clearly the formal and informal opportunities (good practice is demonstrated here to a level that most landlords are not meeting).
- the 10 pledges for consultation are excellent (rarely seen and good practice)
- the Strategy sets out very clearly the arrangements for review and monitoring
- there is good examples of how monitoring and review will happen (good practice)
- excellent Action Plan

Areas for improvement suggested will be incorporated and reflected in the 2012/13 publication and include:-

- more detailed performance and illustration of capital works
- more comparisons with best in class
- outcome based around satisfaction on local intelligence

Performance of the Council's Landlord Service – Outturn 2012/13

There is no longer a bureaucratic reliance on the routine production of indicators and the emphasis is now on outcomes and impact assessment determined locally.

Landlord Service continues to review key performance indicators, with tenants', to ensure they remain customer focused and are meaningful. We will still continue with the live updating of the customer dashboard on line as reporting performance builds credibility and satisfaction. But the intention has been to reduce indicators and the following have been agreed with tenants'. Cabinet are asked to endorse these for inclusion in the Annual Report



	2009/2010	2010/2011	2011/2012	2012/2013	Estimated Top Quartile*
Status Satisfaction Survey					
Overall satisfaction with Landlord Services	65%	75.2%	75.2%	This is a bi-annual survey and will be carried out again in 2013/14	86%







Voids and Allocations Survey					
Average time between lettings	28 days	21 days	16 days	13.58 days	21 days
Void Rent Loss	-	£135,000	£51,000	£54,016.70	-
Repairs & Maintenance					
% appointments made and kept	97%	98.46%	99.13%	99.56%	97.00
Gas servicing – CP12	99.9%	99.53%	99.75%	99.9%	100%
Urgent repairs completed on time	100%	100%	100%	95.09	99.00%
Customer satisfaction	86%	86%	87%	91.45%	90%
Income Management					
Arrears as a % of gross debit	1.59%	1.5%	2.04%	2.37%	2.88%
Evictions	19	15	8	22	-
Tenant Involvement					
Walkabouts	4	4	4	4	Not benchmarked
Satisfaction with cleaning	Not collected	85%	87%	Will be carried out in 2013/14	-
Number of tenants on the database of involvement	242	344	373	348	-

- Figures based on estimated top quartile range when benchmarked nationally – report from HouseMark not yet available.

Other than overall satisfaction (based on 2011 status) all performance indicators are in either the top quartile or reflect an improving position. Whilst the % of arrears of the gross debit has increased, when benchmarked, it shows that a number of organisations are seeing in an increase which is fairly predictable based on the economic position. Targets are SMART and are alive to the national performance.

Landlord Performance Report - Top Performance Indicators as voted for by tenants for the customer dashboard

Performance Indicator	Target	Current Value	Are we on target	Trend
Percentage of all responsive repairs completed within target	97%	97.7%		↑
Percentage of appointments made and kept	96%	99.56%		↑

Percentage of repairs completed on first visit	80%	88.6%		↑
Percentage of properties with valid Gas Safety Certificate	100%	99.9%		↑
Average re-let times (in days)	16 days	13.58 days		↑
Percentage of ASB reports acknowledged in writing within 24 hours	90%	80%		↓
Percentage of ASB cases with an agreed customer action plan within 10 days	90%	100%		↑
Current rent arrears as a percentage of annual debit	2.44%	2.37%		↑
Number of complaints since 1st April 2012	-	181	-	-
Number of complaints upheld since 1st April 2012	-	18	-	-
Number of compliments since 1st April 2012	-	163	-	-

All of the above indicators are on target and being sustained or improved. The % of ASB reports being acknowledged within 24 hours shows 80% compliance against a 90% target. The recruitment to a new anti social behaviour project officer within the landlord structure will help to resource and manage the action plan to improve this. As systems are developed and integrated into the new corporate CRM system it is expected this will improve and be achieved going forward into 2013/14.

Customer Intelligence 2012/2013

A full summary of tenant feedback is provided at appendix A. The development of the “*you said, we listened*” feedback in conjunction with the tenant review panel has seen real outcomes for tenants as this information has been used to drive continuous improvement.

Across the total number of complaints (**237**), **16%** relate to Tenancy/ASB issues, **37%** Mears, **18%** Morrison, **12%** TBC Repairs and **17%** Other

Across the total number of compliments (**184**), **60%** relate to the Caretaking Service, **11%** Sheltered schemes, **8%** tenant involvement and **21%** Other

Complaints upheld

During 2012/2013 there were a total of 18 complaints that following investigation was classified as upheld. Of the total 18 cases, 8 were associated with Mears, 9 with Morrison and 1 with TBC. The following themes was concluded to the closure of the complaint:

- Delay in service response
- Perceived poor service
- Lack of communication

In 7 out of the 18 upheld cases, a small payment of compensation was paid to the customer. In all 18 cases, an apology was made direct to the customer for their expressed dissatisfaction with service response

A total of **658** complaints, compliments and service requests were received within Landlord Services during 2012 – 2013. Of the total number received, **36%** of these were complaints, **28%** compliments and **36%** service requests.

Whilst there has been a marginal increase in complaints, there has been a significant increase in service requests.

How do we compare!

	2010/2011	2011/2012	2012/2013
Complaints	283	204	237
Compliments	171	208	184
Service Requests	60	158	237
Total	514	570	658

Complaints & Compliments

	2010/2011	2011/2012	2012/2013
Number of complaints	283	204	237
Number of stage 1 complaints			214
Number of stage 2 complaints			17
Number of stage 3 complaints			5
Number of complaints upheld			18
Number of compliments	171	208	184

In summary, only **4%** of complaints were received within Landlord Service during 2012/2013. This is a significantly small proportion in relation to 5928 household and garage tenancies.

Along with the Head of Customer Services this approach will continue to be developed in line with the corporate 'Tell Us' policy.

Landlord Service will ensure that our Tenant Consultative Group are equipped with the skills and knowledge to effectively scrutinise and inform policy making as well as agreeing performance management arrangements. Landlord Service and tenants have worked together to develop a competency framework that sets out the core skills required to serve as a member of the Tenant Consultative Group. This remains voluntary, but the matrix will be populated by dates and evaluations of training as each of the members' of the TCG attend. This will demonstrate the seriousness the council puts on investing in its volunteers and is specifically tailored to meeting the localism agenda around customer engagement.

Training will also be aimed at both involved customers and newly-formed scrutiny panels. It gives them the knowledge, skills and confidence to take part in service reviews and reality checking.

Training will be delivered through a variety of mechanisms, including internal and external training.

The key competencies are:

- To have an awareness of equality and diversity
- To understand roles in participating in meetings
- To understand basic financial management
- To effectively scrutinise services by understanding performance information
- To understand the key principles around governance and how this links to the democratic process.

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LIST OF BACKGROUND PAPERS

Report of the TSA Into Annual Reports – Appendix d

APPENDICES

Appendix a – Customer Intelligence Report 2011/12

Appendix b – Summary of Achievements 2011/12

Appendix c – Training Plan for the Tenant Consultative group

Annex A

Customer Intelligence 2012/2013

End of year report

“You said – we listened”

Introduction

This report sets out an analysis of all customer intelligence received within Landlord Services between 1 April 2012 and 31 March 2013. It reviews complaints and corresponding emerging themes, compliments, service requests, tenant satisfaction and any additional customer intelligence/feedback that has been collated during the course of the financial year.

Customer Satisfaction Feedback

Tamworth Borough Council’s values customers’ compliments, comments and complaints as this provides fundamental feedback on performance that consequently helps us to improve services.

Feedback from tenants and other service users is essential in monitoring and evaluating the effectiveness of the Housing Service, allowing us to identify our strengths as well as any areas of weakness which need to be addressed. We are always developing new and improved ways to gather and scrutinise tenants’ views.

It is important to the Housing Service to record and monitor complaints in terms of how quickly they are responded to and how quickly they are acted upon. We closely monitor the type of complaints we receive, the service area to which the complaint relates to, timescales in which complaints are responded to and any common emerging themes to ensure customers receive the highest quality service.

We aim to learn from complaints. Where a service has failed we will

- identify the problem and put it right for the complainant;
- address any underlying problems and ensure they don't reoccur in the future;
- discuss emerging themes/trends with the Complaints Review Panel and escalate recommendations for future service improvement

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What we know at a Glance!

	2010/2011	2011/2012	2012/2013
Tell Us'	268	263	290
Complaints	97	103	142
Compliments	170	147	128
Service requests	/	13	20
MP Enquiries	56	50	39
Complaints	27	14	/
Compliments	/	/	/
Service Requests	29	36	39
Councillor/Other	190	257	122
Complaints	159	87	11
Compliments	/	61	4
Service Requests	31	109	107
Other			207
Complaints	Council/Other correspondence was separated at the beginning of 2012/13 to determine the most popular means of communication.		84
Compliments			52
Service Requests			71
Year Total	514	570	658
Response time	7 days	7 days	8.75 days

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Learning from Complaints

Learning from complaints will continue to assist us in improving our processes at Tamworth Borough Council and further transparency will be in place during the coming year. We will be more transparent of how we are learning from complaints by sharing this information internally and externally. Tenant involvement will continue to play an important role in demonstrating how we are improving services and handling of complaints through the quarterly 'Complaints Review Panel' meetings. This will help to ensure a continued systematic approach to learning.

Customer feedback/satisfaction across Landlord Services 2012 - 2013

Status Satisfaction Survey

As a Local Authority we have previously being required to carry out the Standardised Tenant Satisfaction Survey on a bi-annual basis. The principal objectives of the survey has been to provide robust data which accurately represents the views of local tenants on overall satisfaction with landlord services and provides a comprehensive view of other perception-based measures on a wide range of specific services. The last Status Survey was carried out in 2011 and showed an overall satisfaction rate of 75.2%. In July 2011, the STAR survey (Survey of Tenants and Residents) was launched to replace STATUS. Following on from its consultation, this survey is now available for use by all social landlords. The STAR survey is similar to the old STATUS survey although changes have been made to make it far more relevant to tenants/landlords. The Star Survey will be carried out at Tamworth during 2013/2014.

During the interim years of STATUS/STAR we will continue to send out a series of similar surveys to tenants and leaseholders based on key priorities as part of Landlord Services annual satisfaction Calendar.

During 2012/2013, Landlord Service engaged and carried out significantly more qualitative research to determine customer opinion and expectation i.e. repairs focus groups. The primary benefits of qualitative research is that information is considerably richer than a series of numbers on a page, and in addition we can interact with customers more positively as the same time as performing the research. For Landlord Service this is key opportunity to interact and communicate with those tenants that ordinarily we may not get to engage with.

Customer Satisfaction Calendar 2011/2012

Since April 2010 Landlord Service has developed a robust programme of mechanisms to consistently compare tenants' satisfaction with housing services. The annual customer satisfaction calendar is used to develop more regular/consistent customer satisfaction monitoring to determine satisfaction levels and improve services accordingly. This calendar covers all areas across the housing service from tenancy sustainment, communal cleaning, repairs, housing advice and housing options. Customer feedback has been looked at through a variety of methods to assess satisfaction about the way we manage both our tenancies and our estates. We have asked tenants for their views via customer focus groups, telephone & postal surveys, office surveys and comprehensive satisfaction surveys. The calendar is reviewed annually with the Tenant Involvement Group and through discussion with service area Managers.

Customer intelligence 2013/2014

During 2013/2014 we will continue to review and measure customer service levels in many different ways as the most productive method for measuring customer service levels across one area may differ for other areas. The Tenant Regulatory and Involvement Team will be responsible for collating, monitoring and reporting on the following:

Customer intelligence 2013/2014		
Customer feedback/Intelligence	Format	Frequency
Complaints satisfaction	Telephone	Monthly
Repairs satisfaction	Focus Group	Half yearly
New Tenant questionnaire	Paper based/postal	Quarterly
Open House	Paper based/postal & face-to-face	Yearly
Supported Housing moving in survey	Paper based	Quarterly
Supported Housing moving out survey	Paper based	Yearly
ASB Resident perception survey	Paper based/postal with rent statements	Yearly
ASB tenant satisfaction	Telephone/Home visit	Monthly
STAR Survey	Paper based/postal	Bi-annual

In addition to the above, the following will also be collected:

- Repairs & Maintenance satisfaction
- Gas servicing satisfaction
- Finding a Home satisfaction

- Non-Bidders Questionnaire 'Finding a Home' – This is a questionnaire that is carried out to ascertain why some people are not bidding for properties on the 'Finding a Home' Choice Based Letting Scheme.

Tamworth Borough Council Landlord Service is committed to providing the best quality service we can in a responsive and approachable way. We will continue to develop our services to meet the changing needs within the resources available and to demonstrate value for money.

Complaints/compliments/comments

In addition to feedback gathered through the customer satisfaction calendar, we closely monitor comments, compliments and complaints through our corporate 'Tell us' form. We listen and learn from all customer feedback which is continually monitored and can lead to changes in process, policy, actions, activity, literature and material. Customers are increasingly encouraged to 'tell us' what they think of the services the Council provides through completing a 'Tell us' form. Within Landlord Service this is closely monitored by the Tenant Regulatory & Involvement Team to identify common themes and trends across specific service areas.

We also record and monitor all MP and Councillor Enquiries, service requests and any additional ad-hoc comments or tenant suggestion/s for future service delivery.

Reporting and monitoring customer feedback

The results of all customer satisfaction surveys and feedback are reported quarterly to the Tenant Consultative and Tenant Involvement Groups. More specifically, the Complaints

Review Panel, set up at the beginning of 2012, monitor complaints and emerging trends/themes as part of the whole customer experience.

These groups provide the opportunity for tenant scrutiny of services and actions/recommendations are put forward to resolve issues. The findings from these reports determine where performance is good and where performance needs to improve. For 2013/2014 we will continue to produce a quarterly report for all customer intelligence, complimented by an end of year report to compare all satisfaction, compliments and complaints against the previous year's performance.

Impact Assessments

In addition to customer satisfaction surveys and tenant feedback, Landlord Service routinely carries out impact assessments for Landlord initiatives and activities. Impact assessments measure not only customer satisfaction but also the overall impact of activity to enable us to learn what has worked well and what can be achieved for future involvement/activity.

Tenant Inspectors

As part of its tenant involvement and co-regulation programme the Council also runs an innovative scheme to empower Council housing tenants to act as tenant inspectors. This scheme which has now been running for nearly eighteen months provides tenant volunteers with the opportunity to audit the delivery of estate caretaking and cleaning services. The scheme is currently being extended to include void lettable standards and customer access arrangements. Tenant inspectors monitor the quality of service delivery against defined standards and undertake on-site inspections. They are empowered to call managers to account if services do not meet required standards and their feedback forms part of overall performance monitoring.

Performance Management

The complaints log, managed by the Landlord Improvement & Project Officer, will continue to be used to review and progress open complaints to ensure turnaround targets are met. Lessons learnt will be reviewed at both management and performance team meetings.

Looking to the future

The current difficult financial climate and national policy changes affecting welfare benefits and housing have implications for the services we provide, and in general will increase pressure on our services at a time when resources for public services are declining. Over the next year we will focus on how we can re-design our services to minimise the impact of external change on the services we provide. Our priority will continue to be to provide a high quality customer experience and to undertake the proactive work that is necessary to ensure we can better meet housing needs in the future.

All complaints about any aspect of the services that we provide are taken seriously and investigated and service improvements/staff training are put in place to improve a positive customer experiences for the future.

You said, we listened

Landlord Service values its customers' comments, views and ideas about how services may be changed or improved. Below are some of the ways customers have already had an influence on services or great ideas they have suggested, which gives an improved outcome for all customers.

<i>You said:</i>	<i>We did:</i>
We have been told that we need to respond to complaints more promptly within the timescales stated in our complaints policy and procedure.	As a result of this feedback we are providing briefing to staff to make sure we improve the speed in which we respond to complaints. The Tenant Regulatory & Involvement Team ensure a fortnightly report is distributed to service area Managers to ensure response dates are met
Improve the standard of empty properties before letting to new tenants	Over the next few months our tenant inspectors and Tenant Consultative Group will be working with staff to develop a new standard.
It's not always convenient for us to attend estate walkabouts due to other commitments	We now send out a pre-walkabout survey to enable residents that are not able to attend on the day an opportunity to have a say about their local environment and improvements they would like to see in their area.
Kitchen and bathroom refurbishments are taking over a week to complete	In reality kitchen refurbishments are being completed within agreed timescales it is simply that the agreed timescales are longer than some tenants would like. This is further compounded by the fact that work operatives are not on site constantly throughout the course of the works which again gives tenants the view that the work could be complete

	more quickly if they were on site more frequently.
Residents would like more regular updates on their Anti-social behaviour complaints	<p>An action Plan is agreed between the customer and case officer which is inclusive of time contact. If a customer feels that they need more regular contact then this can be requested at any time and their action plan can be amended accordingly.</p> <p>We also monitor our ASB procedure by way of a quarterly telephone survey. We share the results through 'Open House' our tenants quarterly newsletter and on the web</p>
Residents believe that the time taken to try and resolve their damp and condensation issues takes far too long	<p>Sometimes the issue of damp and condensation comes down to individual lifestyle. When this is not the cause we will endeavour to work with Oaks preservation to reduce the time taken to diagnose a damp/condensation issues</p>
Early in the financial year, customers complained of broken and failed gas service appointments	<p>Morrison (now part of the Mears Group) has worked closely with Tamworth Borough Council to overcome initial teething problems following the mobilisation of the new contract.</p> <p>Morrison recruited additional engineers and administration support to ensure an improved and enhanced service to customers. We are pleased to report that out of 303 gas services due, 280 have been completed giving a 91% first time hit rate. Morrison is currently 100% compliant this calendar year.</p>

Landlord Service Achievements 2012/13

To Aspire & Prosper

Tenancy Sustainment

HouseMark, an independent body that inspects housing providers, awards Tamworth Borough Council the Chartered Institute of Housing Accreditation for RESPECT, the first council landlord in the UK to receive the award.

Repairs & Maintenance

- Successfully procured the biggest contract for the Council for a combined repairs and investment service in 2012

Home Improvement programme 2012/13

Improvement programme	How many	Total spend
Kitchens	166	£530,000
Bathrooms	274	£775,000
Combined kitchen/Bathroom	33	
Windows	162	£470,000
Adaptations	101	£360,000

- Stock condition survey is progressing well. This is due for completion in June 2013 and will formulate the programme for the next five years as well as drive the overall Business Plan

Customer Involvement & Empowerment

- Regular tenant scrutiny of performance of services
- Training with 'Tenant Advisor' on the 4 basic steps to scrutiny:(Fact finding, Analysis, Recommendations, Monitoring & evaluating)
- Involved in the planning and delivery of key policies and initiatives: fixed term flexible tenancies, capital Works Programme for Sheltered Housing, environmental works, implementation of landlord service customer satisfaction calendar
- Contributed to the content and production of the Tenant Involvement & Consultation Strategy 2013-2016

Supported Housing

- Webpage updated to include referral form
- Supported Housing Calendar of events – created calendar of events focused around 5 SP outcomes this way tenants engaged successful with support and learning
- Developed new star outcome support plan
- Successful Supporting People Inspection March 2013 involving tenants where Tamworth Borough Council achieved 100% from tenants in all 5 Supporting People Outcome areas
- Number of lettings in Year 2012/2013 – 16 properties turn around in average of 5.6 days
- 100% of 16 new residents involved in needs & risk assessment prior to moving in

- 100% of 16 support plans agreed within 4 weeks of moving in

Sheltered Housing

- June 2012 saw the launch of a Handy Person Service at Sheltered to carry out all minor repairs
- Activities reviewed at sheltered schemes – created calendar of events focused around 5 SP outcomes
- Developed new star support plan in April
- New support plan information leaflets for residents
- New Activities survey asking elderly tenants what they want
- New Daily visit sheet ensuring all tenants get daily visit
- New tenants handbook
- Jubilee events at all schemes during June 2012
- Delivered £250k of capital improvements – major investment for each of our 11 schemes
- New Guide to sheltered housing
- Web update
- Review of procedures to include 'New Volunteer policy & procedure', 'New key procedure' in place and 'New lone working arrangements'
- Commencement of CHS accreditation

Voids & Allocations

- 2012/13 also saw the introduction of 'finding a garage'
- Improved void turnaround performance
- Introduction of tenant inspectors voids
- Introduction of fixed term tenancies

To be Healthier & Safer

Customer Involvement & Empowerment

- Implemented an annual programme of estate walkabouts for residents, officers and partner agencies to address issues on local estates which forms part of the '*you said we did*' campaign
- Organised annual events to include 'Plant a pot' and 'Grow your own' at both sheltered and supported housing schemes around the borough
- Resident engagement at large scale litter pick events organised as part of the national 'BIG Tidy Up' and 'Love where you live' campaigns

Supported Housing

- Introduction of several publications for supported housing to include 'New tenants handbook' and 'New tenants guide to supported housing'
- Grow your own event, Jubilee party, Olympic party

Sheltered Housing

- Upgrade lifeline system Magnolia, Burns & Masefield Drive
- New Visitors books
- New Health & Safety Poster in schemes for residents & their visitors
- Scheme cleaning inspectors carried out by tenant inspectors

Also within the year:

What we achieved in 2012/2013

Number of needs and risk assessment carried out within prior to moving in	126
Number of new tenancy visits completed at sheltered housing schemes within 24 hours of moving in	45
Percentage of legionella checks completed during the year	73.34%