



Neighbourhood and Community TSA Standard

Neighbourhood Management element

Our current service offer and how we've listened (what's already in place)

We will;

- Carry out regular Estate Inspections of neighbourhoods, involving customers whenever possible, to ensure that gardens and surrounding areas are tidy, clean and safe
- Work with partners to remove offensive graffiti within 24 working hours and all other graffiti within 5 working days
- Remove all rubbish/fly tipping which is a health risk from WPH land within 24 working hours and within 5 working days for all other refuse.
- Ensure any person(s) who is identified as the perpetrator for causing damage to property or fly tipping is recharged and prosecuted where appropriate
- Investigate and deal with abandoned vehicles within three days of being notified
- Ensure broken street lamps are reported to Streetscene within 24 hours
- Ensure all evidence of drug using equipment is removed within 24 working hours of reporting
- Deliver a fortnightly communal cleaning service to all low rise blocks of flats. Carry out spot inspections on the cleaning standards of communal areas and involve residents in this process to ensure standards are being met
- Deliver a daily communal cleaning service to all entrance areas and lifts of high rise blocks of flats with weekly service for landing areas. Carry out spot inspections on the cleaning standards of communal areas and involve residents in this process to ensure standards are being met
- Carry out prioritised annual tenancy visits to ensure tenancies are being managed in line with the tenancy agreement, and to ensure up-to-date information about our customers and their needs is maintained
- Cut and collect grass cuttings on the first and last cut and mow communal grassed areas a minimum of 14 times a year in the growing season
- Spot treat communal wall/fence lines with herbicides three times a year

- Ensure communal grass cutting takes place every two to three weeks during the growing season
- Cut communal hedges twice a year and remove debris from site
- Prepare a window cleaning specification and tender. We have introduced a window cleaning service to Supported blocks of flats.

Our Performance in 2009-10

- The results of the latest independent survey (carried out in 2008) showed that 74% of tenants were satisfied with their neighbourhood as a place to live and 19% were dissatisfied
- The results of the WPH 2009 Customer Satisfaction Survey for residents living in high rise, showed an overall satisfaction rating of 96% for the caretaking service provided
- From January 2010, 92% of low rise flats were cleaned fortnightly
- Since the Rapid Response service was introduced , 98% of reported graffiti and fly tipping has been removed from communal areas within 5 working days.

The table below tells you what compliments and complaints we received about Estate Services since January 2010;

Service Area	Compliments	Complaints	Comments
SMO/NRO service (Site Management & Neighbourhood Response Officers)	24	1	Complaint about rubbish not removed by NRO in agreed timescale. Daily inspections carried out to this area and tenant satisfied with outcome.
Rapid Response	10	0	
Security	7	0	
Mobile Cleaners	4	3	1) Complaint that block not cleaned as indicated on communal notice board. Poor weather conditions meant vehicles were withdrawn until conditions improved. 2) Complaint about poor cleaning standards. Team Leader inspected the block with cleaners and a deep clean of the area was carried out. 3) Complaint received about changes of cleaning arrangements from weekly to fortnightly. Staff agreed to monitor the situation for

			3 months to see if any reduction in standards happened.
Total	45	4	

How we've listened to our customers

The new grounds maintenance contract commenced in July 2009 and customers took part in the tendering and selection process. 30 customers also volunteered to monitor the service in their area and they are contacted every month to monitor performance. Two customer representatives also attend contract meetings to monitor and develop the service.

In response to customer demand a new window cleaning service was introduced to our supported housing schemes in April 2010 and this will be expanded out to our general needs schemes in 2011.

We have carried out a number of consultation exercises with residents and leaseholders that receive estate services. These engagement exercises took place to identify customer's priorities, look at perceptions about existing services and look at what customers want us to do to improve. The reoccurring theme from all the consultation exercises about estate services was that residents want clean and tidy neighbourhoods, they want to feel safe and they want communal areas to be kept clean and tidy. As a result of the consultation process, we now know what residents expect from estate services.

- In response to the consultation with customers, we have introduced the following changes;
 - We have previously separated cleaning from security and introduced 2 specialist services to high rise blocks
 - We developed a 'supercaretaker' service, introducing a Site Management Officer (SMO) to all high rise blocks
 - We have supplemented static security guarding with the introduction of a mobile security service. This was initially to high rise accommodation and has since expanded to 'hot spot' areas
 - In December 2009, the mobile cleaning service was re-structured and all low rise blocks now receive a fortnightly clean, ensuring a consistent service delivery to all flatted accommodation, not just some of them
 - We previously introduced a new Rapid Response Team, moving such items as white goods, fly tipping, graffiti and litter, in a programmed way, freeing up the rest of the mobile cleaning team to concentrate on cleaning in their designated areas
 - Modelled on the successful Site Management Officer (SMO) role, we have introduced a Neighbourhood Response Officer to "hot spot" areas. The Neighbourhood Response Officer provides a vocal point for people to talk to about housing issues and any

concerns about their community and also encompasses caretaking duties

- In 2008/2009, WPH established a Focus Group of customers to develop the new Grounds Maintenance specification and undertake the tender process
- We worked with Wirral Council to identify and transfer all unadopted footpaths and car parks used by the general public to the Local Authority. This will be completed by April 2011
- We will review weed spraying and shrub maintenance at each site within the Grounds Maintenance Specification to improve standards and identify gaps in service.

The changes were publicised as “You said, we did”; Examples include;

You said	We did
Review the role of staff working in high rise flats	Developed a ‘supercaretaker’ service introducing a Site Management Officer (SMO) to all high rise blocks
Staff in high rise schemes could cover more of the community	Supplemented static security guarding with a mobile security service, initially to high rise flats, and now expanded to ‘hot spot’ areas
There is an inconsistent cleaning service as not all blocks of flats get cleaned	In December 2009, the mobile cleaning service was changed and all low rise blocks now receive a fortnightly clean, ensuring a consistent service delivery to all flats, not just some of them.
We need speedier service to respond to untidy estates.	Introduced a new Rapid Response Team, moving white goods, fly tipping, graffiti and litter.
Other areas would benefit from the service offered to high rise tenants.	Introduced a Neighbourhood Response Officer (NRO) to “hot spot” areas. The NRO provides a vocal point for people to talk to about housing issues and concerns about their community and also carries out caretaking duties. (Similar to the SMO service in high rise flats).

How we manage our Performance

The key performance improvements expected by residents about standards, is satisfaction with neighbourhoods, communal services and how safe residents feel in their neighbourhood. Our performance is monitored by a number of scrutiny mechanisms, which include the WPH Board, Customer First Steering Group and the Advisory and Scrutiny Panel (ASP).

- Customer inspectors have inspected communal cleaning standards in high rise blocks and we intend to routinely include the Estate Services Team in the ‘Mystery Shopping’ annual work programme to ensure standards are being met

- We offer quality assurance inspections with Estate Services Team Leaders
- We carry out monthly high rise block inspections with a block representative
- Block and street representatives carry out low rise block inspections and estate walkabouts to monitor standards in neighbourhoods, discussing issues that concern residents
- Key Performance Indicators are monitored to include removal of fly tipping and removal of graffiti
- We collect performance information relating to Annual Inspections, Estate Inspections and New Tenant Visits and hold monthly Performance Clinics to discuss and compare performance
- We receive independent on-site audits from Quality Housing Services (QHS) to ensure we are providing a certain level of service and to demonstrate that we are continuously improving
- Customer representatives will attend all monthly Grounds Maintenance Contract Meetings to ensure that all Customer Service Standards are achieved.

Our objectives for 2010-11 (what are the key gaps?)

- Change graffiti removal standards to reflect resident's requests to remove graffiti within five days rather than five 'working' days, e.g. if graffiti is reported on a Friday, it is expected to be removed by the following Tuesday
- Change fly tipping and rubbish removal standards to reflect resident's requests to remove within 5 days rather than 5 'working' days, e.g. if reported on a Friday, it is expected to be removed by the following Tuesday
- Work with other agencies to address dog fouling issues across our estates. Offenders should be prosecuted and details publicised in local press & newsletters where appropriate
- Extend the ASB hotline to include environmental issues
- Work with residents to ensure security standards are developed and tailored to their needs
- At the "You Decide" event, residents told us that they want improved security and CCTV in problem areas. Consultation will take place with Your Estate Services panel (YES) and a feasibility study to be carried out to establish specific needs for each area
- Improve partnership working with Police and other agencies to increase security patrols and organise 'high visibility hits' to crime Hot Spots
- Explore the potential to introduce a rating system with residents, e.g. Gold/Silver/Bronze or Red/ Amber/Green for standards in communal areas and estates
- Introduce a Neighbourhood Management Consultation Group to cover all areas of Wirral and be representative of our diverse neighbourhoods
- Review the Estate Inspection regime with customers from our Neighbourhood Management Consultation Group, to ensure we are covering all neighbourhoods

- Introduce customer satisfaction surveys and use the information to improve services and learn from comments.

By March 2011, we want to consult you about improving our estate services

We want to involve you by agreeing details about;

- A dog fouling campaign to include signage and letter drops warning of the environmental problems and potential fines
- Seeing if a bulk item rubbish removal service is available at a more competitive price than the current scheme offered by the Council
- A cleaning service in high rise accommodation at weekends and Bank Holidays to all blocks, not just sheltered schemes. We are rearranging teams to ensure that weekend cleaning occurs. This new offer will improve standards and provide a value for money service
- Consulting with supported housing tenants living in flats about extending the window cleaning service to include the outside of their flats
- Consulting with customers about improving the grounds maintenance service to include weed spraying, hand weeding and the maintenance of shrubs, flower borders, trees and footpaths
- Introducing a Neighbourhood Management Consultation Group to cover all areas of Wirral
- Consulting with general needs tenants over introducing a window cleaning service.

If you want to get involved, please contact **Maureen Davies** on **(0151) 666 6938**.

Developing Wirral wide environmental standards

As part of our TSA Standard Local Area Cooperation work, WPH liaised with other Registered Housing Providers who have property in Wirral to agree environmental standards that are common to all Landlords. These standards were agreed at the Strategic Housing Partnership in July 2010. The agreed standards are as follows;

Wirral registered housing providers will;

1. Work with residents and partner agencies to produce and publish minimum environmental standards for Wirral.
2. Publish a timetable of estate walkabouts using a variety of means as appropriate, such as on websites, in newsletters, in offices and within the locality where the walkabout is taking place.
3. Invite local residents, other relevant Registered Providers and partner agencies to take part in the walkabouts.

4. Ensure that all issues arising from walkabouts are recorded, referred as appropriate, dealt with swiftly and within any published timescales, with subsequent actions recorded and monitored and fed back to tenants.
5. Work with Wirral Council Streetscene Department and other landlords to remove offensive graffiti within 24 hours and all other graffiti within 28 days.
6. Secure abandoned or insecure properties within 24 hours of being aware of them.
7. Ensure all evidence of sharps, syringes, and other drug using equipment is removed within 24 hours of reporting.
8. Work in partnership with Wirral Council, residents and other partners, as appropriate, to encourage and increase recycling of household waste and composting.
9. Ensure that other estate management issues relating to items such as highways, footpaths, untidy gardens, fly-tipping, dog fouling, litter, illegally parked / abandoned vehicles, broken glass, open space, grass cutting, street lighting and furniture etc are dealt with effectively, working with residents and partners as necessary and to any agreed timescales.
10. Encourage and support resident involvement in the local environment through a variety of means such as:
 - Street champions / representatives
 - Impact / Clean Up events
 - Junior warden schemes
 - Skip days
 - Gardening / Planting events
 - Community Payback programmes
 - Social enterprise support
 - Neighbourhood environmental agreements
 - ENCAM surveys
 - Educational initiatives
 - Promotion of “dog bags”
 - Enforcement initiatives
 - Focus groups
 - Wirral Wide Umbrella Group
 - Scrutiny panels
 - Local events
 - Resident / tenant / leaseholder associations
 - Neighbourhood Action Plan

Local Area Co-operation element

Our current service offer and how we've listened (what's already in place)

Partnerships we are part of include;

- Wirral Strategic Housing Partnership (WPH chairs this group)
- Respect Consortium (WPH chairs this group)
- Local Strategic Partnership of all key Wirral based agencies
- Wirral Metropolitan College – a partnership delivering training courses for tenants
- Cyber Centre with private company, Designated Associates – ICT training courses for tenants
- Healthy eating sessions – in partnership with NHS at our community houses
- NHF North West Worklessness Good Practice Group
- Liverpool City Region / City Employment Strategy Worklessness Group
- Merseyside Registered Provider's Financial Inclusion Group
- Airport Worklessness Group
- Riverside Partnership Development Consortium
- Fusion 21's Retrofit Group and Future Jobs Fund
- Liscard Fairshare panel
- Together Neighbourhood Management Jobs, Skills and Thematic Group
- Woodchurch Neighbourhood Management Liveability Group
- Neighbourhood Resource Centre Steering Group
- North West Housing Equality and Diversity Practitioners Group
- Wirral Equalities Forum
- Voluntary and Community Action Wirral (VCAW)
- Merseyside Fire and Rescue Service
- Wirral Lesbian, Gay, Bisexual, Transgender (LGBT) Forum
- Woodchurch Trust
- Wirralhomes
- Umbrella Group for Tenants and Residents Associations.

Our Service Standards

- WPH's vision is, "To work in partnership across Wirral, creating sustainable communities and making our homes the first choice for tenants".

Our performance in 2009-10

- WPH aims to promote the social, economic and environmental wellbeing of our tenants and we work with many partners to achieve this. Examples include;

- Taking on 8 Future Jobs Fund work placements of long term unemployed residents and giving them work experience and building their confidence to help them gain employment
 - Tackling anti-social behaviour and works with partners of the Wirral Respect Consortium to co-ordinate and maximise multi-agency responses across the Wirral
 - Being a member of Merseyside's Financial Inclusion Group, employs Financial and Welfare Benefit Advisers and, through the Neighbourhood Resource Centre Steering Group, has helped set up three centres in some of the Wirral's most deprived areas run by local residents for local residents. Sessions that take place include employment and financial advice sessions, healthy eating, IT courses and diversionary activities such as after school and school holiday clubs
 - Undertaking a number of environmental projects such as improving tenants' gardens and helping set up an organic allotment on the Woodchurch Estate through the Neighbourhood Management Liveability group. We have supported the Pensby Hall Community Garden and raised planter projects and greenhouses through the Umbrella Group Scheme.
- Overall tenant satisfaction in 2009-10 was 94%. Our target was 92%.

How we've listened to our customers

- Residents, partners and stakeholders are involved in our partnerships and help set the objectives, priorities and actions to be delivered
- WPH meets regularly with our customers through the Umbrella Tenants and Residents Associations and holds an annual Tenants Conference to celebrate their impact and influence on the organisation
- With the Woodchurch Neighbourhood Management Liveability Group, involvement included residents attending action planning days, doing estate walkabouts with officers and charring meetings to monitor progress on actions. This means that WPH's customers directly influence projects that enhance the social, economic and environmental impacts on projects they wish to undertake.

How we manage our performance

- Performance is monitored through the delivery of action plans
- A wide range of neighbourhood indicators are used to monitor statistical improvements in different neighbourhoods
- Ultimate measurement of performance is through resident satisfaction

Our objectives for 2010-11 (what are the key gaps?)

- Our target is to work in partnership across the Wirral to create sustainable communities and to make our homes the first choice for tenants

- We will continue to work in partnership to improve our services and seek out new partnership opportunities
- Our target is to improve our overall tenant satisfaction rating.

By March 2011, we want to consult you about improving our estate services

We want to involve you by agreeing details about;

- Reviewing WPH's Neighbourhood Indicator Profiles that analyse social, economic and environmental issues in WPH's neighbourhoods
- Working with partners to develop a successor to Woodchurch Neighbourhood Management.

If you want to get involved, please contact **Steve Eaves** on **(0151) 606 3139**.

Anti-Social Behaviour (ASB) element

Our current service offer and how we've listened (what's already in place)

We consulted with customers via our Anti-Social Behaviour Working Group and through another consultation event called "You Decide" in order to gauge opinions about our existing service.

- Reporting Anti-Social Behaviour is now available 24 hours a day by ringing 0808 100 9596, with tenants able to speak to a member of staff from WPH for advice, assistance and support
- We have introduced our own in-house Tenancy Enforcement Team to deal with all aspects of anti-social behaviour and breaches of tenancy, to ensure a consistent service across all areas. We aim to intervene early and deal with issues before they get out of hand. Adopting this approach has resulted in far fewer cases being referred to the Council's ASB team for legal proceedings through the court. A value for money review found that, when WPH is compared to other providers, we are among the top 25% most expensive ASB service. We are therefore negotiating with the Council to reduce the amount of money we spend on their services. This approach was recommended by tenants on the Advisory and Scrutiny Panel
- If the out of hours report is an emergency, our Security Team or Community Patrol will attend that evening / night. All other reports are dealt with by our Tenancy Enforcement Team the next working day
- We carry out evening patrols of our 'hot spot' areas with our Community Patrol partners
- We have introduced evening walkabouts of 'hot spot' areas with the Police to reassure customers
- We respond to complaints of anti social behaviour that relate to WPH owned property or affects its interests

- We record all initial complaints on an Initial Complaint Record and maintain accurate records
- We allocate the case to a named officer on receipt of an Initial Complaint Record
- We ensure the named officer contacts the complainant within 24 hours.
- We will offer you an interview within 3 working days
- We fast track serious cases to Wirral Anti-Social Behaviour Team.
- We can offer a Mediation Service
- We will keep our customers up to date on progress in relation to their complaint
- We will not close a case without checking the current position
- We will notify you in writing that the case has been closed
- We publicise all cases where legal action has been taken.

Our current service standards have been in place since January 2008. Due to the introduction of our own in house Tenancy Enforcement Team and improvements to the way in which we want to tackle anti social behaviour and breaches of tenancy, we will review the above service standards with customers this year to ensure that they meet the needs of our customers.

Our Performance in 2009-10

The number of serious ASB cases, where formal legal action is being considered, reduced from 92 to 23. WPH staff were dealing with around 75 on going, lower level ASB cases.

The table below shows the total number of cases with Wirral Anti-Social Behaviour Team and the number of case with Wirral Partnership Homes Tenancy Enforcement Team each month;

Month	WASBT	WPH
Apr-09	92	65
May-09	94	70
Jun-09	92	56
Jul-09	88	84
Aug-09	60	89
Sep-09	87	91
Oct-09	65	89
Nov-09	36	89
Dec-09	34	58
Jan-10	28	58
Feb-10	26	60
Mar-10	23	68
Apr-10	22	65

How we manage our Performance

- Performance information is collected weekly and once a month, officers are given the opportunity to present and discuss performance with Senior Managers at a Performance Clinic
- Our Anti-Social Behaviour service is currently being scrutinised by WPH customers on our Advisory Scrutiny Panel
- Satisfaction surveys of our service are carried out by tenant representatives
- We receive independent on site audits from Quality Housing Services (QHS) in order to ensure that we provide a high level of service and can be compared with other housing providers
- A Value for Money review has been carried out to help us evaluate our service, benchmark with other registered housing providers and develop a service that will demonstrate value for money for our customers. Out of the housing providers we compared ourselves to, we were among the top 25% most expensive for cost.

Our Objectives for 2010-11 (what are the key gaps?)

- To introduce a Neighbourhood Management Consultation Group that can be involved in the review of our ASB service
- Develop new service standards, procedures and policies to reflect expectations of customers
- Purchase an Anti-Social Behaviour software system that will assist in the recording, management and performance of our ASB and tenancy enforcement cases, so that customers can receive a consistent service regardless of when or where they make an enquiry
- Continue partnership working with the various relevant agencies to assist in the prevention and tackling of ASB and breaches of tenancy.
- Work with customers and agencies to identify and target “hot spot” areas.

By March 2011, we want to consult you about improving our Anti-Social Behaviour service.

We want to involve you by agreeing details about;

- Forming a Neighbourhood Management Consultation Group. Currently, we offer the same service across all WPH areas. This group will be used to identify initiatives and changes that may be required at a local level. This will include looking at local trends in ASB and environmental crimes, helping to identify local preventative measures and consider responses to seasonal peaks in crime (particularly around Halloween)
- Consulting with customers on new service standards, procedures and policies, to ensure that they are customer focused and reflect what our customers want
- Providing an ASB service that is robust and deals with an initial complaint within 24 hours

- Being flexible in our approach to tackling ASB by regularly consulting with customers, tailoring our service to suit the needs of the individual neighbourhoods and trying innovative ways of tackling issues
- Continuing to focus on preventative measures including diversionary activities and their effects on particular neighbourhoods through monitoring and evaluation
- Carrying out satisfaction surveys of all our customers who have reported ASB and use their feedback to ensure we are providing the service our customers want
- Inviting complainants to join our Neighbourhood Management Consultation Group to help us improve our service
- Continuing to work with all relevant partner agencies to ensure neighbourhoods are safe
- Ensuring that the ASB service represents value for money.

If you are interested in getting involved, please contact **Dominique Blundell** on **(0151) 666 6912**.

Developing Wirral wide Anti-Social Behaviour standards

As part of our TSA Standard Local Area Cooperation work, WPH liaised with other Registered Housing Providers who have property in Wirral to agree ASB standards that are common to all Landlords. These standards were agreed at the Respect Consortium of Landlords in June 2010. WPH believe that we already provide a level of service that achieves or exceeds these standards. The agreed standards are as follows;

Respect Consortium Anti-Social Behaviour (ASB) Standards

Wirral registered housing providers of the Respect Consortium will;

1. When creating a tenancy, ensure that new tenants understand what their responsibility is in relation to acceptable behaviour and offer support if necessary.
2. Make use of starter tenancies and good neighbour or respect agreements when identified as appropriate.
3. Make it easy to report ASB by;
 - Accepting reports of ASB by letter, phone, web site, in person and by email
 - providing the facility to report ASB 24 hours a day
 - offering diary sheets or dictaphone to help collate evidence and provide a mobile phone in serious cases
 - offering help with completing forms and access to an interpreter/translator service when necessary.

4. Provide information on ASB services in leaflet format and on the website using easy to understand language.
5. Categorise and escalate cases depending on an assessment of severity.
6. Work to timescales for contact and interviews dependant upon the seriousness of a case, with a faster response for serious/urgent cases.
7. Agree an action plan with complainants, including timescales, and provide timely feedback / updates agreed within individual action plans.
8. Offer victim / witness support and reassurance with enhanced security measures where appropriate.
9. Share information and work in partnership with other agencies (including the Respect Consortium) to prevent and tackle ASB using a wide range of methods.
10. Widely publicise information jointly on successes to offer reassurance and tackle the fear of crime.
11. Seek feedback on satisfaction on the way a case was dealt with and advise what to do if a complainant is unhappy with the way a case was dealt with.
12. Undertake an annual review of each members approach to preventing and enforcing ASB to ensure good practice is shared and adopted throughout Wirral.