

# Annual Report

WM  
nexus  
HOUSING

# Report

2010/11



If you want to get involved you can be sure of a warm, friendly welcome and the support of a team who really want to work with you.  
Contact your housing office on 01905 342621.

## INSIDE



GET INVOLVED  
BE EMPOWERED  
MAKE A REAL  
DIFFERENCE  
SEE PAGE 2



WHERE YOUR  
RENT  
REALLY GOES  
SEE PAGE 6  
plus...



Blackpole  
Community  
SEE PAGE 3

This years report has been produced with the help of some of our customers who regularly get involved with our work. The report details lots of ways and examples of how our customers have been involved in developing and improving our services to you.



**O**ne of the aims of this report is to explain to you, how we are performing against the national housing standards as set by our regulator, the Tenant Service Authority ([www.tenant-services-authority.org](http://www.tenant-services-authority.org))  
The national standards are:

- **Tenant Involvement and Empowerment** - providing customers with choices, information and communication to meet their diverse needs, page 4
- **Home** - making homes decent and providing a good repairs and maintenance service, page 5
- **Tenancy** - letting and renting our homes fairly, page 7
- **Neighbourhood and Community** - tackling ASB and giving customers a say in shaping their local area, page 8
- **Value for Money** - providing cost effective, quality services to our customers, page 6
- **Governance and Viability** - running the organisation professionally and managing our income correctly, pages 4 and 7

Need help in your own language? ☎ 01905 342 600

### Bengali

আপনার নিজের ভাষায় সহায়তা প্রয়োজন

### Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

### Spanish

¿Necesita ayuda en su propio idioma?

### Turkish

Kendi dilinizde yardima mi ihtiyacınız var?

### Polish

Wymagają Państwo pomocy w swoim języku?

### Portuguese

Precisa de assistência na sua própria língua?

We would appreciate your Feedback...

Email Annual Report

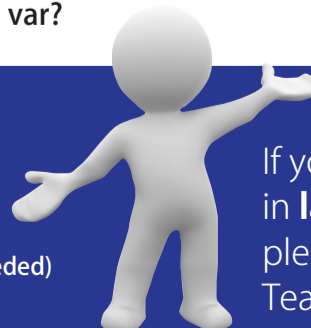
[nexus@wmhousing.co.uk](mailto:nexus@wmhousing.co.uk)

Write to Annual Report

Freepost WM Housing  
(nothing else needs writing on the envelope and no stamp is needed)

Text Annual Report

07748 983 795



If you would like this annual report in **large print or audio format**, please contact the Communications Team on 024 7676 7029.



# HOW YOU REALLY MAKE THE DIFFERENCE



## Our Customers and Us

The numbers of customers involved in developing and improving our services has increased because of the wide range of opportunities we offer including community events, surveys, complaints, responses to consultations, etc.

For more details about Nexus Housing or how you can become involved, please go to our website at [www.nexushousing.co.uk](http://www.nexushousing.co.uk)

### Customer Involvement

30 customers are involved in formal structures such as Nexus Board, Customer Panels, etc.

990 customers gave us their views through responses to our surveys and other feedback including complaints.

### Customers helped us to develop our Customer Excellence Strategy which was designed to support our vision “Creating Places where People are Proud to Live and Work”.

Our customers identified 11 issues that we needed to work on to deliver excellence, including:

- Customer identification;
- Engagement and consultation;
- Customer satisfaction;
- Leadership, policy and culture;
- Staff professionalism and attitude;
- Information and communication;
- Access;
- Co-operative working;
- Standards;
- Problem resolution;
- Delivery




We are now working on these issues to improve our services to our customers. So far we have:

- improved our websites to give our customers easier access and more information about what we are doing;
- discussed our standards of service with customers and how we can improve them;
- developed local offers based on customer needs, priorities and feedback; and
- carried out lots of activities, from providing financial advice to organising and supporting summer schemes to divert children away from anti-social behaviour.

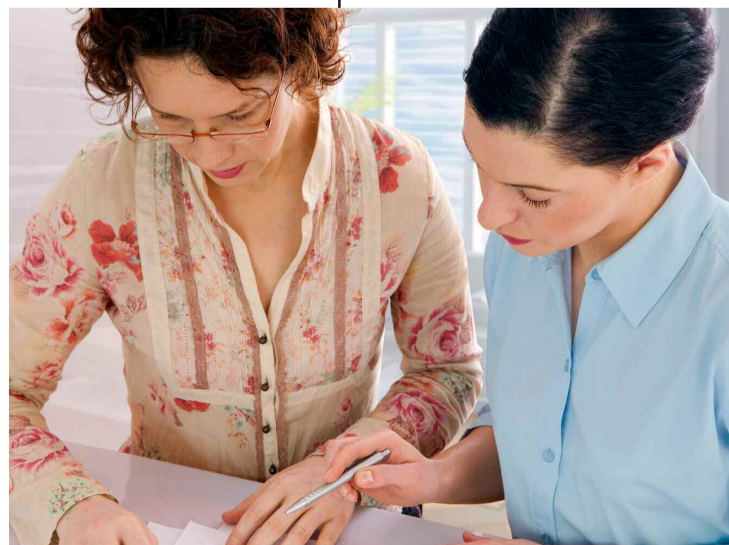
As part of the Repairs Review, we will be using Customer Journey Mapping to show us what it feels like to receive a repairs service from us. Customer feedback will help to inform the review.

This year we will focus on further developing our learning from customer feedback.

**Throughout this report we have reported our performance as at 31st March 2011. We have also compared our performance with similar organisations to explain how we are performing. This information is from the nationally published 2009/10 data from the TSA website, which is the latest comparison data available. The symbol shows whether we are:**

-  Performing well
-  Need to improve
-  Performing badly

These symbols reflect our quartile positions when compared to similar organisations.



## Local Offers

We want our services to be based on what our customers actually want. We have been working closely with many customers to develop Local Offers, which we have decided to call Service Agreements.

The Joint Group Customer Panel

considered how customers would be involved in developing our Service Agreements and agreed that they must meet local needs and result in improvements for our customers.

We aim to develop and deliver our Service Agreements over three

years. The first ones started in April 2011.

We will develop more agreements for repairs and anti social behaviour in 2012 and we will continue to develop more agreements based on local needs and customer priorities.

**Nexus Service Agreements are:**

- Working Together Better (this page)
- Blackpole Community (this page)

Videos of each Service Agreement can be accessed via our website on [www.nexushousing.co.uk/localoffers](http://www.nexushousing.co.uk/localoffers)



## Complaints

We received **195** complaints and **212** compliments.  
**38%** of Service Investigations were found to be justified.

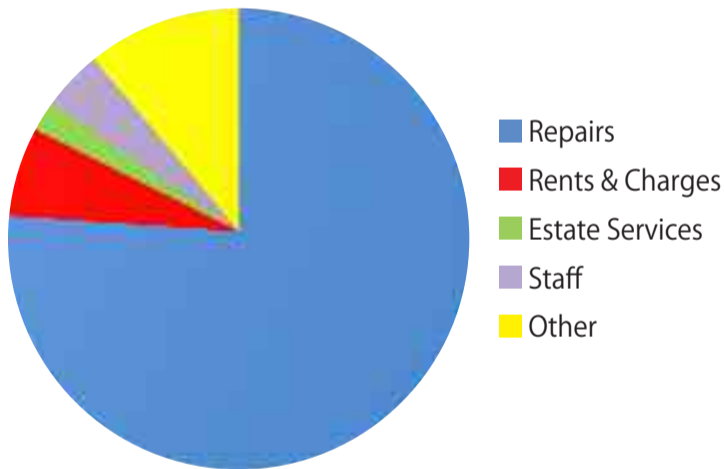
### Examples of Learning from Complaints:

We have received complaints regarding contractors turning up to do jobs without the correct materials. Investigations into these types of complaints have shown that the contractors did not always receive the correct details for the job due to the appropriate IT systems not being updated correctly. Additional training has been given to all Customer Advisors to prevent this problem occurring in the future.

### Complaints Satisfaction

As at 31 March 2011 **70%** of complainants surveyed were satisfied with the way in which we handled their complaint and **90%** were satisfied with the outcome of the complaint investigation.

### Complaints by subject



### Service Standards Responding to Complaints

Overall **80%** were responded to within 14 calendar days

# Understanding our customers through Equality and Diversity

We have used demographic profiling information to improve our services such as for repair appointment times for working customers or for those on the "school run".

We report our performance on lettings, staffing, evictions and customer satisfaction to our Board and we include regular Equality and Diversity articles in the VIEW magazine. This year we will create a Champions Group to consult with and scrutinise our performance.

## Equality and Diversity Profile

Profile Information	Percentage
Male	40%
Female	60%
White British	80%
BAME (Black and Minority Ethnic)	3%
Ethnicity not known	17%

We are currently reviewing our Equality and Diversity Strategy and policy to make sure they meet the needs of the Equality Act, and we will publish our plan for the next three years.

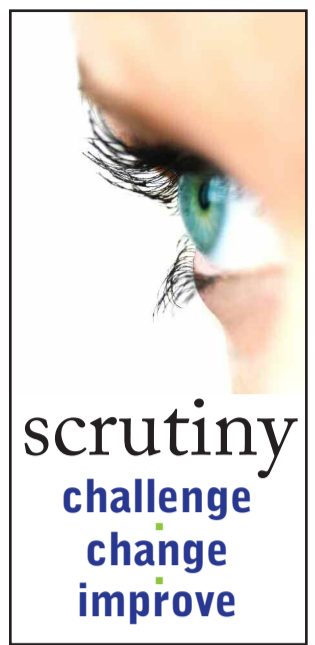


## Blackpole Community

We know from feedback from our customers that many of our residents have real concerns about anti social behaviour and vandalism particularly around the garage areas on the Blackpole estate.

have developed a Service Agreement to improve the estate and increase customer satisfaction with our services. The Residents Association Committee will work with us to monitor our performance against the delivery of this Service Agreement. We will keep you regularly informed of our progress and achievements.

By working together with our residents, we



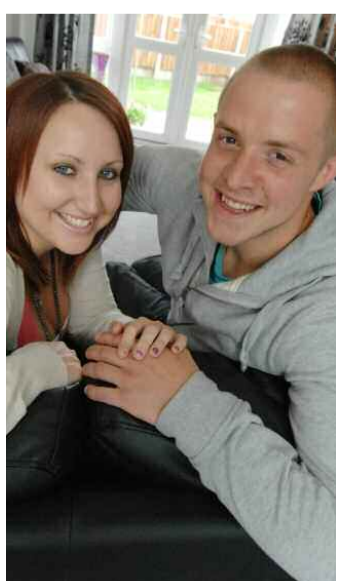
**Customer scrutiny** is the next big thing for us this year. We have employed the Tenant Participation Advisory Service (TPAS) to help us develop our processes, train customers and staff to make sure that customers can really help us to improve our services.

### Do you want:

- A valuable voluntary work experience?
- A personal development opportunity, with accredited training?
- To drive improvement in our services and how we are run?

**Then sign up, to join up** to our new Customer Scrutiny Panel, exclusively for customers.

For more information, please see our website – [www.nexushousing.co.uk/scrutiny](http://www.nexushousing.co.uk/scrutiny)



## Working together better

The purpose of this agreement is to improve our customer service to provide you with an excellent service.

By working together with residents, we developed this Service Agreement to improve our services and the experience of our customers.

We will be working with our customer group who will help to monitor our improvements and we will keep you updated with the outcomes.



Graham Myatt, Chair of Nexus Board

## Keeping an eye on the business

### Governance

Nexus manages properties on behalf of West Mercia Homes. Our Board of management has nine members including one tenant and a former lessee.

The Board have a role in setting strategy, developing policy, making key decisions and monitoring and challenging our performance.

### The Board

We have six men and three women. Their ages range from 40 to 70+. The Chair of the Board receives approx. £4,000 per year and the majority of Board members receive nearly £1,000 per year for all of their hard work and commitment. Governance costs amount to 0.04% of Nexus' turnover.

Board members must follow the Code of Governance and Conduct, which is based on the National Housing Federation's best practice guide.

Our regulators, the Tenant Services Authority (TSA) judged that our board, governance and management arrangements maintain satisfactory control of the organisation. A review by our internal auditors KPMG, also confirmed these arrangements are satisfactory.

We are continually trying to improve our services and we are reviewing our current governance arrangements including recruitment, induction and training to ensure they are effective, meet the needs of the business and help members to develop and fulfil their key roles.

# YOU LEAD THE WAY! Involving & Empowering Customers

**We said, we would... work with the Joint Group Customer Panel to determine what our customers consider as "excellence".**

We have worked with the Joint Customer Panel and the outcomes have informed the Involvement Strategy, Repairs Review, Customer Excellence Strategy, and a review of our Service Standards that is currently underway.

**We said, we would... help more customers feel comfortable about becoming involved in our many customer groups and initiatives by developing a package of customer training.**

Training in Mystery Shopping and engaging in the appointment of contractors has been delivered this year. We have also provided one-to-one training and support for members of residents associations.

**In 2011/12, we will... carry out a review and impact assessments of current involvement and engagement groups.**

Provide briefing and training sessions to staff about engaging and involving customers and further enhance customer training.

Regularly review involvement pages on our website and publicise the outcomes of involvement.

Regularly review customer feedback including complaints and publicise the outcomes.

**We said, we would... offer training to encourage a wider cross-section of customers to become involved in our panels, groups and estate walkabouts and provide specific training for our Scrutiny Panel to enable members to challenge information.**

As WM Housing Group is currently developing the scrutiny

arrangements, which will be in place in 2011/12, we have been working with the Nexus Customer Panel to take on more of a scrutinising role and challenge our performance. Customers have recently been involved in ASB training.

**In 2011/12, we will... hold further customer training sessions to broaden their experience and enable them to challenge and scrutinise information.**

**We said, we would... Continue to build our understanding of our customers and say what changes we have made to our services, and the involvement activities we offer.**

We continue to collect customer profile information and have used this to select the best times to contact customers about issues such as gas servicing or arrears.

**In 2011/12, we will... continue to build an understanding of our customers and their needs. We will also carry out a full review of our local customer engagement activities.**

**We said, we would... develop staff to provide them with the right skills to provide excellent customer services and that customers would be involved in helping us develop those skills. We also said we would... work with customers to develop and publish local offers and demonstrate how we will involve customers in monitoring them and the national housing standards.**



As part of our Customer Service Excellence Strategy, we have developed a Service Agreement 'Working Together Better for Customers' with the purpose of improving our overall customer focus at Nexus.

**In 2011/12, we will... respond to customer's feedback by developing more Service Agreements where needed.**

**We said, we would... work to involve more customers in what we do,**

particularly those from the Black and Minority Ethnic (BAME) and disability groups.

We frequently review the membership of our customer groups and initiatives to make sure they are diverse.

The new Resident's Association Committee at Blackpole is diverse and representative of the local community.

Some of our customers are part of the Group Disability Forum.

## Homeowners

During 2010/11 we have continued to implement the Group's Homeowners Management Services Strategy. This has included increasing and improving the information we hold about homeowner customers, these details help shape and refine our services to home owners.

### During 2011/12 we aim to:

- Provide better timely information and advice to shared owners who are behind with or struggling to pay their rent and service charges.
- Review the information available to home owners and improve and update it where needed. We will be issuing a new handbook for home owner customers and making sure our website provides a useful, easy accessed resource for customers.
- Look again at the best ways of involving homeowners in helping shape our services and making it easier for them to let us know what they think.
- Work with our development partners to make sure that new-build snags identified after customers move in are dealt with quickly and effectively.



## Service Standards

### Access to our Services

Requests for access to customer files completed within 40 calendar days\* None received

### Responding to You

Telephone calls answered within 6 rings 93%

Letters and emails answered within 7 calendar days\* 85%

\*with the exception of office closures and Public Holidays

# WORKING TO IMPROVE HOMES



**We said, we would...** review the existing Nexus Repairs Panel to ensure it provides a range of easy ways for customers to have their say about the repairs service.

A review was carried out by Repairs Service Manager.

**We said, we would...** survey all properties over 10 years old during the next three years – 20% have already been surveyed.

An ongoing programme of Stock Condition Surveys has commenced and is on target for completion by 2013. Our Asset Management database is updated on a regular basis to reflect the results of the ongoing surveys.

**We said, we would ...** consult with customers, the Council, energy providers

and government agencies about improving standards for existing and new properties. We also said we would improve the level of data we hold on new build properties.

Homes are now routinely constructed to the Code for Sustainable Homes Level 3, achieving high standards in environmental and energy performance to benefit our residents. Consultation with local authorities and residents on our Development Strategy has ensured developments target the needs of local residents.

Defects identified in the first year after construction are routinely monitored, analysed and rectified and all new build renewable energy and low-zero carbon technologies details are now recorded.

**In 2011/12, we will...** continue to focus on sustainability issues with the aim of reducing the impact of fuel poverty on customers by implementing options for improving the energy efficiency of our existing homes.

**We said, we would...** update our customers New Build Design Review Questionnaire.

The Design Questionnaire has been reviewed and the new version is helping us in designing new homes. 96% of customers were satisfied with their new home.

**We said, we would...** increase customer involvement in how schemes are designed.

Customers are involved in pre-planning Design Reviews, to comment on new schemes at the design stage.

**In 2011/12, we will...** develop a 'New Home Handbook' to improve the quality of information for residents. Customers are involved in the consultation process to ensure the document is useful.

**We said, we would...** add to the information we hold on our asset database to improve our repairs service.

We have reviewed the accuracy of the database. Data is revised as and when required.

**We said, we would...** involve customers more in both contractor selection and budget setting.

Due to the current economic climate, as yet customers have not been involved in the budget setting process. However, customers have been involved in selecting the kitchens contractors use.

**In 2011/12, we will...** involve customers more by increasing consultation on our Planned Repairs Programme and give customers better information on the range and number of programmes.

**We said, we would...** consult with customers to review our chargeable repairs.

We are currently reviewing tenant responsibilities and chargeable repairs as part of the Great Big Repairs Review. We have discussed this issue with customers to understand their views and we will progress this as part of the Review.

**We said, we would...** look at options for the Contact Centre phone lines.

All options have been assessed and we plan to move to a new telephone number in the Autumn of 2011. It will be a 0300 number, which is free for landline users and a much-reduced rate for mobile users.



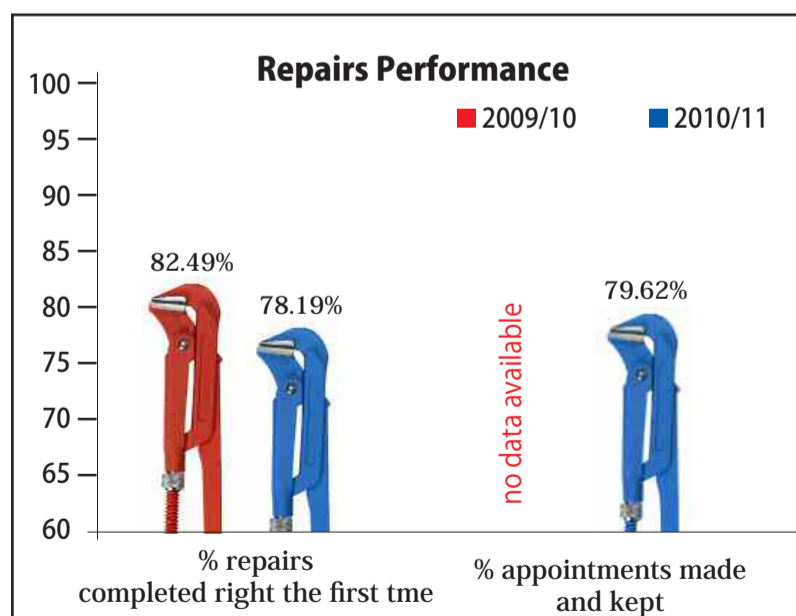
## Health & Safety

### We have undertaken:

- fire Risk Assessments to all communal areas of flats
- flood risk assessments to all homes
- full tree condition surveys to all external communal areas
- regular inspection and servicing of lifts
- an annual gas safety inspection programme for all homes with gas appliances
- testing of communal equipment for Legionella and risk assessments on our installations

### also we have:

- an asbestos register which details instances of asbestos in communal areas and we are undertaking individual home inspections as part of our investment programme
- an assessment for all homes under the Housing Health and Safety Rating System
- a programme of Access Audits to identify issues that impact upon the safety of people with disabilities within communal areas.



### Routine satisfaction surveys are conducted on completion of repairs:

	09/10	10/11
Residents who responded to repairs satisfaction surveys who were satisfied	93.6%	94.5%

**As at 31st March 2011 our average SAP rating (energy efficiency) of properties was 75.88 😊**

#### Last year's performance/comparisons (2009/10):

Wyre Forest Community Housing Limited	73.0
Worcester Community Housing Limited	71.3
<b>Nexus Housing</b>	<b>71.1</b> 😊*
Bromsgrove District Housing Trust Ltd	70.0
Evesham and Pershore Housing Association Limited	63.2
Elgar Housing Association Limited	61.5
Spa Housing Association Limited	61.0

\*based on 2009/10 TSA key performance indicator quartiles

# The Great Big Repairs Review Results

In last year's Annual Report, **We said, we would...** develop local offers in customer priority areas including repairs. The repairs service offer review began in July 2010 and we have been reviewing our service with customers.

We held a customer conference in August 2010 and have gathered feedback through VIEW magazine, surveys, complaints and other customer involvement activities. Thank you to everyone who has got involved.

## Your priorities - What you said you want:

- the cheapest way to report a repair, with an extended range of appointments to try to meet the needs of people who work;
- to let you know when the worker is on their way and that once they are in your home, that they are polite and professional;

- good quality workmanship, completed if possible, in one visit.
- more options for those who have disabilities or special needs;
- to be kept informed of changes, for example, if we are awaiting materials;
- to be sure follow-up work is reported and acted upon;
- target dates to be kept.

We aim to deliver a better, affordable repair service. Some of your priorities will cost more but we hope to find better ways of delivering other parts of the service so that we can invest in these improvements.

**In 2011/12, we will...** work with customers to develop and implement the new repairs service from April 2012, targeting areas where feedback has been low and to further understand the views of specific groups of our customers, like young families and people with disabilities.



## Service Standards – Repairs

	09/10	10/11
Emergency repairs completed or made safe within 24 hours	99.5%	99.9%
Urgent repairs were offered an appointment within 7 calendar days	99.6%	99.9%
Routine repairs were offered an appointment within 28 calendar days	99.7%	99.9%
Homes with gas supply received annual gas safety check	100%	100%

As at 31st March 2011 **0%** of our properties failed to meet the **Government's Decent Home Standard** 😊

### Last year's performance/comparisons (2009/10):

	0.00% 😊*
<b>Nexus Housing</b>	0.00%
Bromsgrove District Housing Trust Ltd	0.00%
Elgar Housing Association Limited	0.00%
Worcester Community Housing Limited	0.00%
Spa Housing Association Limited	0.00%
Evesham and Pershore Housing Association Limited	0.60%
Wyre Forest Community Housing Limited	1.00%

# PROVIDING VALUE FOR MONEY

**We said, we would...** Work with customers over the next 12 months to improve the Value for Money of our services.

We have directly engaged the Joint Group Customer Panel in defining value for money from a customer perspective. The Group placed priority on an efficient right first time repairs service; action against contractors who do not meet the standards expected and customer priorities reflected in budget and service planning.

**In 2011/12, we will...** work on developing Customer Scrutiny, ensuring that Value for Money is a thread that runs through all areas of scrutiny.

**We said, we would...** Establish a team to make sure that we get the best value for money from what we do.

A procurement team was established in the summer of 2010 to work across the Group to ensure that we get the best value for money for the goods that we procure and the contracts we enter into.

**In 2011/12, we will...** train a group of customers to have a more effective part in drawing up service specifications and appointing contractors in order to drive out the best value we can from new contracts.

**We said, we would...** Continue to develop effective partnership working to bring added benefits to local communities.

We have further developed our involvement in partnership working. Examples of this involvement and its impact on achieving Value for Money can be found within the Neighbourhood and Communities update.

**During 2010/11, each £1 of income we received was spent in the following areas:**

Purchase and improvement of housing properties	£0.36
Management of housing properties	£0.18
Interest costs on the Group's loans	£0.17
Day-to-day maintenance costs (repairs)	£0.13
Cost of providing services, (e.g. grass-cutting and cleaning)	£0.10
Other costs	£0.06
<b>TOTAL</b>	<b>£1.00</b>

\*based on 2009/10 TSA key performance indicator quartiles

# HOW NEXUS IS SUPPORTING YOUR TENANCY

**We said, we would...** consult with customers to tackle issues of under occupation and over-crowding.

WM Housing is currently working on an under occupancy project in Coventry as a pilot. Following this pilot, we will be discussing with customers the potential of rolling out the project across the Group if the relevant Local Authorities are supportive of our proposals.

**We said, we would...** increase and review how we make our allocations and lettings performance information available for scrutiny by our Customer Panels.

More performance information is now provided to and reviewed by the Nexus Customer Panel. However, this will be reviewed as part of the Group's implementation of Scrutiny.

**We said, we would...** review the information we provide to customers at sign up.

The information provided to customers at sign up was reviewed as part of a Working Together Better workshop on empty properties & lettings. An improved pack of information is now provided to customers.

**In 2011/12, we will...** implement our First Thoughts Survey for new customers.

**We said, we would...** promote our mutual exchange and Homeswapper services for those who want to move home or area.

This is now advertised on our website and in our reception area. Most local

Housing Associations have now joined Homeswapper and a link to this scheme is available on Home Choice Plus [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk).

**We said, we would...** review our interactive tenancy agreement to see if it can be more widely used for other customers.

We are looking at how to update this in the most user-friendly way, so that it could be used by all customers, perhaps by using a DVD. We have started work on this and aim to have this completed by the end of 2011.

**We said, we would...** focus on keeping rents affordable and providing support to our customers to maximise their ability to pay.

Funding for our Financial Support Project has been extended for a further twelve months.

**In 2011/12, we will...** review the impact of our Financial Support Project and continue to publicise this to customers.

We will also use customer profile information to provide focused income support and advice to customers and continue to review the impacts of the Welfare Reform changes, and provide advice and support to customers.

**We said, we would...** set challenging local targets for our rent teams to maximise rental income and continue to improve our performance.

We have improved our performance.

**In 2011/12, we will...** undertake an Income

As at 31st March 2011 0.13% of our properties were empty homes 😊

**Last year's performance/comparisons (2009/10):**

Bromsgrove District Housing Trust Ltd	0.30%
Evesham and Pershore Housing Association Limited	0.50%
Spa Housing Association Limited	0.60%
<b>Nexus Housing</b>	<b>0.99%</b> 😊*
Worcester Community Housing Limited	1.20%
Wyre Forest Community Housing Limited	1.50%
Elgar Housing Association Limited	2.10%

Management Review to ensure that our customers receive good advice and support to prevent customers getting into debt and in turn maximising the collection of income.

We will also develop a Financial Inclusion Strategy around the challenges our customers face in dealing with their finances.

## Homes

	10/11
Number homes re-let	216
New homes built for rent	17

As at 31st March 2011 on average we took 15.2 days to relet an empty property 😊

**Last year's performance/comparisons (2009/10):**

<b>Nexus Housing</b>	<b>13.6</b> 😊*
Bromsgrove District Housing Trust Ltd	16.2
Evesham and Pershore Housing Association Limited	21
Elgar Housing Association Limited	21.9
Worcester Community Housing Limited	24
Wyre Forest Community Housing Limited	29.1
Spa Housing Association Limited	51.8

## Rent Collection and Arrears

	09/10	10/11
Rent collected	100%	100%
Rent income lost due to empty properties	0.8%	0.3%
Total rent collected	£8.5m	£8.9m

As at the 31st March 2011 4.26% of the rent we expected to collect from current tenants had not been paid 😊

**Last year's performance/comparisons (2009/10):**

Wyre Forest Community Housing Limited	1.40%
Elgar Housing Association Limited	2.10%
Bromsgrove District Housing Trust Ltd	3.20%
Evesham and Pershore Housing Association Limited	3.50%
Spa Housing Association Limited	3.60%
Worcester Community Housing Limited	4.40%
<b>Nexus Housing</b>	<b>4.69%</b> 😊*

\*based on 2009/10 TSA key performance indicator quartiles



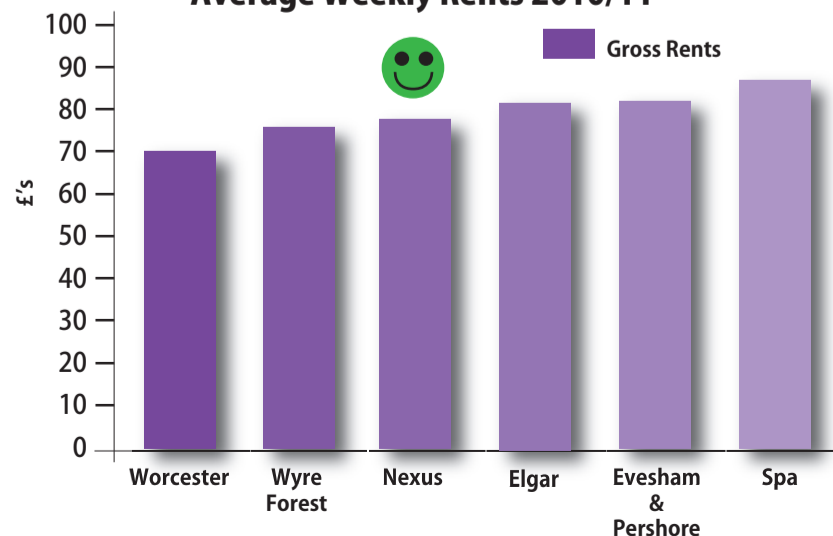
## Financial Viability

The vast majority of our income comes from the rents from our properties. The money is used to provide services to our customers, repair and maintain our properties, invest in new homes, pay staff and to pay the interest costs on the loans borrowed by the Group from our lenders.

In challenging economic times, it is important to ensure we manage our resources and budgets well. We set our budgets before the start of each financial year and monitor them regularly. Getting 'value for money' is very important for us and we use the most efficient procurement methods to get the best value from our contracts.

Our financial viability is independently monitored/ assessed each year by the Tenant Services Authority. They publish their annual viability review of us. Our accounts are externally audited, and they state our ability to continue as a viable business. We also must operate within loan covenants set by our lenders. Therefore, it's not just us saying we are financially viable!

## Average Weekly Rents 2010/11





# FOCUSING ON NEIGHBOURHOOD AND THE COMMUNITY

## Playtime to celebrate new affordable housing

Pupils from Clifton Primary School have taken to the shade underneath their new play equipment at the opening of a new leisure and play area in Clifton upon Teme, Worcestershire.

We built a new affordable housing development of 10 houses and 4 bungalows at Pound Lane next to the new leisure area. The scheme utilised renewable technologies such as rainwater harvesting and ground source heat pumps to achieve Code for Sustainable Homes Level 3. This means they have energy saving and eco measures, such as more insulation in the walls and use less water, to make them more environmentally-friendly than traditional homes.

For the leisure area we donated two big benches and a table underneath a pitched wooden roof. Along with the new play equipment, WM Housing arranged for new windows to be fitted to the scout hut on Pound Lane.

WM Housing's Nick Edge said: "As well as providing homes for people living in the village and surrounding parishes we are always keen to give something back to the wider community. The play equipment, new windows at the scout hut and tree are our way of benefitting more than just the people living in our new homes.

**We said, we would...** review how we get feedback from Customer Monitors to make it easier for them.

Customer Monitors check the quality of our grounds maintenance and cleaning services against the contract and specification and report back to us. We have already put in place some improvements to the process to ensure that we are receiving feedback from customers in a timely manner to enable us to take action quickly and effectively.

We are currently planning for the re-tendering of these contracts. Customers are fully involved in the process, including reviewing the contract and specification and in the selection of contractors. We will also be taking the opportunity to review the Monitor feedback process to make further improvements, including identifying new Monitors. Following this full training will be provided to new and existing Monitors.

**In 2011/12, we will...** Re-tender our cleaning and grounds maintenance contracts, and customers will help us to review and improve the contract, specifications and selection of contractors.

**We said, we would...** improve how we work with partners like the Police and voluntary agencies, on issues affecting our communities.

We have signed up to an updated data sharing protocol with West Mercia Police and have become funding partners of the Worcestershire Family Intervention Project. We now have a place on their Board. We have further developed



relationships with the Police and Neighbourhood Coordinator as part of our Blackpole Service Agreement (see page 3.)

**We said, we would...** formalise agreements with organisations, such as Residents Groups, to assist in managing neighbourhoods.

We have a service agreement for our Blackpole estate in Worcester. The purpose of the service agreement is to build on the survey of customers living on the estate, carried out in Summer 2010 and general feedback that staff have received from customers living on the estate regarding ASB, nuisance and vandalism. A new Residents Association has been formed that has merged two separate Associations working in neighbouring areas. We would also like to get more residents involved in the community.

**In 2011/12, we will...** continue working with residents on our Blackpole and Fairmount schemes to deliver our service agreement to improve the garage areas and reduce ASB and vandalism.

We will also carry out a review of our Scheme Inspection procedure and increase and publicise our 'Community Fund' that is available to support local community projects (bids to the fund are approved by our Customer Panel).

**We said, we would...** update our contacts with agencies who can offer additional support.

We have increased the contacts that we have with agencies who offer advice and support to our customers. We are considering a number of applications to directly fund some aspects of these agencies work such as the Worcestershire Family Intervention project and Armchair.

**In 2011/12, we will...** review this information and will add further information about support agencies on our website.

**We said, we would...** increase staff knowledge and confidence in dealing with ASB and remove bureaucratic paperwork to increase efficiency.

Following the review and implementation of the Group-wide ASB policy, training was held for staff and customers to increase their knowledge and confidence.

**In 2011/12, we will...** review our ASB service, which will include our recording and monitoring systems and processes, to increase efficiency and to provide an improved service to customers.



Service Standards – ASB		
	09/10	10/11
ASB reports responded to within 14 calendar days	92%	94.69%
Harassment or racial harassment reports responded to within 2 days	90%	92%
Harassment cases where a physical attack has taken place responded to within 1 day	83%	100%