

Service review timetable

Our plans to get better

The Government have asked all housing associations to review their services every five years. To date, County Palatine has completed five service reviews out of thirteen that are planned. The following chart shows our progress in completing our service review programme.

	2000/01	2001/02	2002/03	2003/04	2004/05
Rent / service charge collection and recovery	✓				
Responsive repairs	✓				
Neighbour nuisance		✓			
Resident participation		✓			
Letting homes / empty homes			✓		
Cyclical and planned maintenance					
Service charges					
Sheltered housing					
General administration					
Personnel					
Development process					
Financial process					
Information Technology					



Making our services better

Best Value

August 2002

Performance Report 2001/02

What is this leaflet?

This leaflet highlights the improvements that we have made to our services during the last year as a result of subjecting them to Best Value reviews.



How do we measure up?

It also sets out whether we have met the performance targets set for each service that we have reviewed. Finally, this leaflet contains our timetable for future service reviews. If you would like to get involved with Best Value at County Palatine please contact our offices on 01942 608 715.

Want to know more?

Please refer to our other leaflets for more details about our plans to improve the individual services we have reviewed so far.

What is Best Value?

The government requires all organisations that receive money from it to regularly review how they do things and to try to make continuous improvements to their services. They call this requirement "Best Value".

The aim is to provide value for money services that learn from the good ideas and practices of other companies and listen to the demands of the people who receive them—our customers.

Contents

Page 2 Achievements in 2002/03—the changes we made during the year

Page 4 Service review timetable—our plans to get better

This leaflet is available on tape or in other languages on request

ہمیں ہر سال اپنی خدمات کی جانچ کرنا پڑتی ہے تاکہ ہم بہتر بن سکیں۔ اس سال 2002/03 میں ہم نے کئی تبدیلیاں کی ہیں۔

ہمیں اپنی خدمات کو بہتر بنانے کے لیے دوسری کمپنیوں سے سیکھنا پڑتا ہے اور ان کی باتوں کو اپنی خدمات میں لانا پڑتا ہے۔

Improvements made in 2001/02

The changes we made during the year

Rent service charge collection / recovery

Changes implemented: Introduced new staff procedures; introduced new arrears letters; introduced Direct Debit payments; tested new debt recovery companies; introduced new format rent statements.

Performance targets: Achieve arrears performance that places the association in the top half of the regional league table of housing associations *Target achieved (discounting the effect of late housing benefit payments)*

85% of residents report that it is easy to contact the right person to talk about their account *Survey to be carried out during 2002/03*

80% of residents report that their statement of account is easy to understand *Survey to be carried out during 2002/03*

Responsive repairs

Changes implemented: Introduced direct repairs line; issue customer receipts for all reports of repair; produced a repairs guide for tenants; introduced new appointments system; introduced new telephone customer satisfaction survey.

Performance targets: Attend to 95% of emergency repairs within 24 hours *Target achieved*

Attend to 90% of urgent repairs within 1 week *Target achieved*

Attend to 90% of routine repairs within 1 month *Target achieved*

provide appointments for 70% of internal jobs *Target achieved*

Neighbour nuisance

Changes implemented: Introduced new procedures; computerised the monitoring of neighbour nuisance cases; tested use of mediation service; advertised approach to customers.

Performance targets: 90% of complainants met by staff *Survey to be carried out during 2002/03*

100% of complainants given a copy of policy and procedure *Survey to be carried out during 2002/03*

60% of complainants feel they are contacted "enough" by staff *Survey to be carried out during 2002/03*

Resident participation

Changes implemented: Produced resident participation strategy; introduced new complaints procedure and computerised monitoring of complaints; purchased "Loop" system for hard of hearing; altered frequency of newsletters and statements; started to produce resident participation pack; pledged to provide funding for resident groups.

Performance targets: Achieve performance that places the association in the top half of the regional league table of housing associations with regard to satisfaction with opportunities for participation *Survey in 2000 showed association to be outside target. New survey to be carried out during 2002/03*

Respond to 90% of complaints within timescales set in complaint procedure *Target achieved*

Letting homes

No changes made yet (report submitted to Board July 2002).