



Report to the Board

20 March 2014

Title: Service Standards Performance – Third Quarter 2013/14

Report of: Managing Director

Purpose of Report

1. To inform the Board of the third quarter performance results against our service standards for 2013/14.

Background

2. The Appendix contains the third quarter performance results and a full commentary on these results. These indicators and the targets relate to the service standards we set for our tenants and leaseholders which were agreed by the Board on 21 March 2013.
3. The results are colour coded comparing performance against the targets for 2013/14 and against 2012/13 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares quarter 3 2013/14 results against those for quarter 2 2013/14.

Service Standard Indicator Summary

4. Our service standards are shown against each service area, followed by the service standard indicators which have been set to measure our performance against these standards.
5. We have developed a suite of service standard indicators to measure our performance. The satisfaction results have been gathered using a number of surveys and other indicator results have been gathered from data collected through our systems, such as the complaints data.
6. We currently have 54 service standard performance indicators which are included within our 'Guide to Services' documents for both tenants and leaseholders.
7. At the end of the third quarter, our performance shows that:-
 - 29 indicators were traffic lighted green, which shows that we have met the targets set for them. This is the same as in the third quarter 2012/13.

- 1 indicator is traffic lighted amber, which shows that we have not met the target set but performance has improved from the prior year. This is an improvement on performance in the third quarter of 2012/13 when there were 2 amber indicators.
 - 9 indicators were traffic lighted red, which shows that we have failed to meet the targets set and performance has reduced from the previous year. This is compared to 5 in the third quarter 2012/13.
 - 15 indicators were not measurable against a target at the end of quarter 3, which is down from 18 at the third quarter 2012/13. Of these, 5 indicators were new for 2013/14 and will be reported in quarter 4 and 10 indicators will be reported and measured in quarter 4.
8. Overall, performance relating to 30 out of the 39 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 77% of our indicators. This is a slight reduction from 86% as at the third quarter 2012/13. We will use the results of these indicators to improve the services that we provide to our tenants and leaseholders. Where there were no targets set, the results will form the benchmark for performance to be compared in 2014/15.
9. These service standard indicator results are reported to our customers to enable them to judge how well we are performing against the service standards that we set.

Link to values

10. This performance report is aligned to the following company values:
- Being honest, accountable and transparent.
 - Being customer focused, innovative and professional.

Impact on tenants

11. Performance of the company has an impact on the quality of services we provide to our customers.

Risk Management Implications

12. Performance improvement and providing excellent customer service is a priority for the company. Our operational risk 'Inaccurate Performance Reporting' is mitigated through management sign off on the performance indicator results.

Financial Implications

13. There are no financial implications arising from this report.

Health Implications

14. The provision of excellent customer service and ensuring high satisfaction with the service we provide may have an indirect positive impact on the health and wellbeing of Gateshead residents.

Environmental Implications

15. There are no environmental implications arising from this report.

Equality and Diversity Implications

16. Our service standards were developed in consultation with tenants and leaseholders to ensure that all our services are accessible to all of our customers.

Value for Money implications

17. Performing to our service standards will ensure that we provide an efficient and effective service to our customers. This will ensure that spend on providing these services is being spent in the areas that are important to our customers.

Consultation carried out

18. There was no consultation carried out relating to this report.

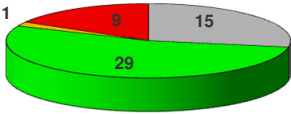
Recommendation

19. The views of the Board are sought as to whether they are satisfied with the quarter 3 service standards performance results.



The Gateshead Housing Company
April - December 2013/14
Service Standards

Overall Performance			
		Q3 2012/13	Q3 2013/14
HomeRepairs	Satisfaction with the service from the small tasks team		
	We will respond and deliver the small tasks service on time (Within 10 working days)		
Cyclical	Overall satisfaction with the annual gas service		
	We will inspect 5% of completed services to check the quality of work		
Investment	Satisfaction with the assistance and information given to tenants before the improvement		
	We will advise you within 2 weeks if you require any building regulation or planning permissions		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)		
Letting & Voids	We will register and update your application within 1 working week		
	Overall customer satisfaction with the advice and information on applying for a new home		
	Overall customer satisfaction with bidding for properties		
	We will notify successful bidders within 3 working days		
	% of customers who said that the property viewing was useful		
	Satisfaction with the condition of the property offered in line with the lettable standard		
	Satisfaction with the advice and support offered to new tenants		
	% HomeWelcome visits carried out within 6 weeks		
Rent	Satisfaction with information on how much rent to pay		
	Are our rent letters and statements easy to understand?		
	Satisfaction with the advice we give on rent or on debt		
	Satisfaction with rent payment methods		
	We will contact former tenants within 2 weeks to inform them of outstanding arrears or credit balances		
Customer Services	The % of complaints dealt with within 10 working days		
	% of customers satisfied with communication throughout the handling of their complaint		
	% of customers that were satisfied that they were able to talk to the right person		
	% of customers that were satisfied we were able to deal with their enquiry		
Involvement	The representation of involved customers		
	Annual training programme course attendance		
	Satisfaction with the feedback following involvement		
	% of tenants satisfied that their views are taken into account		
	Number of events attended		
Estate	% of tenants satisfied with the appearance of their estate and how it is maintained		
	How we delivered on the published programme of estate tours		
	% of estate tours that involved customers		
	% of tenants satisfied with the quality & frequency of garden service visits		
	Average time taken to resolve Garden Case		
	% of tenants with untidy gardens that have been visited within 3 working days		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours		

Managing Tenancies	We will give you a decision on your request to assign or succeed your home within 10 working days		
	We will give you a decision on your request to exchange your home within 42 working days		
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)		
Leasehold Services	Satisfaction with the information given prior to becoming a leaseholder		
	% of leaseholders satisfied with the service they receive		
	% of leaseholders satisfied with the communal repairs and maintenance service		
	Satisfaction with the account information		
	% disputes raised and responded to within 10 days		
	% of enquiries responded to within 10 days		
Sheltered Housing	% of sheltered housing tenants that are satisfied with living in their scheme		
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners		
	% of sheltered housing tenants satisfied with the opportunities for involvement		
Communal Areas	Satisfaction with the caretaking service		
	Satisfaction with the Concierge service		
	The % of inspections carried out in multi storey blocks cleaned by Caretakers that meet the published service standard		
	% of accompanied viewings in multi blocks attended by the caretaker		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 14 days of their tenancy starting		
		Q3 2012/13	Q3 2013/14
Baseline Year or Not Yet Measurable	18	15	
On Target	29	29	
Not on Target but Improved	2	1	
Not on Target	5	9	
 <p>A 3D pie chart illustrating the distribution of performance categories. The largest slice is green, representing 'On Target' at 29. A smaller red slice represents 'Not on Target' at 9. A grey slice represents 'Baseline Year or Not Yet Measurable' at 1. A very small yellow slice represents 'Not on Target but Improved' at 1.</p>			



The Gateshead Housing Company
April - Dec 2013/14 Performance

Home Repairs



Not on Target



Not on Target but Improved








Target Met/ Exceeded

Home Repairs - Service Standards

Our Service Standards are:

- 1) We will tell you the maximum time we will take to complete the repair (KPI)
- 2) We will offer you an appointment for all urgent and routine repairs at a time that is convenient to you (KPI)
- 3) We will take care to protect your furnishings while doing repairs
- 4) We will clear away rubbish from the repair that has been left outside within two working days of completing
- 5) We will confirm with you your request for small tasks within 24 hours
- 6) For approved requests, we will contact you within 10 working days to arrange a suitable appointment date and time

	HomeRepairs	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Satisfaction with the service from the small tasks team	100%	99%	100%		
	We will respond and deliver the small tasks service on time (Within 10 working days)	98%	95%	89%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Customer satisfaction has been maintained at 100% against a 99% target. Performance in relation to responding to small tasks on time has dipped to 89%. This was affected by 3 of the 15 referrals during quarter 3 being actioned outside of the target timescale.

Supplementary Information

Satisfaction results are based on 41 surveys carried out during the period. Of the 47 referrals were made to the service 42 were responded to in target.



The Gateshead Housing Company
April - Dec 2013/14 Performance

Cyclical



Not on Target



Not on Target but Improved








Target Met/Exceeded

Gas Servicing- Service Standards

Our Service Standards are:

- 1) We will carry out an annual gas or solid fuel service and will contact you four weeks before this date
- 2) We will take care to protect your furnishings while carrying out the service
- 3) We will give you a copy of the annual service certificate
- 4) We will show you how to use your appliances in a safe and efficient way

	Cyclical Maintenance / Gas Servicing	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Overall satisfaction with the annual gas service	98.76%	98.50%	98.32%		
	We will inspect 5% of completed services to check the quality of work	5%	5%	5.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Satisfaction surveys are conducted by Mears and measure their performance for gas service delivery which has decreased from 99.30% in quarter 2 to 98.32%. TGHC has achieved its aim to complete 5% quality check on all gas services that have taken place in quarter 3.

Supplementary Information



The Gateshead Housing Company April - Dec 2013/14 Performance

Investment



Not on Target

Not on
Target but
Improved

Target Met/ Exceeded









Home Improvements - Service Standards

Our Service Standards are:

- 1) We will treat you and your home with respect and courtesy at all times
- 2) We will work with our partners to minimise the disruption to your home and keep you informed of progress during the work
- 3) We will provide you with information about the works and how it will effect you
- 4) You will receive at least two weeks notice before work starts on your home
- 5) We will ensure we clear up following the work
- 6) Any minor items of work will be completed within one week of the work being completed on your home

Making Improvements to Your Home - Service Standards

- 8) We will acknowledge requests to carry out improvements within one week
- 9) We will advise you within two weeks if you require any Building Regulation Approval or Planning Permissions

	Home Improvements	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Satisfaction with the assistance and information given to tenants before the improvement	97.83%	96%	97.71%		
	Making Improvements	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	We will advise you within 2 weeks if you require any building regulation or planning permissions	75%	80%	91.66%		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)	99.60%	97%	97.64%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Satisfaction with advice and assistance given at the end of quarter 3 has increased by 0.4% since the previous quarter and is 1.71% above target. 91.66% of applications were notified within two weeks if improvements required building or planning permission. In quarter 3, 5 applications were received and 4 were acknowledged within timescale (80%). 97.64% of improvement applications received were acknowledged within one week. In quarter 3, 121 requests received 118 acknowledged within timescale.

Supplementary Information

TGHC continue to meet regularly with partners to discuss satisfaction performance and areas of concern to ensure that service delivery is maintained.



The Gateshead Housing Company

April - Dec 2013/14 Performance

Lettings and Voids



Not on Target

Not on
Target but
Improved

Target Met/ Exceeded

Lettings & Voids - Service Standards

Our Service Standards are:

- 1) We will register new applications and update changes of circumstances within one week of receiving all the required information
- 2) We will provide you with advice and information on rehousing prospects, and typical waiting times for different types of property
- 3) We will assist any customer who would like help in making bids
- 4) We will contact successful bidders within three working days of bids closing
- 5) When you view a property, you will be accompanied by a Housing Officer who will offer advice and information about the property
- 6) The property will be prepared to our published lettable standard ready for the start of your tenancy
- 7) We will provide advice on managing your tenancy
- 8) We will contact you in the first week to check there are no issues about paying rent, and to offer any additional help or support
- 9) We will arrange for the furniture to be delivered and assembled on an agreed date if you have chosen a furniture package
- 10) We will arrange to visit you within six weeks to see how you are settling in

	Lettings and Voids	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	We will register and update your application within 1 working week	79.51%	93%	98.23%		
	Overall customer satisfaction with the advice and information on applying for a new home	92%	90%	To be reported quarter 4		
	Overall customer satisfaction with bidding for properties	94%	97%	To be reported quarter 4		
	We will notify successful bidders within 3 working days	93.93%	93.50%	94.22%		
	% of customers who said that the property viewing was useful	98.98%	98%	99.54%		
	Satisfaction with the condition of the property offered in line with the lettable standard	94.01%	95%	96.80%		
	Satisfaction with the advice and support offered to new tenants	97.80%	98%	98.38%		
	% HomeWelcome visits carried out within 6 weeks	85.30%	86%	87.80%		
	Satisfaction with furniture packages	98.80%	97.50%	To be reported quarter 4		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Performance in relation to registering and updating applications has improved this quarter, increasing from 97.7% to 98.23% which continues to exceed the 93% target. Contacting successful applicants within 3 working days has also improved to 94.22%. The percentage of customers that found the viewing useful has dropped slightly from 99.58% last quarter to 99.54%. 96.8% of customer considered that properties were being let at the required standard. Satisfaction with advice and support to new tenants remains high at 98.38% 1,141 out of 1,299 (87.8%) HomeWelcome Visits were carried out with new tenants within 6 weeks.

Supplementary Information

Satisfaction with advice and information on applying for a new home, the bidding process and satisfaction with furniture packages will be reported in quarter 4 .



The Gateshead Housing Company April - Dec 2013/14 Performance

Rent Payments and Advice



Not on Target


Not on
Target but
Improved

Target Met/ Exceeded

Rent Payments and Advice - Service Standards

Our Service Standards are:

- 1) We will offer a range of ways to pay your rent & service charges
- 2) We will produce clearly written rent letters, including an easy to understand statement which we will send every 13 weeks
- 3) We will give at least 28 days notice of changes to rent or service charges
- 4) We will offer help to customers who are experiencing financial difficulty, including help from specialist debt and welfare benefit advice services
- 5) We will contact you within two weeks of your tenancy ending to inform you of the outstanding balance (and refund you if it is a credit balance)

	Rent Payments and Advice	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Satisfaction with information on how much rent to pay	93.30%	91%	91.50%		
	Are our rent letters and statements easy to understand?	94.40%	91%	94.70%		
	Satisfaction with the advice we give on rent or on debt	95%	95%	To be reported in quarter 4		
	Satisfaction with rent payment methods	95.80%	91%	96.20%		
	We will contact former tenants within 2 weeks to inform them of outstanding arrears or credit balances	97%	95%	96.94%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

The rent survey was sent to tenants in June and yielded approximately 425 responses. Overall levels of performance increased for satisfaction with payment methods and satisfaction with rent statements. Whilst there was a slight reduction in satisfaction with the information received on how much rent to pay, although this is still within target parameters. 96.94% of tenants were contacted within two weeks to inform them of their outstanding arrears balance and this is ahead of target.

Supplementary Information

Satisfaction with advice offered will be reported in quarter 4.



The Gateshead Housing Company April - Dec 2013/14 Performance

Customer Services



Not on Target






Not on
Target but
Improved

Target Met/ Exceeded

Customer Services - Service Standards

Our Service Standards are:

- 1) We will answer your call to HomeRepairs and HomeChoice within 60 seconds
- 2) We will answer all other calls within 20 seconds.
- 3) We will ask customers if they were satisfied that they were able to talk to the right person when they contacted us
- 4) We will ask customers if they were satisfied we were able to deal with their enquiry
- 4) We will deal with your enquiry at the first point of contact
- 5) We will deal with your complaint within 10 working days of us receiving it, or advise you straightaway if the investigation may take longer
- 6) We will give you regular feedback whilst we are investigating your complaint
- 7) We will review your complaint if you're not satisfied with the outcome within 20 working days of us receiving your request

	Customer Services	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	The % of complaints dealt with within 10 working days	71.16%	70.00%	74.76%		
	% of customers satisfied with communication throughout the handling of their complaint	65.57%	65.00%	70.73%		
	% of customers that were satisfied that they were able to talk to the right person	N/A	Baseline	To be reported in quarter 4		
	% of customers that were satisfied we were able to deal with their enquiry	N/A	Baseline	To be reported quarter 4		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Response times for handling complaints within 10 days is 74.76% exceeding the target set. Whilst satisfaction with communication during a complaint has fallen slightly in the last quarter, this is still above target and higher than the same point last year. The ongoing review of complaints includes a focus on communication to address some of the issues raised.

Supplementary Information



The Gateshead Housing Company April - Dec 2013/14 Performance

Involvement



Not on Target





Not on
Target but
Improved

Target Met/ Exceeded

Involvement - Service Standards

Our Service Standards are:

- 1) We will work to ensure that our involved customers represent the communities we serve
- 2) We will provide training and support to customers as appropriate to their need
- 3) We will provide you with feedback on how your involvement has made a difference
- 4) We will listen to your views and take these into account when making decisions about how service are delivered
- 5) We will attend and support where possible local community events that affect our tenants and leaseholders

	Involvement	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	The representation of involved customers	852	840	880		
	Annual training programme course attendance	254	180	115		
	Satisfaction with the feedback following involvement	98.55%	97%	To be reported in quarter 4		
	% of tenants satisfied that their views are taken into account	73.60%	72.50%	73.90%		
	Number of events attended	18	16	36		

Overall comments on the service standards and how we are performing against these standards

Current Performance

The third quarter shows that we are either meeting or exceeding targets set for the year which is very positive. The representation of customers continues to increase. Attendance at training courses is on track to exceed the target set for the year, demonstrating that the company has helped develop the skills and abilities for an increasing number of tenants and leaseholders.

Supplementary Information



The Gateshead Housing Company April - Dec 2013/14 Performance

Estate Management



Not on Target

Not on
Target but
Improved

Target met/ exceeded

Estate Management - Service Standards

Our Service Standards are:

- 1) We will carry out a published programme of Estate Tours, that includes grading of all estates, at least every three months
- 2) We will provide written feedback to customers who attend the Estate Tours within 10 working days
- 3) We will ensure grass cutting is carried out every 15 working days between April and October (except in extreme inclement weather) in partnership with Gateshead Councils LES Dept
- 4) We will visit Gardening Service customers every four weeks during the growing season between April and October
- 5) We will investigate and visit all initial reports of untidy or overgrown gardens within three working days

	Estate	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	% of tenants satisfied with the appearance of their estate and how it is maintained	64.70%	73%	59.50%		
	How we delivered on the published programme of estate tours	792 Estate Tours (100%)	100%	590 estate tours 100%		
	% of estate tours that involved customers	83.70%	83%	90.34%		
	% of tenants satisfied with the quality and frequency of garden service visits	89.25%	91%	To be reported quarter 4		
	Average time taken to resolve Garden Case	N/A	Baseline	3.4 weeks		
	% of tenants with untidy gardens that have been visited within 3 working days	100%	100%	100.00%		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	97%	100%	100.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Results of the 'In Your Neighbourhood' survey showed 59.5% of customers are very satisfied or satisfied with appearance and maintenance of their estate, compared to 64.7% in 12/13. A review of the satisfaction results will be undertaken and included in the next Grounds Maintenance service level agreement discussions. All 590 published estate tours were completed although 2 tours for sheltered schemes were carried out later than published due to work demands of the new Sun Hill. 90.34% of the tours were carried out with residents. Garden cases were resolved on average within 3.4 weeks and 100% of all cases were actioned within timescales. There have been 41 reports of abandoned properties in the period and 100% received a visit within 24 hours.

Supplementary Information

Of the 560 completed estate tours, 497 were graded Gold and 63 were Silver.



The Gateshead Housing Company

April - Dec 2013/14 Performance

Managing Tenancies and Anti-Social Behaviour



Not on Target








Not on
Target but
Improved

Target Met/ Exceeded

Managing Tenancies and Anti-Social Behaviour - Service Standards

Our Service Standards are:

- 1) We will acknowledge your complaint & provide you with a case reference number and advise you of the name of the investigating officer
- 2) We will begin investigating your complaint within one working day for high priority cases, for example racial harrasment or domestic abuse and within five working days for routine cases, for example neighbourhood disputes and noise nuisance.
- 3) We will agree what actions will be taken and how we will feedback to you
- 4) We will talk to you before closing your case and we will follow this up in writing
- 5) We will acknowledge receipt of any incident diaries you give to us within one working day and feed back to you about the contents of your incident diary within five working days of receiving them
- 6) We will respond to requests to exchange homes within six weeks
- 7) We will respond to requests to assign or succeed tenancies within 10 working days

	Managing Tenancies and Anti-Social Behaviour	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	We will give you a decision on your request to assign or succeed your home within 10 working days	99%	100%	99.24%		
	We will give you a decision on your request to exchange your home within 42 working days	100%	100%	100.00%		
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	98%	98.50%	99.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

263 requests to assign or succeed a tenancy have been received and 99.24% of those requests have been responded to within the 10 day target. There were 138 requests to mutually exchange received in quarter 3 and all have been responded to within timescales. During Quarter 3, 457 new anti social behaviour (ASB) cases were opened and of these 455 (99%) were acknowledged and actioned within timescales.

Supplementary Information

Between October and December 2013 there were 18 applications received to exchange tenancies. 4 were rejected and 1 was withdrawn by the customer. The average number of days to respond in quarter 3 was 13.25 days which is a slight increase on the same period last year (12.78). The average numbers of days to respond year to date is 11.91 which compares to 11.98 in 2012/13. During quarter 3 all ASB cases were investigated. 2 cases did not meet target timescales. These cases received an acknowledgement within timescale but were not actioned within timescales.



The Gateshead Housing Company April - Dec 2013/14 Performance

Leasehold



Not on Target









Not on
Target but
Improved

Target Met/ Exceeded

Leasehold- Service Standards

Our Service Standards are:

- 1) We will send your legal representative a solicitor enquiry pack when you sell your flat within seven days of receipt of the enquiry
- 2) We will manage the services provided to your property/block and keep you informed of changes in law that affect you through our twice yearly newsletter
- 3) We will send you a statement of your service charge account, including all income received and adjustments made, on a quarterly basis
- 4) We will provide you with information relating to your service charge account, including account statements every 26 weeks and service charge bills in February and June each year
- 5) We will respond to all 'disputes' within two weeks and ensure that all decisions made are referred back to individual departments to ensure improvements to services
- 6) We will reply to your letters and e-mail correspondence within ten working days

	Leasehold Services	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Satisfaction with the information given prior to becoming a leaseholder	92.00%	90%	To be reported quarter 4		
	% of leaseholders satisfied with the service they receive	69.01%	70%	73.00%		
	% of leaseholders satisfied with the communal repairs and maintenance service	69.60%	71%	57.90%		
	Satisfaction with the account information	84.60%	86%	78.10%		
	% disputes raised and responded to within 10 days	98.81%	95%	85.11%		
	% of enquiries responded to within 10 days	93.28%	95%	86.75%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Overall customer satisfaction with services provided is above target. Leaseholder satisfaction with the communal repairs and maintenance service is below target at 57.9%. Further improvements to the way monitoring of repairs to communal areas is being discussed at the Leasehold Service Improvement Group with Mears. Customer satisfaction with account information is below target and improvements to the 'account statement' have been implemented. Performance against service standards for response times for disputes and customer enquiries has improved on Quarter 2 but is still below target.

Supplementary Information

A new team member was appointed on the 19th August 2013 which has helped the team to improve their response times to customer disputes and enquiries.



The Gateshead Housing Company April - Dec 2013/14 Performance

Sheltered Housing



Not on Target




Not on
Target but
Improved

Target Met/ Exceeded

Sheltered Housing - Service Standards

Our Service Standards are:

- 1) We will work in partnership with the Council's CareCall service to ensure you receive appropriate support to enable you to live independently
- 2) We will produce a newspaper every six months to keep you informed about our older persons services
- 3) We will hold drop-in sessions and an annual meeting within your scheme to discuss any issues and how services can be improved. We will ensure feedback is provided within two weeks

	Sheltered Housing	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	% of sheltered housing tenants that are satisfied with living in their scheme	98%	97%	94.00%		
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners	N/A	Baseline	92.00%		
	% of sheltered housing tenants satisfied with the opportunities for involvement	88%	86%	82.00%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Overall satisfaction with living in the sheltered scheme and opportunities to get involved have both decreased slightly from the previous years performance whilst still remaining high. Overall satisfaction with services from TGHC and partners is a baseline indicator for this year.

Supplementary Information

Satisfaction is based on 334 surveys being returned which is a lower return rate than the previous year. This represents approximately 8% of sheltered scheme residents. The service is looking at different ways to collect this information in future to increase the number of returns.



The Gateshead Housing Company April - Dec 2013/14 Performance

Communal Areas and Multi Storey Blocks



Not on Target








Not on
Target but
Improved

Target Met/ Exceeded

Communal Areas and Multi Storey Blocks - Service Standards

Our Service Standards are:

- 1) We will ensure communal areas are cleaned to the published standard
- 2) We will undertake inspections of each multi-storey block cleaned by caretakers and to ensure they meet publish standards
- 3) Caretakers will attend accompanied viewings to provide information about the caretaker services and answer questions about the block
- 4) We will visit all new tenants within an agreed timescale to provide practical information about their new home

	Communal Areas and Multi Storey Blocks	Performance 2012/13	Target 2013/14	Performance April - Dec 2013/14	Result Against Target	Trend
	Satisfaction with the caretaking service	93%	94%	To be reported quarter 4		
	Satisfaction with the Concierge service	N/A	Baseline	To be reported quarter 4		
	The % of inspections carried out in multi storey blocks cleaned by Caretakers that meet the published service standard	99%	98%	99.29%		
	% of accompanied viewings in multi blocks attended by the caretaker	98%	90%	98.95%		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	93%	83%	87.88%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Targets for all indicators being reported at quarter 3 have been met and exceeded. This has been achieved by having very clear procedures to follow with challenging but achievable targets being set. Employees are supported by Supervisors who carry out regular team meetings, 1-2-1's and appraisals and arrange appropriate training. A culture of continuous improvement has been established and employees are encouraged to suggest their own service improvements. Customer satisfaction surveys for Concierge and Caretakers were sent out December 2013 and will be reported in quarter 4.

Supplementary Information

The Customer Inspection pilot has proved succesful and will continue. If customers are unavailable to carry out inspections the Caretaker Supervisors will cover these to ensure all scheduled inspections take place.