

Old Ford's Local Offers

A summary at the end of 2011



Local Offer	Old Ford's view and offer
<p>Repairs – there should be an agreed % of appointments made and kept</p>	<p>This is a KPI for Old Ford and remains a priority for residents and is reported every month. The agreed target for 2011/12 is 95%.</p> <p>Current performance as at the end of Oct-11 is better than target and improving at 96.5%.</p> <p>We exceed this local offer.</p>
<p>Repairs – There should be a minimum satisfaction rating for each landlord</p>	<p>The equivalent KPI for Old Ford is satisfaction with the way the landlord dealt with the last repair. It is reported every month. The target for 2011/12 is 90%.</p> <p>Current performance as at the end of Oct-11 is better than target at 93.3%.</p> <p>We exceed this local offer.</p>
<p>Repairs – there should be regular feedback on costs and there should be benchmarking on performance and costs between landlords; performance reporting should include qualitative information as well as quantitative, i.e. resident satisfaction</p>	<p>Benchmarking is an important tool for residents, although care must be taken to ensure all factors are taken into account and benchmarking is based on a level playing field of comparable services. We benchmark our performance with others in the Group and with THHF partners through the benchmarking sub-group. This information is published on a quarterly basis.</p> <p>In addition, once the annual HouseMark cost benchmarking exercise has been completed (expected in autumn 2011) this will be summarised and reported to residents. This report will include a wider scope of results than just the THHF partners.</p> <p>We meet this local offer.</p>
<p>Anti Social Behaviour (ASB) – Once a report of ASB has been made, a response will be received within one working day. Information on the response should include response times, a plan of action, a named person and an assurance of anonymity.</p>	<p>We <u>acknowledge</u>, (not respond), within 1 working day of receiving a report of ASB. The acknowledgement informs residents of the service standards. It identifies the investigating officer, how victims of ASB will be kept informed of progress and what actions they will need to take in order to support the investigation.</p> <p>Anonymity can only be assured in the process up to any legal action which may be required. Thereafter, Old Ford may have a duty to name the person reporting the ASB. Old Ford will use, where appropriate, professional witnesses in order to</p>

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	<p>preserve residents' anonymity as long as practicable.</p> <p>We have in place ways to support residents during ASB investigations, which also preserves their anonymity.</p> <p>We meet this local offer.</p>
<p>Anti Social Behaviour (ASB) - There should be a 24 hour and weekend reporting service for ASB.</p>	<p>Residents are able to report ASB 24 hours a day through Invicta Telecare, the Old Ford web-site (http://www.circle.org.uk/old-ford/resident-info/asb/) and Looking Local (http://lookinglocal.gov.uk/LookingLocal/) which is a new route for customers to access services through digital TV and mobile devices. The services are promoted in Home Matters also.</p> <p>We meet this local offer.</p>
<p>Anti Social Behaviour (ASB) - Landlords should report back on the outcome of anonymous result on their web-site to encourage people who want to remain anonymous to complain</p>	<p>We report actions taken in a bi-annual ASB newsletter and it features in quarterly editions of Home Matters. ASB is also a strong feature in the housing services reports made to the three resident led neighbourhood management boards on an eight weekly basis.</p> <p>We have established an ASB page on the Old Ford website (http://www.circle.org.uk/old-ford/resident-info/asb/) to promote ASB reporting, feedback and support available.</p> <p>We meet this local offer.</p>
<p>Anti Social Behaviour (ASB) – There should be full information online about what can be done about ASB and what the stages are when a complaint is investigated.</p>	<p>There is detailed information about how we deal with ASB on a dedicated ASB page on the Old Ford website (http://www.circle.org.uk/old-ford/resident-info/asb/). This includes a summary of the way we will manage ASB and a downloadable version of the current ASB policy, and the summarised key information sheets http://www.circle.org.uk/leaflets.html.</p> <p>We meet this local offer.</p>
<p>Value For Money (VRM) – All social landlords will set up an independent resident led Contractor Monitoring Board which will meet regularly to review information on costs and performance on all repairs and estate services contracts. It would be a</p>	<p>A residents' Repairs Panel is in place and meets at least on a quarterly basis. Their remit is specifically to consider the performance of the repairs service and challenge any areas of performance that are not yet meeting the agreed service measure standards. They also support the business by considering and proposing how we might improve the service.</p>

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<p>requirement of the contract that contractors must attend these meetings as required.</p>	<p>Performance is also scrutinised through three resident led neighbourhood management boards every eight weeks. Annually, service costs are subject to reporting and consideration by the Repairs Panel and Neighbourhood Boards, using the Housemark cost benchmarking report.</p> <p>In 2012 we will be introducing a separate Scrutiny Panel which will be resident led and supported by Old Ford. Their purpose will be to examine all aspects of services but will be self-directed based on areas of greatest interest to residents.</p> <p>We meet this local offer.</p>
<p>Value For Money (VRM) – At least three trained residents should be involved in repairs and estate service procurement processes.</p>	<p>Increasingly, services are procured at a Group wide level. This provides the opportunity to benefit from greater economies of scale. Such procurement includes resident involvement, both in the scoping of the service offer and in the procurement process. For these procurements, residents may not necessarily be drawn from Old Ford although where possible we are encouraging our residents to become involved.</p> <p>We meet this local offer.</p>
<p>Value For Money (VRM) – All landlords must give their residents regular information on how money is spent on all services for their block (tenants as well as leaseholders). There is a perception that leaseholders are better informed than tenants on what has been spent.</p>	<p>Old Ford are aware of the full cost of service charges. We need to consider further how best to inform and communicate to all of our residents including use of the Old Ford web-site (www.olford.org.uk), Home Matters (the residents' magazine) and through the annual report and rent statements.</p> <p>Further work is underway to un-pool all services so that residents are fully aware of the actual cost of services, enabling them to can make informed local choices about the services they receive in the future.</p> <p>We meet this local offer.</p>
<p>Value For Money (VRM) - All landlords will benchmark their caretaking costs with other social landlords in the Borough and will publish the results to residents.</p>	<p>The cost of estate and caretaking services is included within service charge statements. In addition, benchmarking of costs has been completed at Old Ford showing that the service is the 3rd most cost efficient. Remodelling of the service in 2011/12 will result in further efficiency gains. The cost of the service is notified to tenants through annual statements and the benchmark information through Home Matters.</p> <p>We meet this local offer.</p>

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<p>Value For Money (VRM) - Landlords should try to incorporate choice where possible so that residents who want to pay for a better offer, e.g. a better kitchen or bathroom, can do so.</p>	<p>Choice is offered to residents as part of the Decent Homes plus works on Parkside and the regeneration work at Orchard Village. This includes enhancements which residents can pay for over and above the standard choice offered.</p>
	<p>We meet this local offer.</p>