



PERFORMANCE 2008/09

(APR 08 – MAR 09)

SERVICE STANDARDS

OUR COMMITMENT TO
PROVIDING QUALITY
SERVICES FOR TENANTS



One Vision Housing

www.ovh.org.uk

0845 140 1234

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1. Introduction

An independent organisation HouseMark has reviewed the performance of OVH staff against their Customer Care Standards. This was undertaken via mystery shop telephone calls to all the service areas that OVH provide.

Telephone calls were made to staff by the residents of One Vision Housing following a Mystery Shopping training programme held on Monday 08 December 2008.

Staff performance was measured against the specific criteria of the Customer Service Standards.

2. Headline Conclusions

Customer Services – Automated Answering

There were a total of 78 calls made to the Customer Services Team. All of these calls were answered by an automated answering machine and the automated message gave a suitable welcome greeting which included the organisation name. This automated message meets the requirements against the following measures which were all recorded at 100%

- % of calls answered
- % of calls answered within 60 seconds.
- % of callers greeted good morning / afternoon [welcome – automated response].
- % of staff gave the team or organisation name.

The above, however, should not be confused with ‘total customer satisfaction’ as calls may still be abandoned if the caller has to wait too long for a response. For this reason, HouseMark has also published the statistics which better reflect the true customer experience and which HouseMark feels are more accurate in terms of actual performance. The figures have been published side-by-side within the report with a recommendation from HouseMark that the lower figures be used for benchmarking purposes.

Speed & Greet

The majority of these measures remain excellent with consistent performance in line with the previous round. The one area for improvement is reminding staff of the requirement to ask the caller if there is ‘anything else I can help you with’ as there were only 44/71 who did ask this question. The percentage for ‘called back as advised’ was taken from 3 calls only so there is not too much reliance can be placed on this figure.

Employee Manner

There has been a considerable dip in performance for the measures 'fair' and 'responsive'. These have both dropped by approximately 20% and have moved down from Green to Amber. The well informed measure has dropped by almost 4% and has also moved from green to amber. The combined PI performance has moved from 93.9% to 86.0%

Staff answering performance

The performance for staff answering in line with the scenario has dropped by almost 10%; furthermore, staff rated red has gone up by just over 8% from the previous round.

Calls not answered

There was a total 8/78 calls, according to customers, that were either not answered within an acceptable time frame or where the call was cut-off during the waiting period.

Call duration

This continues to improve over the previous two round's performance where a caller could wait up to 10 minutes to reach a staff member.

3. Customer Care Performance Results

The following results detail the performance of staff against the Customer Service Standards.

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

Call Answering Performance - Telephone = Calls

Standard Measured	Performance 08/09
% of all calls were answered	89.7%
% of calls were answered within 60 seconds	89.7%

Telephone Performance – Speed & Greet

Standard Measured	Performance 08/09
% of callers were greeted 'good morning/afternoon'	97.2%
% of staff gave the team or organisation name	94.4%
% of staff gave their name	97.2%
% of callers received a call back as advised	66.7%
% of callers received a call back as advised	62.0%

Telephone Performance – Employee Manner

Standard Measured	Performance 08/09
% of staff had a helpful approach to resolve the enquiry	100%
% of callers were treated politely & courteously	98.6%
% of callers were treated efficiently	88.6%
% of callers perceived staff to be fair	77.1%
% of callers perceived staff to be well informed	78.3%
% of callers perceived staff to be responsive	72.9%

4. Service Standards Performance Results

We have agreed a number of Service Standards with residents to ensure that how we deliver our services meet with their requirements. The standards are reviewed annually with residents. The following table indicates how we have performed during the period 1st April 08 – 31st March 09 (Quarter 4 2008/09).

Repair and Maintenance Service Standards	Performance 08/09
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%
Properties will be clean prior to moving in	100%
Properties will meet the minimum void standard at the point they are ready to let to our customers	100%
Complete your repair request within the specified target time Emergency = Urgent = Routine =	90.1% 65.8% 99.2%
Make arrangements with you to undertake an annual gas safety check of your home	100%
Workers will provide identification & adhere to security & safety measures	80%
You and your home will be treated with care and respect at all times	96%
We will inspect 10% of repairs to ensure service quality	5.1%

Home Search Service Standards	Performance 08/09
A Home Search pack, including an application form and an information booklet will be sent the same day as requested	100%
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	48%
If requested, our Home Search Team will review decisions within 10 working days	45%
Properties will be advertised weekly in the local press, the Neighbourhood Housing Offices and the One Vision Housing web-site	100%
Successful bids will be advertised weekly in the local press, the Neighbourhood Housing Offices & the One Vision Housing web-site	100%
Properties will be available for bidding purposes 24 hours a day, 5 days per week	100%
Decisions and a first offer letter will be sent within 2 working days of the closing date	100%
The Home Search Officer will show you around the property at a time suitable to all parties before accepting the offer	100%

Investment Service Standards	Performance 08/09
Always show a photographic identity card and ask permission to enter your home	83%
Treat you and your home with respect	94.3%
Work in a safe way and ensure the safety of you and your family	N/A
Use appropriate covers and screening in work areas and clean up at the end of each day.	90%
Make sure your property is secure at all times.	89%
Make sure all services are restored at the end of each working day.	87.4%
Be courteous and sensitive at all times.	91.7%
Provide you with a list of contacts for any queries or concerns.	51.2%
Make, and keep, appointments, making sure that we tell you about any changes as soon as possible.	N/A
Explain what we have come to do, approximately how long it will take and how this will affect you.	86.4%
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
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%
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%
Explain how to use your new appliances and who to contact if there are any problems after completion.	77.2%

Estate Management Service Standards	Performance 08/09
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	90.3%
Your Neighbourhood Officer will visit every tenant yearly to undertake a tenancy audit to check contact details and discuss any issues you may have.	91%
Succession & assignment decisions will be made within 10 working days of a request being made.	100%
A mutual exchange decision will be made within 20 working days of a request being made	100%
<p>Where anti-social behaviour is reported, we will investigate and take the appropriate action within:</p> <p>Nuisance – 5 Days</p> <p>Hate Crime – 24 hours</p>	<p>93%</p> <p>100%</p>
A dedicated Neighbourhood Officer will conduct bi-weekly Estate Patrols. Issues that arise will be reported immediately, and action taken to rectify	83%
Local Tenant & Resident Groups & Contractors will be invited to accompany Neighbourhood Officers on Estate Walkabouts bi-monthly	96.3%
Reports of abandoned properties will be responded to within 24 hours and the property made safe and secure	100%

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

Leaseholder Service Standards	Performance 08/09
We will issue you with a leaseholder welcome pack which will include a leaseholder handbook.	100%
We will inform you of any service charges which will be payable.	100%
We will keep the structure and outside of your building insured against fire, flood, lighting, 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%
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%
We will provide a range of payment options to you with include a range of methods you can use to pay.	100%
We will offer you the opportunity to inspect the accounts which have been used to raise your bills upon request.	100%
We will send you an annual invoice for your building insurance premium.	100%
We will issue you with a policy schedule upon request.	100%
We will consult with you on any major works which will cost you over £250.	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%
We will include a Leaseholder specific article in the InVision magazine which is sent out to residents quarterly.	100%
We will invite you to the Leaseholder forum which will be held on a quarterly basis.	100%
We will continuously monitor performance of the leaseholder service via these standards and customer satisfaction surveys. We will publish performance figures quarterly.	100%

Supported Housing Service Standards	Performance 08/09
Contact you daily and or weekly and have personal contact with you weekly to find out how you are.	90%
Provide you with an emergency alarm system from the first day of your tenancy.	91%
Ensure help is available 24 hours a day, 7 days a week via Lifeline equipment.	96%
Visit you within 6 weeks after your tenancy starts to ensure you receive all the benefits and support packages you are entitled to.	92%
Complete a support plan review with you twice a year to ensure that your needs are continually met.	92%
Update your contact details twice a year.	94%
Check your alarm system each quarter.	92%
Check your smoke detector each quarter.	92%

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 the either the Tenant Suggestion Forms within the area offices all alternatively contact us at:

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

Email: feedback@ovh.org.uk

Telephone: 0845 140 1234