



SERVICE STANDARDS

OUR COMMITMENT TO PROVIDING QUALITY SERVICES FOR TENANTS



Our Performance 2009/10 (April 2009 – March 2010)

One Vision Housing

 www.ovh.org.uk

 0845 140 1234

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1 Customer Care Standards

1.1 Introduction

One Vision Housing is committed to providing our customers with an efficient, high quality service regardless of age, race, gender, sexuality, marital status, cultural background, religion, belief or ability. We continually monitor our services to make sure we are achieving these aims and ensure we follow the legal requirements of the Single Equalities Scheme.

The Customer Care Standards outline the quality of service which you can expect to receive from One Vision Housing staff, regardless of whether you are an existing customer or applying for a home.

An independent organisation, HouseMark, has reviewed the performance of OVH staff against our Customer Care Standards. This was undertaken via mystery shop telephone calls to all the service areas that OVH provide. This was the eighth round of Mystery Shopping. Telephone calls were made to staff by the residents of One Vision Housing during October and November 2009.

Please see the headline conclusions from the Mystery Shop, and the complete set of results below. The results are presented in the form of tables, and include the figures from the previous two Mystery Shops. This will allow you to see the progress that One Vision Housing has made in meeting the Customer Care Standards.

1.2 Headline Conclusions from the Mystery Shop

The main findings from the last round of the Mystery Shop (round 8), which was undertaken by OVH customers, are below. Overall, the results indicated that there has been a decline in performance, with a total of 8 measures showing a lower score when compared with the results from the previous round. There were, however, a few positive results which are worth mentioning:

- The percentage of callers asked whether there was 'Anything else I can help you with today' has risen from 73.1% in Round 7, to 75% in Round 8.
- One Vision Housing was able to maintain a score of 100% against three of the following Care standards;
 - *The percentage of callers were greeted 'good morning/afternoon'.*
 - *The percentage of staff who gave their team or organisation name.*
 - *The percentage of callers were treated politely & courteously.*

The Customer Care Standards which One Vision Housing staff did not perform as well against, when compared to the previous round of Mystery Shopping, are listed below:

- The percentage of all calls that were answered (0% voicemail) has reduced from 84% in Round 6, to 80% in Round 8.

- The percentage of staff who gave their name has declined slightly, from 100% in the previous round, to 98.8%.
- The percentage of staff who had a helpful approach to resolve the enquiry fell slightly from 98.8% in round 7, to 96.2%.
- The percentage of callers who were treated efficiently decreased from 100% (round 7) to 85.5% (round 8).
- Callers who 'perceived staff to be fair' decreased from 100% (round 7) to 93.2%.
- Callers who 'perceived staff to be well informed' has decreased from 94.8% in round 7 to 75% in the last round.
- Finally, the percentage of callers who 'perceived staff to be responsive' was 95% in the previous round, and had decreased to 87.5% in round 8.

1.3 Key Areas for Review

HouseMark, the organisation that undertook the Mystery Shop for Round 8, made the following recommendation identified the following four areas which OVH need to review:

1. Ensure calls are answered within 60 seconds – *See below
2. Remind staff of the requirement to ask if there is "Anything else I can help you with today?" at the end of the telephone call.
3. Remind staff of all of the Service Commitment Criteria and build on the improvements that have been seen on this round of mystery shopping.
4. Remind staff of the model answers to questions.

1.4 Call Answering Performance

*It should be noted that the automated answer process takes approximately 45 seconds to listen to prior to making a selection for the correct number. Following this wait customers expect a speedy response. It is clear that more calls fail the 60 seconds test than are reported as callers commence the ring count from when the selection is made.

This exercise has demonstrated that for approximately 20% of calls there are problems following number selection. Calls are either being cut-off or are not being answered within a suitable time scale, resulting in the customer abandoning the call. One Vision Housing should review these matters with a view to improving the service provided to customers.

It is clear that the service is good once contact has been made with an operator; however, the wait time to be connected is frustrating and costly for customers.

The next round of Mystery Shopping has been commissioned, and is scheduled for later in 2010 (date to be announced). Please see page 5 & 6 for a detailed breakdown of the Mystery Shop, and continue reading to see the latest performance against OVH's Service Standards - agreed in consultation with our customers.

1.3 Customer Care Performance Results

0-59% = Red
 60-79% = Amber
 80-100% = Green

Call Answering Performance - Telephone = Calls

Standard Measured	Performance Round 5 08/09	Performance Round 6 09/10	Performance Round 7 09/10	Performance Round 8 09/10
% of all calls were answered	88.2%	89.7%	84%	80%
% of calls were answered within 60 seconds	88.2%	89.7%	75.4	75.7%

Telephone Performance – Speed & Greet

Standard Measured	Performance Round 5 08/09	Performance Round 6 09/10	Performance Round 7 09/10	Performance Round 8 09/10
% of callers were greeted 'good morning/afternoon'	98.8%	97.2%	100%	100%
% of staff gave the team or organisation name	95.1%	94.4%	100%	100%
% of staff gave their name	96.0%	97.2%	100%	99.8%
% of callers received a call back as advised	100%	66.7%	N/A	75%
% of callers received a call back as advised	52.3%	62.0%	73.1%	75%

Telephone Performance – Employee Manner

Standard Measured	Performance Round 5 08/09	Performance Round 6 09/10	Performance Round 7 09/10	Performance Round 8 09/10
% of staff had a helpful approach to resolve the enquiry	93.2%	100%	98.8%	96.2%
% of callers were treated politely & courteously	100%	98.6%	100%	100%
% of callers were treated efficiently	95.9%	88.6%	100%	85.5%
% of callers perceived staff to be fair	98.4%	77.1%	100%	93.2
% of callers perceived staff to be well informed	82.2%	78.3%	94.8%	75%
% of callers perceived staff to be responsive	90.5%	72.9%	95.1%	87.5

2 Service Standards

2.1 Introduction

In 2007/08 we agreed a number of Service Standards with our residents to ensure that how we deliver our services meets with their requirements. The standards are reviewed annually with customers. The following table indicates how we have performed during the period 1st April 2009 – 31st March 2010 (Quarter 1-4 2009/10).

The previous year's performance, going back to the 07/08 financial year is included (where available) on the right to provide a comparison. Please note that we currently missing some up to date performance information for the Supported Housing Service Standards.

We are currently in the process of reviewing the Service Standards with customers for 2010/11, they will be finalised shortly. The newly agreed Service Standards will be published on our website, on our News & Information – Leaflets page, and will be available at our Neighbourhood Offices.

2.2 Service Standards Performance

Repair and Maintenance Service Standards	Performance 07/08 As at 31/03/08	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/10
We will widely publish information on our repairs service including: <ul style="list-style-type: none"> - Contact Numbers - Priority Targets - Completion time-scales - Repairs that are your responsibility to complete 	100%	100%	100%
Properties will be clean prior to moving in	100%	100%	75%
Properties will meet the minimum void standard at the point they are ready to let to our customers	100%	100%	58%
Complete your repair request within the specified target time	96.8%	90.1%	99.6%
Emergency =	99%	65.8%	98.5%
Urgent =	98.3%	99.2%	85.9%
Routine =			
Make arrangements with you to undertake an annual gas safety check of your home	9520 properties	100%	100%
Workers will provide identification & adhere to security & safety measures	83.03%	80%	87.1%
You and your home will be treated with care and respect at all times	98.5%	96%	98.6%
We will inspect 10% of repairs to ensure service quality	4.40%	5.1%	49.35%

Home Search Service Standards	Performance 07/08 As at 31/03/08	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/10
A Home Search pack, including an application form and an information booklet will be sent the same day as requested	100%	100%	61%
We will check your registration details and tell you if we need more information. When we receive all your information we will write within 10 working days and tell you if you qualify to join the Home Search list	100%	48%	71%
If requested, our Home Search Team will review decisions within 10 working days	90%	100%	49%
Properties will be advertised weekly in the local press, the Neighbourhood Housing Offices and the One Vision Housing web-site	100%	100%	100%
Successful bids will be advertised weekly in the local press, the Neighbourhood Housing Offices & the One Vision Housing web-site	100%	100%	100%
Properties will be available for bidding purposes 24 hours a day, 5 days per week	100%	100%	100%
Decisions and a first offer letter will be sent within 2 working days of the closing date	100%	100%	100%
The Home Search Officer will show you around the property at a time suitable to all parties before accepting the offer	100%	100%	100%

Investment Service Standards	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/10
Always show a photographic identity card and ask permission to enter your home	83%	94.5%
Treat you and your home with respect	94.3%	97.6%
Work in a safe way and ensure the safety of you and your family	N/A	100%
Use appropriate covers and screening in work areas and clean up at the end of each day.	90%	93.2%
Make sure your property is secure at all times.	89%	89.5%
Make sure all services are restored at the end of each working day.	87.4%	94.2%
Be courteous and sensitive at all times.	91.7%	97.6%
Provide you with a list of contacts for any queries or concerns.	51.2%	84.5%
Make, and keep, appointments, making sure that we tell you about any changes as soon as possible.	N/A	N/A
Explain what we have come to do, approximately how long it will take and how this will affect you.	86.4%	88.3%
Provide a choice of fittings, where available, and give you a print out of the design you have chosen for your kitchen and bathroom if appropriate.	N/A	100%
Supply you with an information pack that will explain what we have come to do, approximately how long it will take and how this will affect you.	51.2%	69.8%
Make sure of equality and fairness by being sensitive to different cultural needs and the needs of vulnerable groups such as elderly people or people with disabilities.	97.7%	96.5%
Explain how to use your new appliances and who to contact if there are any problems after completion.	77.2%	93.3%

Estate Management Service Standards	Performance 07/08 As at 31/03/09	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/09
Your Neighbourhood Officer will visit new tenants within 10 working days of them moving in to ensure that they are settled in and to answer any questions about their new home	84%	90.3%	81%
Your Neighbourhood Officer will visit every tenant yearly to undertake a tenancy audit to check contact details and discuss any issues you may have.	N/A	91%	95%
Succession & assignment decisions will be made within 10 working days of a request being made.	93%	100%	94%
A mutual exchange decision will be made within 20 working days of a request being made	92%	100%	100%
Where anti-social behaviour is reported, we will investigate and take the appropriate action within: Nuisance – 5 Days Hate Crime – 24 hours	100%	93% 100%	82%
A dedicated Neighbourhood Officer will conduct bi-weekly Estate Patrols. Issues that arise will be reported immediately, and action taken to rectify	60%	83%	N/A
Local Tenant & Resident Groups & Contractors will be invited to accompany Neighbourhood Officers on Estate Walkabouts bi-monthly	100%	96.3%	91%
Reports of abandoned properties will be responded to within 24 hours and the property made safe and secure	100%	100%	100%

Income Management Service Standards	Performance 07/08 As at 31/03/08	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/10
OVH will provide you with an annual statement of your rent and service charges.	100%	100%	100%
OVH will send you a rent account statement every quarter (3 months).	100%	100%	100%
OVH will inform you one calendar month in advance of any changes to your rent and/or service charges.	100%	100%	100%
OVH will provide you with and publicise the various methods available to you to pay your rent.	100%	100%	100%
If you have rent arrears, we will provide assistance and make arrangements with you to clear your debt.	100%	100%	100%
OVH will offer you specialist welfare benefits advice for those in need to manage their money	1036 residents assisted	1151 residents assisted	1200 residents assisted
OVH will consult with you about any proposed changes to your rent or intention to introduce any service charges	100%	100%	100%
OVH will respond to requests for refunds within 28 working days	100%	100%	95%
If you require an appointment to discuss your rent account we will provide you with an appointment within 5 working days	N/A	N/A	100%

Leaseholder Service Standards	Performance 07/08 As at 31/03/08	Performance 08/09 As at 31/03/09	Performance 09/10 As at 31/03/10
We will issue you with a leaseholder welcome pack which will include a leaseholder handbook.	Handbook due 09/08	100%	100%
We will inform you of any service charges which will be payable.	100%	100%	100%
We will keep the structure and outside of your building insured against fire, flood, lightning, explosion and any other reasonable risk - for which you will be charged an annual premium. Contents Insurance will not be provided for your property as this will be your responsibility.	100%	100%	100%
We will send you an estimated service charge in April of each year and will then issue you with an actual service charge bill and statement of account within 6 months of the financial year end.	100%	100%	100%
We will provide a range of payment options to you with include a range of methods you can use to pay.	100%	100%	100%
We will offer you the opportunity to inspect the accounts which have been used to raise your bills upon request.	N/A	100%	100%
We will send you an annual invoice for your building insurance premium.	100%	100%	100%
We will issue you with a policy schedule upon request.	None requested	100%	100%
We will consult with you on any major works which will cost you over £250.	100%	100%	100%
We will consult with you on any long term contract which will result in a charge of over £100 per year to you.	100%	100%	100%
We will include a Leaseholder specific article in the InVision magazine which is sent out to residents quarterly.	100%	100%	100%
We will invite you to the Leaseholder forum which will be held on a quarterly basis.	100%	100%	100%
We will continuously monitor performance of the leaseholder service via these standards and customer satisfaction surveys. We will publish performance figures quarterly.	100%	100%	100%

Supported Housing Service Standards	Performance 09/10 As at 31/03/10
Intercoms, pull chords and pendants will be tested monthly.	N/A
Fire alarm system will be tested each month.	100%
Emergency cover will be provided.	N/A
Handbook provided on service.	N/A
We will work in partnership with other agencies	N/A
Staff will facilitate social activities	N/A

One Vision Housing will continue to work very hard to provide a high level of customer service and we believe listening to you, our customers, helps us to achieve this. If you have any comments or suggestions you wish to make which will help us to improve are services please complete either the Tenant Suggestion Forms within the area offices, or, alternatively, contact us directly using the following methods:

Mail: One Vision Housing,
Atlantic House,
Dunnings Bridge Road,
Bootle,
L30 4TH

Email: feedback@ovh.org.uk

Telephone: 0300 365 1111