



torus

# Local Service Offers

St Helens

Customer Performance Indicators  
Quarter 1 (April – June 2021)

# Stronger Communities

	Our Offer	We will	How will we measure this
<b>Neighbourhood Management</b> 	<p>Ensure estates and neighbourhoods are well maintained, safe and enjoyable places for tenants to live.</p>	<p>Provide you with regular information specific to your Neighbourhood.</p>	<p>We provide information via our website, social media channels, communal area notice boards, customer literature (i.e. leaflets, Customer Annual Report, etc. To be verified by Tenant Inspection August 2021.</p> <p>Explain our service offer in our Neighbourhoods Policy and Resident Annual Report.</p> <p>Torus 2019/20 annual report has been published and is available on our website. The next annual report will be published in September 2021.</p>
		<p>Ensure issues affecting your neighbourhood are identified and responded to:</p> <ul style="list-style-type: none"> <li>✓ We will inspect communal areas on a regular basis.</li> <li>✓ We will maintain communal grounds including regularly cutting grassed areas and keeping flower and shrub beds neat and tidy.</li> <li>✓ Working in partnership to effectively manage estates and neighbourhoods.</li> </ul>	<p>We aim to:</p> <ul style="list-style-type: none"> <li>✓ Organise Estate Walkabouts and Community Impact Days in response to tenant feedback. Due to Covid restrictions Estate Walkabouts and Impact days have been postponed. Neighbourhood Officers visit estates and report any issues identified.</li> </ul> <p>Torus Foundation have been commissioned to deliver a programme of Community Impact Days in each heartland. These will start in July 2021 following the easing of Covid restrictions.</p> <ul style="list-style-type: none"> <li>✓ Regularly inspect communal areas</li> </ul> <p><b>100% of Fire Safety communal block inspections completed this quarter.</b></p> <ul style="list-style-type: none"> <li>✓ Seek feedback from tenants through Customer Satisfaction surveys.</li> </ul> <p>Satisfaction Survey:</p> <p><b>Since April 2021, 87.41% of tenants surveyed stated they were 'satisfied with their neighbourhood as a place to live'.</b></p>

# Stronger Communities

	Our Offer	We will	How will we measure this
<p><b>Safer Estates</b></p> 	<p>Help you and your neighbours feel safer by preventing and minimising the impact of anti-social behaviour (ASB).</p>	<p>Ensure issues affecting your neighbourhood are identified and responded to:</p> <ul style="list-style-type: none"> <li>✓ We will inspect communal areas on a regular basis.</li> <li>✓ We will maintain communal grounds including regularly cutting grassed areas and keeping flower and shrub beds neat and tidy.</li> <li>✓ Working in partnership to effectively manage estates and neighbourhoods.</li> </ul>	<p>We aim to:</p> <ul style="list-style-type: none"> <li>✓ Respond to reports of serious ASB (harassment, hate incidents, domestic violence, physical violence, threats to staff and contractors) within 24 hours.</li> <li>✓ Respond to reports of general ASB (vandalism, noise disturbance, animal nuisance, substance misuse or dealing, nuisance vehicles, fly tipping or misuse of communal areas) within 5 days.</li> <li>✓ In March 2021 Tenant Inspectors reviewed information on anti-social behaviour provided to tenants on the website, in standard letter and by the Customer Hub. Inspectors have made recommendations for improvements.</li> </ul>
		<p>Take action to address any reports of ASB received.</p> <p>Where we are made aware of or identify domestic abuse cases, we will carry out risk assessments and make appropriate referrals.</p> <p>Where we identify or are made aware of Safeguarding concerns we will report and make appropriate referrals.</p>	<p>We respond to reports of anti-social behaviour and seek to resolve and minimise negative impact on communities.</p> <p><b><i>The number of new ASB cases per 1,000 properties is 12.65.</i></b></p> <p><b><i>156 ASB cases have been closed in the last quarter.</i></b></p> <ul style="list-style-type: none"> <li>✓ We take action to resolve cases.</li> <li>✓ An ASB survey is to be introduced.</li> </ul>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Customer Service</b></p> 	<p>To provide a personalised, accessible service to our customers.</p>	<p>Provide a range of ways for customers to access services:</p> <ul style="list-style-type: none"> <li>✓ Customers can access our services Online 24 hours a day.</li> <li>✓ Contact Torus Customer Hub by email, letter, phone. We are open from 8am until 5pm Monday to Friday.</li> <li>✓ Visit a Torus office, our reception at Torus St Helens-Central, Corporation St, open 9am – 5pm.</li> <li>✓ An out of hours telephone service is provided for emergency repairs 24 hours a day, outside our opening hours.</li> <li>✓ We have a clear simple process to report a complaint and clear service standards for responses.</li> </ul>	<p>We aim to:</p> <ul style="list-style-type: none"> <li>✓ Answer 95% of telephone calls we receive. <b><i>This quarter we answered 91.8% of calls received.</i></b></li> </ul> <p>During opening hours, we aim to acknowledge emails send to the Customer Hub within 4 hours. To be verified by tenant inspectors, customer service inspection Aug 2021.</p> <p>Satisfaction Survey: <b><i>Since April 2021 85.19% of customers surveyed stated they were satisfied that 'Torus was easy to deal with'.</i></b></p> <p>Torus offices are currently closed due to the coronavirus pandemic.</p> <ul style="list-style-type: none"> <li>✓ Respond to formal complaints within 10 working days. <b><i>This quarter 96.05% of formal complaints were responded to were within target.</i></b></li> </ul> <p>Complaints process verified by Tenant Inspectors December 2020.</p> <p>We have introduced a complaints satisfaction survey.</p>
		<p>Provide regular information on services</p>	<p>We provide information via our website, social media channels, communal area notice boards, customer literature. Staff including dedicated Neighbourhood Officers, Income Officers and Customer Service Advisors.</p> <p>Publish Resident Annual Report - verified by Tenant Inspectors Dec 2020.</p>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Repairs and Maintenance</b></p> 	<p>To ensure your home is repaired and well maintained, giving you a safe place to live.</p>	<p>Diagnose your repair and respond within the published timescales for repairs.</p> <p>We will respond to Emergency Repairs within 2 hours and complete within 24 hours.</p> <p>We will respond to non-emergency repairs within 20 calendar days.</p> <p>Timescales for planned improvements will be communicated to customers due for home improvements.</p>	<p>Full details of our repairs offer, including landlord and tenant responsibilities are provided on our website.</p> <p>We aim to:</p> <ul style="list-style-type: none"> <li>✓ Carry out 100% of emergency repairs within target. <b><i>This quarter 100% of emergency repairs were carried out within target.</i></b></li> <li>✓ Carry out 99.5% of reactive responsive repairs within target. <b><i>This quarter 99.98% of reactive responsive repairs were carried out within target.</i></b></li> </ul> <p>Satisfaction Survey:</p> <p><b><i>Since April 2021, 58.54% of customers surveyed were satisfied with the way Torus 'deals with repairs and maintenance'.</i></b></p>
<p><b>Looking after your home</b></p> 	<p>To provide a good quality home that meets your needs and your neighbourhood has a long term sustainable future.</p>	<p>We will carry out safety checks to keep you and your home safe.</p> <p>We will visit your home to carry out:</p> <ul style="list-style-type: none"> <li>✓ An annual gas safety check.</li> <li>✓ Electrical Safety fixed wiring checks every 5 years.</li> <li>✓ Provide you with information on water safety and carry out required tests.</li> <li>✓ Service and maintain passenger lifts, hoists and stairlifts that we have installed.</li> </ul>	<p>Aim to complete safety checks within published timescales.</p> <ul style="list-style-type: none"> <li>✓ Aim for 100% of Gas, Electrical and Legionella checks within target. This quarter safety checks have been completed: <b><i>99.84% of properties have a valid Gas Safety certificate. 96.18% Electrical tests completed within target. 100% of legionella management activities completed within target.</i></b></li> <li>✓ Aim for 95% of lift inspections to be completed within target. <b><i>This quarter 46.74% of inspections have been completed within target. Service suspended due to changes in St Helens Council service provider, works now reissued.</i></b></li> </ul> <p>Satisfaction Survey:</p> <p><b><i>Since April 2020, 94.74% of customer surveyed stated they were satisfied with 'the safety and security of their home'.</i></b></p>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Looking after your home</b></p> 	<p>To provide a good quality home that meets your needs and your neighbourhood has a long term sustainable future.</p>	<p>Carry out risk assessments to identify and reduce any hazards in our properties, the frequency of review depends on the level of risk.</p> <p>Carry out regular inspections of communal areas to reduce risks and hazards.</p> <p>Building with communal areas will have a nominated person with responsibility for building safety.</p>	<p>We aim to complete risk assessments within published timescale.</p> <ul style="list-style-type: none"> <li>✓ Regularly inspect communal areas.</li> </ul> <p><b><i>100% of Fire Safety Inspections of communal areas completed as scheduled.</i></b></p> <ul style="list-style-type: none"> <li>✓ Details of the nominated person with responsibility for your building may be displayed in communal areas or can be requested by phone or email.</li> </ul>
		<p>Provide tenants with information and guidance on health and safety in their home.</p>	<ul style="list-style-type: none"> <li>✓ We provide safety information via our website, social media channels, communal area notice boards, customer literature. Verified by tenant inspectors, inspection completed in June 2021, report published on the website.</li> <li>✓ Safety campaigns this quarter have included Campaigns related to the Coronavirus pandemic and changes to Torus services to keep tenants safe.</li> </ul> <p>A Tenant Safety guide has been developed with tenants to provide information on home safety. This document was sent to tenants via the post in April 2021 and is available on the websites.</p> <ul style="list-style-type: none"> <li>✓ Publish Policies and procedures and a Resident Annual Report publish documents on website Annual Report verified by tenant inspectors December 2020.</li> </ul>
		<p>Carry out stock condition surveys and use the results to inform our Investment Plan.</p> <p>Replace major components - kitchens, bathrooms, roofs etc. which are old and in poor condition.</p>	<p>Timescales for replacement of major components are published on our website.</p> <p>Working with tenants we have developed a new Kitchen and Bathroom specification which was launched in April 2021.</p> <p>Satisfaction Survey:</p> <p><b><i>Since April 2021, 88.06% of customers surveyed stated they were satisfied with 'the quality of their home'.</i></b></p>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Allocations &amp; Lettings</b></p> 	<p>To enable you to find a good quality affordable home which fulfils your housing requirements based upon need.</p>	<p>Provide you with support, advice and guidance to help you find a new home that suits your needs via our Allocations and Lettings Team.</p>	<p>We provide information via our website and in customer literature to be verified by tenant inspectors, inspection planned for September 2021.</p> <p>Explain our service offer in our Allocations and Lettings Policy and Resident Annual Report.</p> <p>Annual Report published on website.</p>
		<p>Let our homes within a reasonable timescale.</p>	<p>The average time we aim to let our homes within is 77 days.</p> <p><b><i>Our performance this quarter was 66.64 days, target revised due to restrictions on lettings during the pandemic.</i></b></p>
		<p>Provide you with information specific to your new home.</p>	<p>✓ Carry out a post tenancy visit within 6 weeks of moving into one of our homes. We will provide any advice and support you need to settle into your new home and neighbourhood.</p>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Tenancy Management</b></p> 	<p>Provide a high-quality service to manage tenancies within our communities.</p> <p>Ensure you are aware of your rights and responsibilities in relation to your tenancy.</p>	Provide you with timely information specific to your tenancy.	<p>We provide information via our website, social media channels, communal area notice boards, customer literature. To be verified by tenant inspectors, inspection planned for September 2021.</p> <p>✓ Before you move into your home, we will explain your tenancy rights and responsibilities at your sign-up appointment.</p> <p>Allocations survey to be introduced.</p> <p>We explain our service offer in our Tenancy Policy and Resident Annual Report.</p>
		Offer advice and support to help you sustain your tenancy.	✓ We signpost tenants to appropriate services for advice and support.
		We provide information to tenants who wish to move home through mutual exchange.	✓ We provide information on mutual exchange to our customers online and in customer literature. To be verified by tenant inspectors, inspection planned for July 2021.
		Where appropriate we will offer an aids and adaptations service based on an assessment of need.	✓ We provide an aids and adaptations service where this is the most appropriate way to meet the tenants needs.
		We have a dedicate Leasehold Team who can provide advice and support on Leasehold issues.	✓ Leasehold Officers can be contacted through the Customer Service Centre.

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Income Management</b></p> 	<p>Ensure that rent and service charges are collected in a timely manner and that tenants are given assistance to enable rent to be paid on time and to avoid the build-up of any debt.</p>	<p>Provides a range of rent payment methods that are convenient, cost effective and flexible to give tenants the opportunity to pay their rent in a way that suits their needs.</p>	<p>We provide information via our website, communal area notice boards, customer literature.</p> <p>In March 2021 Tenant Inspectors reviewed rents info on the website and made recommendations for improvement which will be incorporated into our new website.</p> <p>Tenant inspectors reviewed standard letters and made mystery shopping calls to the Customer Hub; inspectors verified that this commitment has been met.</p> <p>We've dedicated Income Officers who provide information, advice and guidance on your rent and service charge.</p> <p>Published Income Collection and Recovery Policy and Resident Annual Report.</p> <p>Satisfaction Survey:</p> <p><b><i>Since April 2020, 88.52% of customers stated they were satisfied that their 'rent provides value for money.'</i></b></p>
		<p>Take appropriate action to prevent your accounts from falling into arrears.</p>	<p>We aim to:</p> <ul style="list-style-type: none"> <li>✓ Collect 99% of rent due.</li> </ul> <p><b><i>Year to date we have collected 99.99%.</i></b></p> <ul style="list-style-type: none"> <li>✓ We refer tenants for advice and support to support providers/agencies.</li> <li>✓ Where support and engagement has failed, where necessary we will take legal action to recover rent.</li> </ul>
		<p>Provide you with timely information in relation to your rent and other accounts.</p>	<p>Customers can view their rent account online or request by phone, email, letter or in person.</p> <p>Statement are issued with legal proceedings.</p>
		<p>Provide advice, support and guidance to enable you to maximise your income.</p> <p>Torus Foundation / Money Advice provide advice, information and practical support to enable customers make the most of their money.</p> <p>Torus Foundation support tenants into employment.</p>	<p>Information is available via our website, social media channels and in customer literature.</p> <p>Dedicated Neighbourhood Officers provide information and signpost customer to support available.</p>

# Great Homes

	Our Offer	We will	How will we measure this
<p><b>Tenant Voice</b></p> 	<p>To provide a diverse range of ways for you to work with us to improve neighbourhoods and Torus services.</p>	<p>Provide a range of opportunities for you to have your voice heard.</p>	<p>Tenant Voice provides a range of ways for customers to get involved.</p> <p>Landlord Operating Committee, Scrutiny Panel, Tenant Inspectors, Mystery Shoppers, Policy Consultations, Surveys and Facebook Groups.</p> <p>This quarter consultation sessions have been held for:</p> <ul style="list-style-type: none"> <li>✓ <b>2 Tenant Inspections</b></li> <li>✓ <b>4 consultation activities – Repairs Offer, Website, Safeguarding, Domestic Abuse</b></li> <li>✓ <b>1 Local estate consultation</b></li> <li>✓ <b>1 Community Investment Fund Panel meeting</b></li> </ul> <p>Torus Talk information and consultation posts.</p>
		<p>We support Tenants and Residents Associations and Social Committees who organise events and activities for residents.</p>	<p>Torus provides practical and financial support for constituted Tenants Groups.</p> <p>Tenant groups can also apply to Torus Foundation's Community Investment Fund for funding to support projects and activities.</p>
		<p>Provide information, training and support to have your voice heard.</p>	<p>We provide information on Tenant Voice opportunities via our website and customer literature to be verified by tenant inspectors, inspection planned for Nov 2021.</p> <p>We have a dedicated Tenant Voice team. The Tenant Voice Strategy and Resident Annual report are published on the website.</p>

# Great Homes

	Our Offer	We will	How will we measure this
<b>Tenant Voice</b> 	To provide a diverse range of ways for you to work with us to improve neighbourhoods and Torus services.	Provide a range of ways for you to give us your feedback and to use your feedback to improve our services.	We provide a range of ways for customers to give us their feedback on our website, by telephone, in writing or face to face. <ul style="list-style-type: none"><li>✓ We collect feedback on our services by carrying out satisfaction surveys. <i>Since April we have completed 132 surveys.</i></li><li>✓ All feedback is analysed to inform service improvements which we publish to customers.</li><li>✓ We analyse data and learn from complaints.</li></ul> Satisfaction Survey: <i>Since April 2021, 79.66% of customers surveyed stated they were satisfied that Torus 'listens to their views and acts upon them'.</i>



torus