Housing Needs and Enabling Service

Performance against our standards

<table>
<thead>
<tr>
<th>Our Standards</th>
<th>Target</th>
<th>March 2010</th>
<th>March 2011</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you telephone us, we will answer your call within ten rings.</td>
<td>95%</td>
<td>99.7%</td>
<td>99.2%</td>
<td></td>
</tr>
<tr>
<td>If you come to our office you will be seen within 15 minutes if you have an appointment and within 30 minutes if you do not.</td>
<td>70%</td>
<td>70.6%</td>
<td>85.9%</td>
<td></td>
</tr>
<tr>
<td>We will process your housing register application and let you know the result within 20 working days of receiving it.</td>
<td>70%</td>
<td>-</td>
<td>96.8%</td>
<td></td>
</tr>
<tr>
<td>If we are responding to your housing need as a homeless person, we will ensure you receive a decision within agreed timescales.</td>
<td>70%</td>
<td>55.9%</td>
<td>73.3%</td>
<td></td>
</tr>
<tr>
<td>If you need advice on a housing problem, we will interview you by appointment within ten working days of your request.</td>
<td>90%</td>
<td>90.3%</td>
<td>98.1%</td>
<td></td>
</tr>
<tr>
<td>Make sure that families do not stay in bed &amp; breakfast accommodation for more than six weeks.</td>
<td>1 week average</td>
<td>0 weeks</td>
<td>0.98 weeks</td>
<td></td>
</tr>
<tr>
<td>Help to prevent you from becoming homeless through our Housing Advice and Options service.</td>
<td>500 households</td>
<td>504</td>
<td>513</td>
<td></td>
</tr>
<tr>
<td>Make sure that the maximum number of families who stay in bed &amp; breakfast accommodation do not exceed four at any one time during the year.</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Complaints responded to within agreed timescales</td>
<td>95%</td>
<td>95.5%</td>
<td>97.8%</td>
<td></td>
</tr>
<tr>
<td>Information requests responded to within agreed timescales</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Customer Satisfaction Surveys and Feedback

In 2010/11 we carried out several customer satisfaction surveys to understand how satisfied our customers were with different parts of the service. In each survey customers were asked, "Overall how satisfied are you with the service?"

- **Satisfaction levels were:**
  - Housing Options: 94%
  - Housing Triage: 95%
  - Housing Register: 70%
  - Temporary Accommodation: 58%
  - Rent Deposit - Tenant: 100%
  - Rent Deposit - Landlord: 100%

For all the different surveys, the majority of our customers told us they were satisfied when replying to every question that we asked. For the majority of questions 90% or more of customers were satisfied with the service.

- **Key findings and actions are listed below.**
  - You said:
    - Some customers were dissatisfaction with the availability of housing association homes and the time it takes to get a property.
    - We have: Provided additional customer care training for our staff.
  - You said:
    - Households in temporary accommodation told us that they would find it useful to get help finding a job or training course, or registering with a doctor.
    - We have: Following consultation with households in temporary accommodation, a new Temporary Accommodation Guide has been produced. The guide provides information to assist households during their stay and includes a directory of agencies and services that can assist households in accessing doctors, education, training and Job Centres. In addition to the guide, households are still able to receive support from the Temporary Accommodation Officer.
  - You said:
    - The majority of our customers told us that they were able to get through to someone that could help them, however some customers told us that they could not.
    - We have: Created two new direct dial telephone numbers for Housing Registrations team and Housing Options team and advertised them in newsletters, leaflets and on our website. We have provided staff with additional call handling training.

We value feedback from all customers and visitors to our services, about things that have gone well as well as things that have not gone so well.

If you use our services, you are likely to be asked to complete one of our surveys. Please take the time to complete it. Your responses will help us to continue to make improvements and offer you the best service we can.

Social Housing" to make the information clearer for our customers.

You said:
- A large majority of comments made about our staff were very positive and complimentary. We also had a small number of customers telling us that they were unhappy with the service they received.

We have:
- Provided additional customer care training for our staff.
- Household in temporary accommodation told us that they would find it useful to get help finding a job or training course, or registering with a doctor.

We have:
- Following consultation with households in temporary accommodation, a new Temporary Accommodation Guide has been produced. The guide provides information to assist households during their stay and includes a directory of agencies and services that can assist households in accessing doctors, education, training and Job Centres. In addition to the guide, households are still able to receive support from the Temporary Accommodation Officer.

You said:
- The majority of our customers told us that they were able to get through to someone that could help them, however some customers told us that they could not.
- We have: Created two new direct dial telephone numbers for Housing Registrations team and Housing Options team and advertised them in newsletters, leaflets and on our website. We have provided staff with additional call handling training.

Positive outcomes for our customers

- We have developed 542 new affordable homes, which is well ahead of our target to develop 315 new affordable homes between 2008/09 and 2010/11.
- We continue to maintain the lowest number of households in temporary accommodation of all London Boroughs.
- In 2010/11 we assisted 367 households to secure a housing association home via our Registration and Selections team.
- In 2010/11 we assisted 146 households to secure a privately rented home via our Rent Deposit Scheme.
- When applicants bid on a vacant housing association home we nominate the applicant with the highest priority to the housing association. In 2010/11 the average time taken was 5 days against a target of 6 days.
- In 2010/11 we prevented 513 households from becoming homeless.

We value feedback from all customers and visitors to our services, about things that have gone well as well as things that have not gone so well.

If you use our services, you are likely to be asked to complete one of our surveys. Please take the time to complete it. Your responses will help us to continue to make improvements and offer you the best service we can.

To make a comment, complaint or compliment us on our service, contact us:

Website: www.merton.gov.uk/complaints
Telephone: 020 8774 4001
Minicom: 020 8545 4191