



## Report to the Board

20 November 2014

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**Title:** Service Standards Performance – Second Quarter 2014/15

**Report of:** Head of Corporate Services

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### **Purpose of Report**

1. To inform the Board of the second quarter performance results against our service standards for 2014/15.

### **Background**

2. The Appendix contains the second 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 20 March 2014.
3. The results are colour coded comparing performance against the targets for 2014/15 and against 2013/14 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares quarter 2, 2014/15 results against those for quarter 2, 2013/14.

### **Summary Report**

4. The summary page at the front of the report shows the Service Standard Performance Indicator results and the comparison with the previous year. This is a quick guide to how each service area and the Housing Company as a whole is performing. This summary only includes those indicators which are included within our 'Guide to Services' documents for both tenants and leaseholders.

5.

### **Service Standard Indicator Summary**

6. 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.
7. 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.

8. We currently have 53 service standard performance indicators which are included within the delivery plan and which we monitor and report to the Board on a quarterly basis.
9. At the end of the second quarter, our performance shows that:-
  - 26 indicators were traffic lighted green, which shows that we have met the targets set for them. This is a decrease when compared to the second quarter 2013/14 when 31 indicators achieved the targets set.
  - 1 indicator was traffic lighted amber, which shows that we have not met the target set but performance has improved from the previous year. This is comparable with performance in the second quarter of 2013/14 when there was also 1 amber indicator.
  - 11 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 second quarter 2013/14.
  - 15 indicators were not yet measurable against a target at the end of quarter 2, which is slightly less than 16 at the second quarter 2013/14. Of these, 6 indicators will be reported in quarter 3, 7 indicators will be reported at the year end and 2 indicators are reported quarterly and measured at year end.
10. Overall, performance relating to 27 out of the 38 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 71% of our indicators. This is less than performance for the second quarter 2013/14 when 86% of indicators were on target or improving. 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 2015/16.
11. 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.
12. As part of the Board Away Day on the 31<sup>st</sup> October 2014, it was agreed that service standard reports would be linked into the 5 year TGHC Business Plan and would be scrutinised by the relevant committee in future, with a summarised report going to the Board.

### **Link to values**

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

### **Impact on tenants**

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

### **Risk Management Implications**

15. 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**

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

### **Health Implications**

17. 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**

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

### **Equality and Diversity Implications**

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

### **Value for Money implications**

20. Performing to our service standards will ensure that we provide an efficient and effective service to our customers. This will ensure that resources used to provide these services is being utilised in the areas that are important to our customers.

### **Consultation carried out**

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

### **Recommendation**

22. The views of the Board are sought as to whether they are satisfied with the quarter 2 service standards performance results.



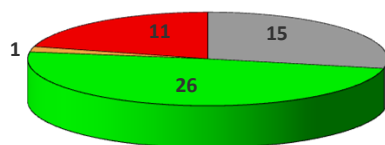
**The Gateshead Housing Company**  
**April - September 2014/15**  
**Service Standards**

## Overall Performance

		Q2 2013/14	Q2 2014/15
<b>HomeRepairs</b>	Satisfaction with the service from the small tasks team		
	We will respond and deliver the small tasks service on time (Within 10 working days)		
<b>Cyclical</b>	Overall satisfaction with the annual gas service		
	We will inspect 5% of completed services to check the quality of work		
<b>Investment</b>	Satisfaction with the assistance and information given to tenants before the improvement		
	We will advise you within two 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)		
<b>Letting &amp; Voids</b>	We will register and update your application within one 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 three 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 six weeks		
<b>Rent</b>	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 two weeks to inform them of outstanding arrears or credit balances		
<b>Customer Services</b>	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		
<b>Involvement</b>	The representation of involved customers		
	Annual tenant and leaseholder training attendance		
	Satisfaction with the feedback following involvement		
	% of tenants satisfied that their views are taken into account		
	Number of events attended		
<b>Estate</b>	% 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 three working days		
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours		

<b>Managing Tenancies</b>	We will give you a decision on your request to assign or succeed your home within 10 working days	Yellow	Red
	We will give you a decision on your request to exchange your home within 42 working days	Green	Green
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	Green	Green
<b>Leasehold Services</b>	% of leaseholders satisfied with the service they receive	Green	Green
	% of leaseholders satisfied with the communal repairs and maintenance service	Grey	Grey
	Satisfaction with the account information	Grey	Grey
	% disputes raised and responded to within 10 days	Red	Green
	% of enquiries responded to within 10 days	Red	Green
<b>Sheltered Housing</b>	% of sheltered housing tenants that are satisfied with living in their scheme	Red	Yellow
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners	Grey	Red
	% of sheltered housing tenants satisfied with the opportunities for getting involved in their scheme	Red	Grey
<b>Communal Areas</b>	Satisfaction with the caretaking service	Grey	Grey
	Satisfaction with the concierge service	Grey	Grey
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	Green	Red
	% of accompanied viewings in multi blocks attended by the caretaker	Green	Red
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	Green	Green




	Q2 2013/14	Q2 2014/15
Baseline Year or Not Yet Measurable	16	15
On Target	31	26
Not on Target but Improved	1	1
Not on Target	5	11





The Gateshead Housing Company  
April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	Satisfaction with the service from the small tasks team	96%	99%	100%		
	We will respond and deliver the small tasks service on time (Within 10 working days)	83%	95%	100%		

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

Current Performance

From the 19 repairs completed we have carried out 16 satisfaction surveys and all customers who responded were satisfied with the service they received. 19 small tasks have been completed year to date, all of which have met the 10 day performance target.

Supplementary Information

During the period 30 requests were made for a small task, however 11 jobs couldn't be carried out as they required specialist materials, equipment or the service wasn't able to make contact with customers despite numerous attempts.



The Gateshead Housing Company  
April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	Overall satisfaction with the annual gas service	99.44%	98.50%	98.36%		
	We will inspect 5% of completed services to check the quality of work	5.00%	5.00%	5%		

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

Current Performance

Satisfaction with gas servicing has fallen slightly below target for the quarter to 98.36%, however this is the busiest most challenging period of gas servicing in the year. We have met our target for quality inspections this quarter.

Supplementary Information

5,803 survey responses received from 10,639 services completed in the period. 284 inspections completed this quarter.





The Gateshead Housing Company  
April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	Satisfaction with the assistance and information given to tenants before the improvement	97.75%	96.50%	97.19%		
	Making Improvements	Performance 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	We will advise you within two weeks if you require any building regulation or planning permissions	93.75%	91%	100.00%		
	We will monitor the length of time taken to acknowledge improvement requests (one working week)	97.62%	97%	94.75%		

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

#### Current Performance

Tenants satisfied with the assistance and information given before improvement works began has fallen 1.17% since the end of quarter 1 but remains above target.

In quarter 2, two alterations required building or planning permission and both received a response with in the two week service standard response time period.

162 applications were received requesting permission to carry out home improvements and 158 were acknowledged on time in quarter 2 in isolation (97.53%). Overall performance for the first six months of the year is 94.75%, which is below the target set.

#### Supplementary Information

Seven tenants were dissatisfied with the assistance and information given before works began for a variety of reasons. Although the result is above target, discussions are held regularly with Local Environmental Services about any expressions of dissatisfaction with the service provided and any issues addressed.



## The Gateshead Housing Company

### April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	We will register and update your application within one working week	82.13%	95.50%	20.86%		
	Overall customer satisfaction with the advice and information on applying for a new home	96.15%	92.50%	98.47%		
	Overall customer satisfaction with bidding for properties	98.33%	98%	100.00%		
	We will notify successful bidders within three working days	94.01%	94%	49.19%		
	% of customers who said that the property viewing was useful	99.33%	99%	99.53%		↑
	Satisfaction with the condition of the property offered in line with the lettable standard	97.20%	95%	96.58%		↑
	Satisfaction with the advice and support offered to new tenants	98.57%	98.50%	99.37%		↓
	% HomeWelcome visits carried out within six weeks	88.10%	87.50%	90.80%		↓
	Satisfaction with furniture packages	99.14%	98.25%	100.00%		

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

### Current Performance

Performance is below target for registering and updating applications. An increase in the number of housing applications and the impact of employee training has resulted in a below target results in quarter 2. It is anticipated that this will not continue into the next quarter. Customers are very satisfied with the advice and information that they are provided with when applying for a new home with 98.47% expressing satisfaction; customers were also very satisfied with the bidding process with levels reaching 100%. Once again due to an increase in the letting of void properties the 3 day target of notifying successful bidders has been challenging to achieve. 99.53% of customers feel that the property viewing is useful and 99.37% are satisfied with the advice and support that is offered to them as new tenants. 96.58% of customers were satisfied with the condition of the property offered in line with the lettable standard which exceeds the target of 95%. Performance for HomeWelcome visits is currently exceeding target. There were 815 visits due and 740 were completed within the 6 weeks. 100% of customers stated that they were satisfied with their furniture packages.

### Supplementary Information



The Gateshead Housing Company  
April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	Satisfaction with information on how much rent to pay	91.50%	91.50%	To be reported in quarter 3		
	Are our rent letters and statements easy to understand?	94.70%	94%	To be reported in quarter 3		
	Satisfaction with the advice we give on rent or on debt	89.00%	95%	To be reported in quarter 3		
	Satisfaction with rent payment methods	96.20%	95.50%	To be reported in quarter 3		
	We will contact former tenants within two weeks to inform them of outstanding arrears or credit balances	97.38%	95.50%	97.89%		

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

##### Current Performance

The themed rent survey has been delayed and will now be distributed in January 2015, therefore the results will not be available in until quarter 4. The service is currently exceeding the target set for contacting former tenants within two weeks of their tenancy ending.

##### Supplementary Information



## The Gateshead Housing Company

### April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	The % of complaints dealt with within 10 working days	73.20%	76%	89.86%		
	% of customers satisfied with communication throughout the handling of their complaint	70.18%	71%	63.75%		
	% of customers that were satisfied that they were able to talk to the right person	89.80%	Baseline	To be reported in quarter 4		
	% of customers that were satisfied we were able to deal with their enquiry	87.80%	Baseline	To be reported in quarter 4		

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

##### Current Performance

Performance is continuing to improve against the 10 day target. Over two thirds of complaints (69.7%) have been resolved within target and without use of a holding letter.

Satisfaction with communication throughout the complaint remains very similar to that at the end of quarter 1, which is disappointing as there has been an improvement in performance for both of the performance indicators captured on the same survey.

##### Supplementary Information

92 complaints (69.7%) were completed within target without needing to issue a hold letter. On average, these took 6.6 days to resolve. 27 hold letters were issued. The remaining 13 complaints (9.85%) took an average of 20.15 days to resolve. In quarter 2 the survey sample for complaints satisfaction was increased from 30 to 50, however although both reported indicators are showing an improvement, satisfaction with communication remains below target and does not appear to have improved. Comments in the satisfaction survey show that a number of respondents felt that they had had to chase up complaints to get work completed, and also that in a number of cases officers had failed to return calls. A number of respondents have indicated that they would be happy to be contacted to discuss their answers further and we are arranging for these people to be contacted. It is suggested that this indicator will be one to consider for review as part of the target setting for 2015/16 as respondents find it difficult to differentiate between the communication during the initial service delivered (e.g the repair which they may have issued the complaint about) compared to the communication of the investigating officer.



## The Gateshead Housing Company

### April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	The representation of involved customers	889	890	920		
	Annual tenant and leasehold training attendance	276	180	60		
	Satisfaction with the feedback following involvement	98.00%	97%	100%		
	% of tenants satisfied that their views are taken into account	73.9%	72.5%	73.90%		
	Number of events attended	37	Increase	21		

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

##### Current Performance

Results for this quarter show that we have either exceeded targets or are on course to meet targets set for the year. We have increased the number of customers on the involvement database to ensure that we continue to involve new customers in shaping services. Our attendance on training has increased and will continue to increase in the third quarter with a number of courses scheduled to take place. Satisfaction with feedback is very positive at 100% demonstrating that involved customers get feedback following their involvement in events. In 2012/13, 73.9% of tenants were satisfied that their views were taken into account exceeding the target set. This helps to encourage them to take part in further activities if they can see there is an impact from their involvement. The company have attended 10 events during the second quarter bringing the year to date total to 21.

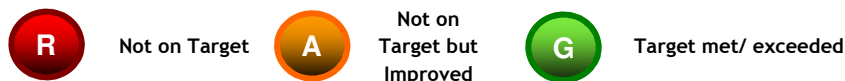
##### Supplementary Information



## The Gateshead Housing Company

### April - September 2014/15 Performance

#### Estate Management



#### 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	% of tenants satisfied with the appearance of their estate and how it is maintained	60.60%	65%	To be reported in quarter 4		
	How we delivered on the published programme of estate tours	784 estate tours 100%	100%	366 Estate Tours 96.32%	<span style="color: red; font-weight: bold; border: 1px solid black; border-radius: 50%; padding: 2px 6px;">R</span>	↓
	% of estate tours that involved customers	89.92%	91%	85.79%	<span style="color: red; font-weight: bold; border: 1px solid black; border-radius: 50%; padding: 2px 6px;">R</span>	↓
	% of tenants satisfied with the quality and frequency of garden service visits	83.20%	91%	To be reported in quarter 4		
	Average time taken to resolve garden case	3.4 weeks	3.4 weeks	3.3 weeks	<span style="color: green; font-weight: bold; border: 1px solid black; border-radius: 50%; padding: 2px 6px;">G</span>	↑
	% of tenants with untidy gardens that have been visited within three working days	100.00%	100%	100.00%	<span style="color: green; font-weight: bold; border: 1px solid black; border-radius: 50%; padding: 2px 6px;">G</span>	↔
	% of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours	100.00%	100%	100.00%	<span style="color: green; font-weight: bold; border: 1px solid black; border-radius: 50%; padding: 2px 6px;">G</span>	↔

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

##### Current Performance

14 Estate Tours, with published dates, were not carried out in quarter 2 which has reduced performance to 96.32%. Customers involved in estate tours is also below target at 85.79%. 354 estate tours have been graded in this period. 319 were Gold, 34 Silver and 1 Bronze. Garden cases are taking an average of 3.3 weeks which exceeds the target set for the year and all tenants have been visited within 3 days, again within target. Between April and September 2014 we have received 17 reports of suspected abandoned properties. All of addresses from these reports received a visit from an estate officer within 24 hours of the report. There were 8 cases where the full abandonment process was followed and possession of the property was gained.

##### Supplementary Information

The reason that some estate tours didn't take go ahead was due to Estate Officers focusing on accompanied viewings and letting of properties which will result in the future protection of rental income and reducing void properties. The increase in property viewings is a direct result of the increase in void properties in the borough. During this period measures were in place to capture any estate issues. A review of the Estate Tour process is being carried out. The Bronze estate grading was located on an estate that is in the process of being partially demolished.



## The Gateshead Housing Company

### April - September 2014/15 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 harassment 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	We will give you a decision on your request to assign or succeed your home within 10 working days	99.48%	100%	98%		↓
	We will give you a decision on your request to exchange your home within 42 working days	100%	100%	100%		↔
	% of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases)	99.80%	99%	99%		↔

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

##### Current Performance

163 requests for a change of tenancy have been received in the period. 98.16% of those have been responded to within target. 3 cases were delayed due to the unavailability of a manager. 109 requests for a mutual exchange were received in the period, 12 requests were rejected and the average number of days to give a decision was 17.48 calendar days. This is well within the target of 42 calendar days and is slight increase on the first quarter of the year at 16.66 calendar days. During this period 936 new anti social behaviour (ASB) cases were opened and of these 925 (99%) were acknowledged and actioned within timescale.

##### Supplementary Information

Recent viewing of the legislation on mutual exchanges indicated that the target for landlords (42 days) is calendar days rather than working days. Figures above reflect this and performance still remains well within the target. Between April and September 2014, whilst all ASB cases were investigated 11 cases were not responded to and investigated within the timescale.





## The Gateshead Housing Company

### April - September 2014/15 Performance

#### Leasehold



Not on Target

Not on  
Target but  
Improved

Target Met/ Exceeded

#### Leasehold- Service Standards

Our Service Standards are:

- 1) 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
- 2) We will send you a statement of your service charge account, including all income received and adjustments made, on a quarterly basis
- 3) 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
- 4) 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
- 5) We will reply to your letters and e-mail correspondence within ten working days

	Leasehold Services	Performance 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	% of leaseholders satisfied with the service they receive	73.00%	71%	73.00%		↔
	% of leaseholders satisfied with the communal repairs and maintenance service	57.90%	59.50%	To be reported in quarter 3		
	Satisfaction with the account information	78.10%	86%	To be reported in quarter 3		
	% disputes raised and responded to within 10 days	89.55%	95%	100.00%		↔
	% of enquiries responded to within 10 days.	91.15%	95%	100.00%		↔

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

##### Current Performance

Performance continues to be above target for all service standards. This has been achieved for a second quarter through closer working links between leasehold services and property services, with a co-ordinated approach to achieve tangible outcomes for customers. This has resulted in 100% response rate for customers within service standard timescales for both disputes and enquiry indicators.

##### Supplementary Information



## The Gateshead Housing Company April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	% of sheltered housing tenants that are satisfied with living in their scheme	94%	97%	95.00%		↓
	% of sheltered housing tenants satisfied with the services provided by TGHC & partners	92%	92.50%	89.00%		
	% of sheltered housing tenants satisfied with opportunities for getting involved in their scheme	82%	86%	To be reported in quarter 4		

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

##### Current Performance

95% of customers are satisfied with living in their scheme. We have received 782 responses to this question during the period April - Sept of which 739 customers were satisfied. Whilst the target of 97% hasn't been met we have improved on the previous years performance and have consulted with a much higher number of customers than in previous years, for example for the year 2013/14 we received responses from 320 customers. For satisfaction with services provided by TGHC and its partners we haven't achieved the target set. Of the 364 of the 411 customers who responded, 89% were happy with the service. Dissatisfaction for the majority of customers tended to be around delays in timescales for repairs being carried out, windows not being replaced through the investment programme and the quality of grass cutting.

##### Supplementary Information

In 2013/14 consultation with sheltered housing customers was carried out as an annual meeting in each individual scheme with follow up surveys which asked about a wide range of services. For 2014/15 we have changed the way we carry out this consultation by splitting the meetings across 4 bite size quarterly roadshows with content and surveys based on one of 4 key themes for the service. For the spring session we looked at 'Customer Service' and during the summer we focused on 'Where you Live'.



The Gateshead Housing Company  
April - September 2014/15 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 2013/14	Target 2014/15	Performance April - Sep 2014/15	Result Against Target	Trend
	Satisfaction with the caretaking service	94%	94%	To be reported in quarter 4		
	Satisfaction with the concierge service	86%	82%	To be reported in quarter 4		
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	99.45%	99%	96.34%		
	% of accompanied viewings in multi blocks attended by the caretaker	98.45%	98.70%	98.30%		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	90.04%	87.50%	88.50%		

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

Current Performance

Three blocks failed to meet the agreed multi storey block inspection standards this quarter. Caretakers cleaning rotas were discussed with the individuals and areas for improvements highlighted. Supervisors will continue to monitor performance in the blocks that failed to ensure they are meet the required standards. There has been an improvement in the number of accompanied viewings conducted in quarter 2 with only 1 visit missed. The improvement to quarter 2 performance for new tenant visits is as a result of the Multi Storey Team telephoning tenants in advance and booking appointments on behalf of the Caretaker.

Supplementary Information

The questions for the Caretaker and Concierge satisfaction surveys have been agreed by the Multi Storey Service Improvement Group. It is anticipated that surveys will be distributed in quarter 3 and the results reported in quarter 4 as scheduled.