

How are we performing against our Service Standards?

The commitment to develop Service Standards across housing services was part of our response to the Scottish Social Housing Charter and our commitment to increase tenant involvement in the scrutiny of our services.

Following an invitation in the autumn 2013 edition of the Housing News, tenants and staff got together and worked closely to develop standards which are clear and easy to understand and easily measurable so we can report back to tenants about how we are performing.

Our performance against these Service Standards since their introduction is outlined below:

More information about our service standards can be found on the Council's website at:
www.west-dunbarton.gov.uk/council/performance-and-spending/housing-and-community-safety/service-standards/

We are planning to review our Service Standards and hope to do this in conjunction with tenants. If you are interested in receiving further information or would like to be involved deciding what should be reported on, please contact Stefan Kristmanns from Housing Strategy and Development on 01389 737545, or email: stefan.kristmanns@west-dunbarton.gov.uk

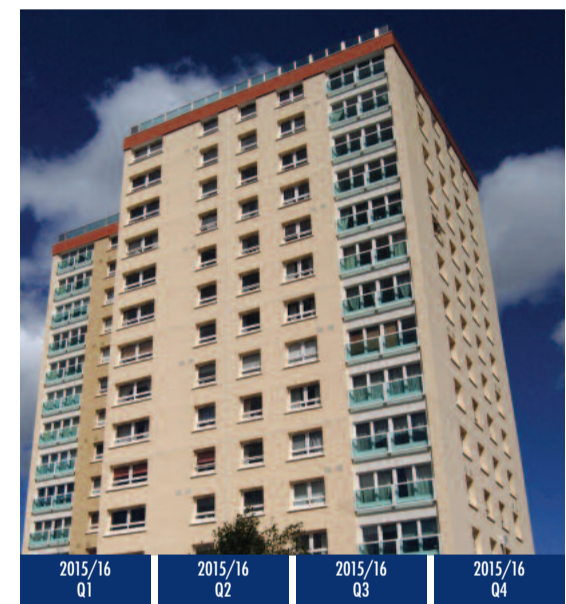


Allocations and Lettings Service

West Dunbartonshire Council aims to ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how we allocate homes and their prospects of being housed.

In respect of our **Allocations and Lettings Service** our promise is that:

- We will register and make an initial assessment of all housing applications within 5 working days
- We aim to let empty properties as quickly as possible to reduce the rent lost to the Council
- We will post inspect all properties to ensure that they meet our re-let standard prior to being viewed and signed for
- We will ask you how satisfied you are and use your feedback to improve our services



	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4
Percentage of housing applications registered and assessed within 5 working days	4 days	3 days	4 days	5 days
Average number of days to let empty properties	50 days	49.9 days	54.8 days	51.4 days
Percentage of properties post inspected to ensure that they meet our re-let standard prior to being viewed and signed for	100%	100%	100%	100%
Percentage of tenants satisfied with the allocations process	100%	97.9%	97.5%	70.5%
Percentage of tenants satisfied with the standard of their new home	100%	86.9%	88.9%	70.7%

Estate Management and Anti-Social Behaviour Service

West Dunbartonshire Council aims to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

In respect of **Estate Management and Anti-social Behaviour Service** our promise is that:

- We will visit you within 21 days of your date of entry to make sure you are settling in and answer any questions you may have
- If we see that you have support needs we will provide you with information about the support you can get to help you stay in your home
- We will carry out changes to your tenancy within 28 days of you asking us
- We aim to be at any property which has been reported as producing excessive noise within 30 minutes of a complaint being received
- We aim to resolve complaints of anti-social behaviour within our locally agreed target time. We acknowledge that reaching a successfully resolved outcome is the crucial factor for customers.



	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4
Percentage of new tenant visits made within 21 day target	61%	37%	44%	27%
Percentage of new tenants remaining in new home for at least 12 months	89%	85%	87%	84%
Percentage of requests for changes to your tenancy completed within 28 days of you asking us	100%	96%	99%	99%
Percentage of noise complaints where officers attended within 30 minutes	56%	50%	43%	47%
Percentage of anti-social behaviour complaints resolved within our locally agreed timescale	68.2%	111%	94.8%	91.3%

Homeless Service

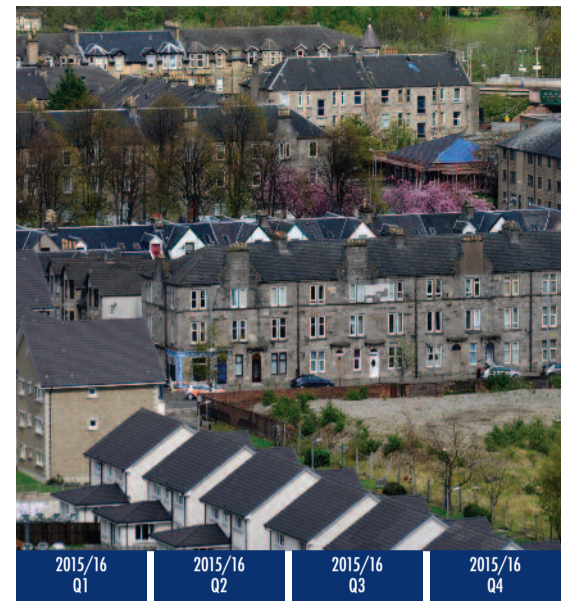
West Dunbartonshire Council provides a service for homeless people 24 hours a day, 365 days a year.

We aim to ensure that homeless people get prompt and easy access to help and advice, are provided with suitable good quality temporary accommodation and are offered support to help get and keep a home.

In respect of our **Homeless Service** our promise is that:

- If you have nowhere to stay we will offer you temporary accommodation
- We will let you know about the outcome of your homeless application within 28 days of your first interview
- We will agree a support plan within 10 days of you coming to us to help you to live independently
- Where appropriate, we try to make you a reasonable offer of housing within 90 days
- We will tell you about the outcome of any appeal within 21 days
- We will ask you how satisfied you are and use your feedback to improve our services

	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4
Percentage of households requiring temporary accommodation to whom an offer of housing was made	100%	100%	100%	99.6%
Percentage of all homeless applicants that know the outcome of their application within 28 days of their first interview	89%	79%	85%	94.5%
Percentage of support plans agreed within 10 days of you coming to us to help you live independently	100%	100%	100%	100%
Number of homeless applicants waiting over 90 days for the offer of permanent accommodation	15	1	3	1
Percentage of customers that know the outcome of any appeal within 21 days	100%	100%	100%	100%
Percentage of customers satisfied with the Homeless Service	92.9%	98%	97.8%	90%



Maintenance and Repairs Service

West Dunbartonshire Council aims to ensure that tenants' homes are well-maintained, meet the Scottish Housing Quality Standard (SHQS) and are in a good state of repair when allocated.

Repairs and improvements will be carried out when required.

In respect of our **Maintenance and Repairs Service** our promise is that:

- We will make sure that our housing meets the Scottish Housing Quality Standard by 2015 and thereafter
- We will carry out repairs quickly and within our locally agreed target timescales
- We will carry out an annual gas safety check in all properties where this is required
- We will respond quickly and within our target timescales to any complaints that we receive and we will use your feedback to improve our services
- We will ask you how satisfied you are and use your feedback to improve our services

	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4
Percentage of repairs completed within the agreed target time	94.95%	94.3%	94.9%	94.6%
Percentage of annual gas safety checks carried out in all properties where this is required	99.52%	99.23%	99.43%	99.41%
Percentage of complaints received responded to within our target timescales	66%	95%	60%	78%
Percentage of customers satisfied with the Repairs Service	94.04%	93.2%	92.69%	91.7%
Percentage of tenants satisfied with the standard of their new home	100%	86.9%	88.9%	70.7%



Owner Engagement Charter (Multi Tenure Estates)

Since April 2013, the Council has implemented some significant changes to the service it delivers to owners in mixed tenure blocks. These include:

- Increased staffing resources, induction and training
- Dedicated maintenance officers for sold property; and
- Revision of the employee manuals and associated procedures in relation to duties and responsibilities for sold property

In respect of our **Essential Repairs Service**, our promise to owners is that:

- All owner repair enquiries will be responded to on the same day or the owner informed when they can expect an answer to the enquiry - this timeframe will not exceed 10 working days
- All completed common repairs will be 100% post inspected within 10 days of completion and all invoiced work checked for accuracy
- All unsatisfactory work immediately raised against the contractor with no recharge to either the HRA or to owners
- Where works are subject to a variation onsite, owners will receive a single notification only
- A commitment that the final cost of work will be within 10% of the estimated cost in 2013/14, with a further reduction in this variance to 5% from April 2014.

	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4
Percentage of owner repair enquiries responded to within 10 working days	76%	68%	64%	85%
Percentage of completed common repairs post inspected within 10 days of completion	23%	61%	43%	46%
Number of final costed invoices 5% above estimated cost	0	0	0	0

