

SERVICE STANDARD MONITORING RESULTS

2012-2013

Solon Service Standards
Our levels of service agreed with residents



What are we monitoring?

- Service Standard Monitoring has been taking place over April and May as part of our ongoing plan to review the commitments we made to our residents when the Service Standards were published at the beginning of 2011.
- This report shows the results of our latest monitoring and how we are performing against our Service Standards.

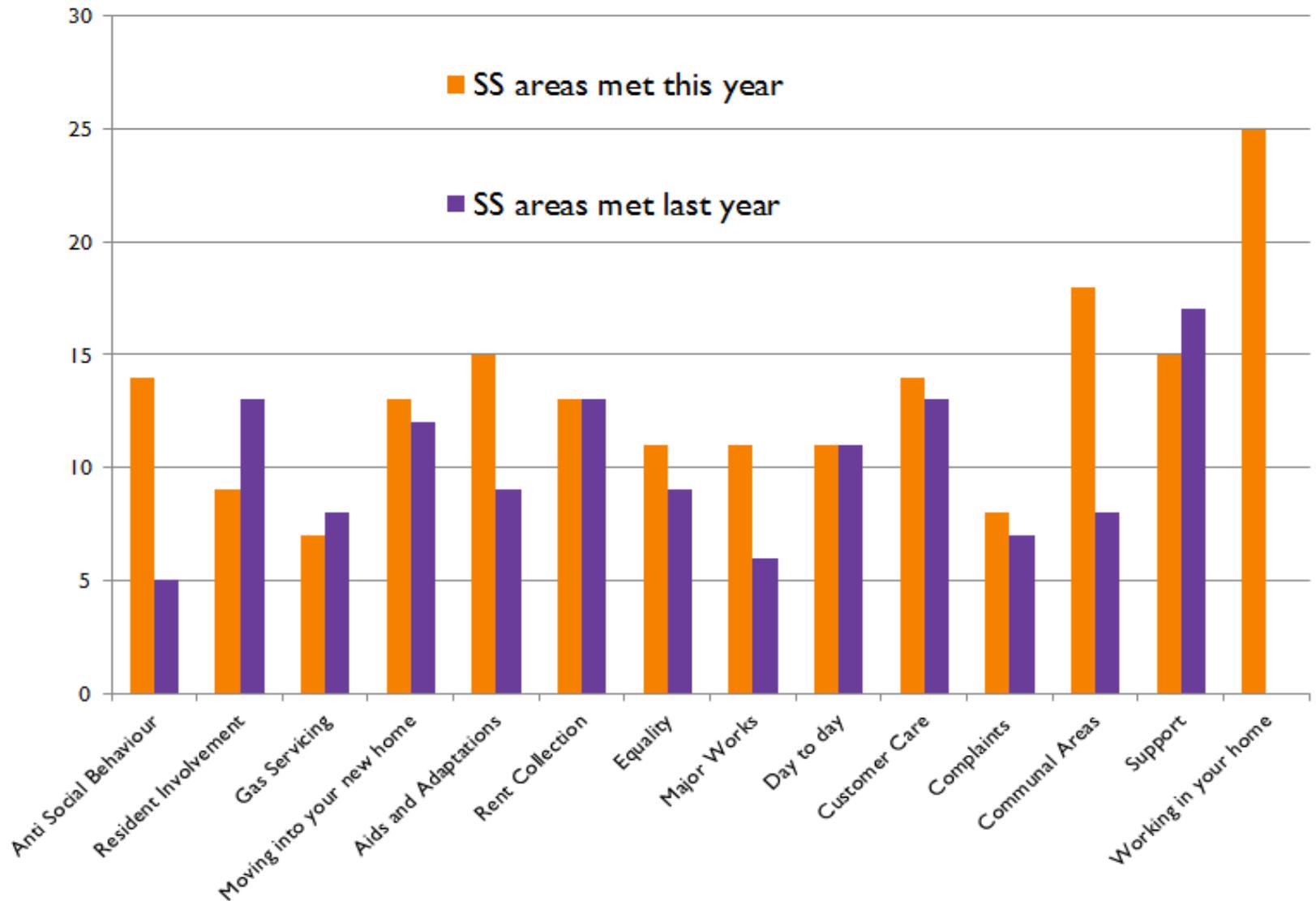
How do we measure?

- The Service Standards were measured in a number of different ways for us to get a comprehensive picture of our performance.
- Key Performance Indicators
- Satisfaction forms
- Mystery shopping
- Call monitoring and sample phone calls
- Staff survey results
- Observation and file audits
- Reports from our databases

What did we find?

- We were able to measure 100% of our standards compared to 85% last year.
- This was due to our new phone system and its recording software, our databases now being populated such as SABRE, better audit trails for internal processes and changing our satisfaction forms in some areas to give us the information we need.

Results by Service Standard Area



The good news!

- We met 83% of our standards compared to 77% last year.
- 94% of our standards were either met or partially met, compared to 83% last year.
- We met 53 more Service Standards than we did last year.
- We more than halved the number of standards not met.

Where were the biggest improvements?



- Anti-social behaviour- we used to measure 6 standards. Now we measure all 14 and we met all of them.
- Working in Your home- we used to measure 4 standards, now we measure all 26 and 25 were met.
- Communal areas- we used to measure 8 standards, now we measure 10, we met double the number of standards this year.
- Major works- we measure 5 more standards in this area now- and we met all 5.

What's made the difference?

Awarding
our new
communal
cleaning
contracts

Collecting
more
satisfaction
data

Our
new
phone
system

Aids and
adapts
training

Complaints
training

Our new
maintenance
contractors-
response and
planned

Plain
English
training

Rewording
our Support
Service
Standard

Introducing
our
Facebook
page

Our
partnership
with BDAC

Smartening
up our
recharge
policy

The not so good news...

- We wanted to meet every standard- we're getting there but we need to eliminate the ones not met, and notch up the ones partially met.
- Some areas did show a downward trend in the percentage of standards met- although most of these only moved to partially met- we need to get these on track.

A dozen to crack...



Customer care	Always try and resolve queries the first time you contact us
Customer care	Respect your right to confidentiality
Customer care	Make sure all personal information we hold is kept confidential and let you see the personal information we hold about you
Complaints	If we cannot respond in 10 days, let you know when we will respond and give you regular updates
Equality	Treat all your personal details with complete confidentiality
Resident Involvement	Keep up to date records of all those who have expressed an interest in getting involved and consult with them regularly
Day to day repairs	Respond within 2 working days to queries about repairs that have not been done
Day to day repairs	Attend at least 98% of the appointments we make
Day to day repairs	Tell you if a job will take longer than planned and keep you informed about progress
Communal areas	Feed back the results of walkabouts and scheme inspections
Rent collection	Tell you the balance on your rent account over the telephone (if you give us your rent account number from your rent statement and answer a security question)
Rent collection	Send you information once a year about Solon's average rents compared to other registered social landlords in your area

What next?

- We publish these results to our residents.
- We celebrate the improvements we have made.
- We work on the 12 areas not met and we put an action plan into place to solve them.
- We look again at those partially met and see how we can make improvements.
- We repeat this exercise to check that we have made the necessary changes and we report this back to you.