



Report to Customers and Communities Committee

5 November 2015

Title: TALISMAN – Progress Report

Report of: Customer Support Manager

Purpose of Report

1. To provide the committee with an update on progress against actions identified in TALISMAN reviews completed to date and provide a general update on the Panel.

Background

2. TALISMAN (Tenant and Leaseholder Scrutiny Management Panel) was established in October 2011.
3. The purpose of the Panel is to ensure that the needs and views of Gateshead residents are at the heart of how housing services are developed and delivered by The Gateshead Housing Company and Gateshead Council.
4. The first review of anti-social behaviour took place between January and June 2012. The Panel's recommendations were presented to this committee in July 2012 and the action plan to address the recommendations was presented to this committee in November 2012. The committee received an update at its meeting in February 2015 that there were only two of the actions still outstanding.
5. The second review of rent and income took place between March and September 2013. The Panel's recommendations were presented to this committee in September 2013 and the action plan to address the recommendations was presented to this committee in November 2013. All the actions are now complete.
6. The third review of void management took place between October 2013 and June 2014. The Panel's recommendations were presented to this committee in September 2014 and the action plan to address the recommendations were presented to this committee in November 2014. The committee received an update on progress meeting the outstanding actions at its meeting in February. There were still a number of outstanding actions.
7. The fourth review of customer service took place between September 2014 and April 2015. The Panel's recommendations were presented to this committee in

May 2015 and the action plan to address the recommendations were presented to this committee in September 2015.

Scrutiny Reviews - Progress completing actions

8. At its meeting in February 2015, the committee was informed that most of the actions following the review of anti-social behaviour had already been completed and update was provided of actions that were still outstanding. The following progress has been made since the last update. Updates are highlighted in red.
 - Surveys/sample sizes – A review of our current approach to surveys was provided in a previous report to committee. This included looking at best practice from other organisations around sample sizes and methods of satisfaction collection. In 2013/14, it has been noted that response rates to a number of surveys has fallen. As a result, we will be revisiting this issue to determine if the approach of themed and service specific surveys continues to be the most appropriate way of collecting customer satisfaction information.
 - Collect and report data to SIG for monitoring on length of time taken to resolve ASB cases – This action requires ICT development within our ASB case management system. This is an outstanding action from 2013/14 service plan which will transfer to the 2014/15 service plan. This item is also on the SIG workplan for 2014/15. **This action is now complete. A presentation was given to the SIG in March 2015. This gave customers information on the average length of time taken to investigate specific categories of ASB. Case studies were also presented to the group to highlight the swift resolution of cases and those where investigative action had taken longer. It was confirmed that the ability to report relates to manual extraction of data is therefore resource intensive. For this reason, future reporting and discussion on average length of time taken would be by exception only and not remain a standing agenda item.**
9. The committee received, at its meeting in February 2015, an updated action plan showing those actions that have now been completed and progress with those that were still outstanding following the review of voids. A further update is attached at Appendix 1 to this report.
10. The committee received, at its meeting in September 2015, an action plan following the review of customer services. A further update is attached at Appendix 2 to this report.

Review of Lettings

11. The Panel has begun its fifth review, which is of lettings. Following an initial presentation giving an overview of the Lettings Service, the Panel has agreed to specifically focus on hard to let properties.
12. The Panel is aiming to complete this review and present its findings to the meeting of this committee in February 2015.

Other Updates

Membership

13. The Committee was informed in February 2015 that there were currently six members on the Panel.
14. Since the last update, Carole Cutter sadly died in August. Carole was a very active member of the Panel who had been on the Panel since January 2013. All members of the Panel and officers from the Company attended Carole's funeral in August.
15. Since the last update, Hazel Hitchen has also resigned from the Panel.
16. An expression of interest was received in September 2015 from Gordon Wallace, a tenant who lives in Felling. Gordon had previously served on the Panel when it was initially set up but had to withdraw from the Panel very early into his membership. Following an interview of three members of the Panel on 5 October 2015, Gordon was appointed onto the Panel.
17. A further expression of interest was received from another tenant. Unfortunately, despite also being appointed by the Interview Panel, the appointment was withdrawn due to family reasons.
18. The membership of the Panel is therefore currently five.
19. The Company is always activity looking at ways of recruiting new members onto the Panel. There will be an article on TALISMAN in the next TGHC News.
20. The Company is also looking to produce a more user-friendly leaflet and to generally look at better ways of raising the profile of TALISMAN.
21. The Panel now has its own banner to take to local events and had a stand at the Gateshead World Mental Health Day on 10 October 2015 at the St Edmunds Church and Trinity Community Centre.
22. The Panel also had a stand at a community event at Springwell Community Centre on 10 August 2015.

External Events

23. Four members of the Panel attended the TPAS Northern Awards Dinner in Manchester on 24 April 2015. TALISMAN was nominated for the best scrutiny panel award but unfortunately was not successful.
24. Training at Trafford Hall continues to be popular and very good value for money. The following events have been attended since the last update: -
 - Scrutiny – Getting Involved – 6-8 May 2015 – 1 member
 - Effective Charing Skills – 15-17 July 2015 – 1 member
 - Behaviours and Managing Stress – 15-17 July – 4 members

25. Three members of the Panel also attended an Unconference in Warrington on 7 October 2015. In particular, this event provided an opportunity for the Panel to network with other scrutiny panels and to share good practice.

Link to values

26. This report relates to the following company values: -

- Fair
- Customer Focused
- Open and Honest
- Accountable
- Inclusive and Valuing diversity
- Innovative
- Passionate about what we do

Impact on tenants

27. The overall aim of the TALISMAN is to ensure that the needs and views of Gateshead residents are at the heart at how housing services are delivered.
28. The outcomes of the TALISMAN reviews to date have identified areas for improvement which will benefit tenants and leaseholders as a whole.

Risk Management Implications

29. Failure to engage with tenants has been identified as an overall strategic risk for the company. The TALISMAN builds on the existing structures in place for tenants and leaseholders to shape services and influence our delivery.
30. Feedback and monitoring of responses to recommendations following a review by the TALISMAN is fundamental to ensuring that tenants feel they are being listened to, encouraging their ongoing engagement.
31. The TALISMAN supports the company's overall approach to co-regulation as set out in the Homes and Community Agency's regulatory framework.

Financial Implications

32. There is a budget in place to support the operation of TALISMAN. Where recommendations are made which have budgetary implications they would be considered on a case by case basis.

Equality and Diversity Implications

33. TALISMAN's code of conduct includes specific expectations relating to equality and diversity. All new members of the panel will either attend a full day training session or undertake the company's e-learning course to give them a level of understanding.
34. In addition, the framework for each review includes consideration as to whether the service is inclusive.

Value for Money Implications

35. The TALISMAN's framework for reviews includes a remit to consider value for money within the services they inspect.

Health Implications

36. The reviews undertaken by the TALISMAN will ultimately result in positive health implications for tenants and leaseholders accessing the service. The TALISMAN have recognised that where it is difficult to use a service, or the information provided is unclear, this can lead to undue stress and concern for a customer.

Environmental Implications

37. There are no direct environmental implications associated with this report.

Consultation carried out

38. Each review will involve significant consultation with the service manager, service users, employees and possibly partners to determine how well the service is performing.
39. In addition, the TALISMAN is consulted on the proposed responses to recommendations by the service area to allow negotiations where necessary.

Recommendation

40. The views of the committee are sought on whether it is satisfied with the progress made by TALISMAN since the last update in February 2015.

Service Feedback to committee on TALISMAN recommendations

Service Area	Void Service				
Date of response to committee	6 th November 2014				
Recommendation	How is this to be implemented? (or if it can't be explain the reasons for this including any further discussions with TALISMAN)	Lead service	Target date for completion	Where will progress be reported? (e.g. committee, relevant SIG etc)	Progress Update
Recommendation already implemented					
Position statements should be written for every service area as soon as possible at the start of the financial year.	The "Void" service area is part of the overall Repair Management Service and a position statement for this is produced at the start of each year as part of the preparation for the annual report. For this review, a statement focusing just on voids was also requested and was provided (For any service, if TALISMAN requires a bespoke statement then this will be produced by the Service Manager at the commencement of any future review.)	Phil Hogg / Russell Urwin	Complete	Used to formulate the Annual Report. Annual report sent to all tenants.	
The term voids be replaced, suggest 'Empty or vacated property'. This may clarify the term for tenants.	Communications team have used the term empty property or vacant property on Housing Company website and will consider for future publications.	Mark Charlton / Ian Clarkin	Complete	Visible on the website and available to all tenants	

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First visit to all vacated properties by both TGHC and Mears representatives and a relet category agreed.	<p>Joint inspections have been in place since 19 May 2014. We will continue to monitor the number of category variations after initial inspection to see if this change has been successful.</p> <p>Findings to date show an improvement in the accuracy of the first variation.</p>	Mark Charlton	Complete	Performance monitored by Company/Council Core Group and reported to Committee	
Aim to visit all outgoing tenants' homes before the end of their tenancy to encourage them to leave the property in a reasonable condition in accordance with the tenancy agreement, to leave it in a good decorative order, clean and safe conditions.	<p>We currently aim to complete visits to all tenants before tenancies end.</p> <p>Visits are completed on 100% of transfers, however, abandoned properties, evictions and deaths are not visited prior to tenancy end.</p>	Jackie Armstrong	Complete	Ending your tenancy leaflet and termination procedure	
Collect and collate failure information over areas of dispute e.g washing machine plumbing holes. Look at reasons for failing lettable standard as this leads to delay and loss of income –identify if there could be a case for more flexibility such as doing	<p>Lettable Standard “fails” have been added to the set weekly agenda for the operational meeting between TGHC and Mears. Fails will therefore be discussed on a weekly basis with trend information collated on a monthly basis.</p> <p>Mears have implemented a new procedure in which all fails are to be discussed between area Supervisor and Mears Responsive Maintenance and Void Manager.</p>	Mark Charlton	Complete	<p>Operational / Partnership meetings</p> <p>Performance monitored by Company/Council Core Group and reported to Committee</p>	

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some remedial work after tenant has moved in.	<p>A review of tenant satisfaction is completed on a quarterly basis. Satisfaction remains above 95%, we continue to monitor dissatisfaction.</p> <p>Joint handovers have been introduced during October. We will continue to further monitor fails and ensure learning.</p> <p>A review of the current performance indicators will be reviewed by March 2015 in line with any future contract extensions or tender exercises.</p>				
TGHC and Mears void officers to have regular joint meetings. A list of priority jobs to be shared weekly between TGHC and Mears.	<p>Systems are in place to monitor properties undergoing work with Mears. A report is shared between the partnership on a weekly basis.</p> <p>Properties are discussed on a weekly basis with attendance required according to discussions.</p>	Mark Charlton	Complete	Company/Council Core Group in contract review	
The Panel had noted that as a result of Welfare Reform, some property types were not being advertised due to their current difficulty to let, for example 2-bed flats.	<p>All available properties are being actively advertised, but we limit the number of adverts of the same type in each block in any week</p> <p>Where there are high levels of empty properties in one location, we may defer the relet process until other similar properties have</p>	Jackie Armstrong	Complete	Company/Council and reported to Customers and Communities Committee	

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Produce regular updates around properties which are taking longer to let and what the company is doing to tackle this issue.	<p>been let.</p> <p>A warning marker is built into Northgate showing properties defined as difficult to let. This is monitored and reported to Gateshead Council.</p> <p>Internally we are piloting new techniques to encourage lettings to inform future approaches to marketing. For example, open house viewings, additional décor or carpets and improvements in social media.</p> <p>In September 2014 flats with 2 bedrooms at Redheugh and Eslington Court were redesignated.</p>				
Collection of keys to be centralised and limited to two collections per day. Suggest that this should be linked to delivery of internal post.	<p>Upon ending of a tenancy a customer has the right to hand keys in at all offices across the Borough. Using the internal post would cause delays in the void process.</p> <p>Discussions have led to process changes which have been implemented. Mears aim to collect keys in a structured way to ensure efficient use of resources. We continue to monitor any delays and will amend processes accordingly in the future.</p>	Mark Charlton	Complete	Operational / Partnership meetings	

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For future implementation					
<p>Redecoration voucher scheme to be reviewed and alternatives considered to see if it could offer better value for money for the company and tenants. Currently relies of the tenants' DIY skills being adequate.</p>	<p>Agree we should review the décor voucher scheme.</p> <p>We have a number of procurement exercises that will be commenced in this financial year including Décor vouchers, security and Energy Performance Certificates.</p>	Simon Chrisp	April 2015	Home SIG, Resources and Customers and Communities Committee on policy changes	To be commenced upon completion of decoration cost analysis work.
<p>Suggest that would be more cost effective if Mears could apply one coat of emulsion in one colour to all walls and one coat of undercoat and gloss to all woodwork. This would ensure a good visual effect.</p> <p>Consider that Mears should decorate all sheltered, elderly and vulnerable tenants properties and consider redecorating all relet, not least to set the standard</p>	<p>Cost analysis exercise to be completed to assess the value of the vouchers per empty property (given out to customers) against the cost of actual redecoration in properties.</p> <p>Costing information and analysis will be required before any changes could be made to the current process.</p> <p>An evaluation of the results will be required in line with current available budgets.</p>	Mark Charlton / Shaun Rowell	Complete	Home SIG	At current rates the budget could not support the decoration of all voids. We are using a targeted approach based on both property condition and demand.

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showing how properties should be left by tenants.					
To review the Lettable Standard leaflet every two years.	Agreed that the leaflet should be reviewed on a more regular basis. Lettable Standard review to be added to the Home SIG agendas.	Mark Charlton	Complete	Home SIG, Customers and Communities Committee on policy changes	Initial conversations with the Home SIG with regards to the booklet have been held. A more visual review is planned for early 2016.
<p>A request for further information regarding one of the empty properties visited identified that the local housing offices do not keep copies of references given to other housing providers when a former tenant moves out of the borough.</p> <p>The former tenant had been recharged for poor quality DIY work carried out to the property, however it was not possible to check whether the housing provider had</p>	A copy of all future references will be stored electronically in Northgate against the individual.	Craig Gandy	Complete	N/A	All offices now store references electronically between the main server and the Northgate Document Management System (DMS). By June 2015 all offices will operate with DMS.

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<p>requested this information as part of the reference.</p> <p>All requests for references from other housing providers be recorded by a Senior Lettings Officer and details be held on file.</p>					
<p>It needed to be made clear to tenants the standard of property expected when tenant leaves the property. Produce a property standard leaflet for new and transferring residents. To be drawn up, monitored and reviewed with residents. To be issued to a tenant when they put in their four weeks notice.</p>	<p>Review the “ending your tenancy” booklet in line with the rechargeable repairs review with consultation from customers. Clarity to be given with regards to the expectation on customers in terms of final property condition.</p>	Jonathan Graham	April 2016	Home SIG consultation and feedback	Rechargeable Repairs discussions were held in April 2015 with the Home SIG and procedures are being reviewed as a result. The ending your tenancy booklet will be reviewed as part of the Voids & Allocations Review.

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Future Consideration					
The Company currently doesn't always post inspect work where a tenant has had permission for improvements or alterations. Ensure that inspections are carried out to make sure work has been done correctly to avoid remedial works when the property becomes empty.	We currently inspect all high risk permission requests. Items such as gas, electric or structural changes would be inspected. Lower level permissions are inspected on a risk based approach, for example permission for fences or built in wardrobes.	Andrew Mason / Ian Burton	TBC	Home SIG, Customers and Communities Committee on policy changes	We continue to inspect high risk permission requests and any amendments to policies and procedures will be considered in the future.
All residents to receive an annual visit to check on the state and upkeep of the property. This is a fundamental requirement of asset management, both TGHC and Mears officers agreed with this approach. Identify and prioritise visits to at risk tenants, e.g young and first time tenants, single parents and residents from out of the area	A range of tenancy visits are currently carried out in properties to enable us to identify any property or tenancy issues. External learning is underway to inform how others manage such aspects. Findings will form the basis of a review to develop a risk based tenancy visit programme. Potential to explore opportunities around working with external partners.	Julie McCartney	TBC	SIG consultation and Committee	We are collating information that will inform our future approach to carrying out an annual programme of risk based customer contact visits.

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without references.					
Rechargeable work agreed and invoiced before tenant vacates the property and photographic evidence to be taken.	<p>Rechargeable repairs are currently applied via repairs in line with the repair policy. We will undertake discussions with Home SIG and present options to Gateshead Council for review.</p> <p>We are introducing mobile technology to Void Officers which will allow a potentially simplified process to be adopted. For example, photographic evidence collection and sharing.</p>	Jonathan Graham	TBC	Home SIG for consultation Report to Committee	Mobile technology has been implemented in the void service. We are in the process of developing procedures appropriate for mobile working.

Review of Customer Services – Action Plan

Recommendation	How is this to be implemented? (or if it can't be explain the reasons for this including any further discussions with TALISMAN)	Lead Officer/Service	Target date for completion	Progress Update
Consideration be given to changing the '0800' number to a '0300' number or publishing the local equivalent number. This will allow customers using their mobile phones to also make the calls to the service for free.	From 1 July 2015, as part of the UK Calling changes, all numbers starting 0800 or 0808 are free for consumers to call from mobile phones, as they are from landlines. The only charge would be from a business phone line.	Ian Clarkin – Communications Manager (Support Services)	Complete	
Provide Freephone signage with instructions on how customers can make a private call and ask staff for pens and paper.	The free phone signage in each Housing Office has recently been updated and renewed. It doesn't make specific mention of using the phone in an interview room to make a confidential call. Separate signage that informs customer's that confidential and same sex interviews are available is to be updated to include the use of interview rooms to make confidential phone calls.	Ian Clarkin (Communications Manager) Support Services	Complete 06.11.15	An update has been included in a team brief delivered to all Housing Office employees Amended Confidential signage received from designer – to be issued to offices

Recommendation	How is this to be implemented? (or if it can't be explain the reasons for this including any further discussions with TALISMAN)	Lead Officer/Service	Target date for completion	Progress Update
Adopt a consistent approach when putting a customer on hold regardless of the service the customer is contacting.	Review and reissue guidance to all employees on telephone call handling.	Rachel Harker (Organisational Development Advisor) Support Services	30.11.15	A new telephony system is being rolled out by the Council from October 2015 which includes the Civic Centre and Housing Offices. This will provide an opportunity to review our corporate approach to telephony.
HMA's to receive regular refresher training in key areas. – Particular reference to Conflict Management & Housing Benefit.	Discussions about training requirements take place as part of the appraisal process with each employee. The line manager refers to the skills matrix which outlines mandatory training by post and then updates the appraisal document. Courses are then arranged to meet demand.	Housing Managers & Customer Service Officers (Neighbourhood Services)	Training to be completed by 31.03.16	<p>Housing Benefit verification training has been delivered to HMA's in all Housing Offices as follows: 14.01.15 Central, 13.05.15 Leam Lane/Felling, 20.05.15 Blaydon/Dunston and 27.05.15 Wrekenton/Birtley.</p> <p>Conflict Resolution courses have been delivered on 16.05.15, 03.07.15, 17.07.15, 30.07.15 and 20.10.15.</p>

Recommendation	How is this to be implemented? (or if it can't be explain the reasons for this including any further discussions with TALISMAN)	Lead Officer/Service	Target date for completion	Progress Update
				<p>A total of 46 employees attended these sessions.</p> <p>Further sessions are arranged for 17.11.15, 24.11.15, 26.01.16, and 09.02.16. A total of 38 employees are booked to attend.</p>
<p>To consider shadowing for HMAs in other parts of the core business, for example Lettings.</p>	<p>Managers can arrange shadowing with any service as part of an employee's personal development and should be discussed at appraisals and 121's.</p>	<p>Jackie Armstrong (Customer Services Manager) and Martin Poulter (Neighbourhood Services Manager)</p>	<p>To complete by 31.03.16</p>	<p>An initial five slots have been made available for HMA's to shadow Lettings on 22.09.15, 29.09.15, 13.10.15, 27.10.15 and 10.11.15. Further slots will be arranged to ensure all HMA's are able to attend.</p> <p>We will also look at other ways to promote more joined up working between services that share a common function – for example through joint training events.</p>

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				Eg ICT are arranging Northgate workshops to be run at each Housing Office over the next three months. This will provide employees with the opportunity for one to one training on aspects of the Northgate system as well as general IT issues. (dates to be confirmed)
Review the sign up procedure and implement changes. HMAs to be involved in the review.	The sign up process is being looked at as part of a wider review of the allocation process. A focus group of HMA's has been set up to discuss and propose changes. WIP	Martin Poulter Neighbourhood Services	Timescales for implementing recommendations from the Voids and Allocations review to be included in an action plan once agreed.	Some initial "quick wins" have been introduced already to reduce duplication and five documents were withdrawn and a number had the content reviewed
To put a process in place for ensuring that Managing Tenancies on the Intranet is kept updated and any duplication is removed.	All company procedures are currently being updated and relocated to one central location (A to z list) on the company's new intranet site. In addition, employees will be	Craig Gandy (Neighbourhood Services Manager) Neighbourhood Services	31.12.15	Ten procedures have been updated and relocated to one central location.

Recommendation	How is this to be implemented? (or if it can't be explain the reasons for this including any further discussions with TALISMAN)	Lead Officer/Service	Target date for completion	Progress Update
	able to find procedures via a new search facility".			
Tenants should be informed of the two rent free weeks during Christmas and New Year	Discussed at sign up with all new tenants and promoted via Company website and publications	Housing Managers/CSO's/Communications Manager	Complete	
Temp Rent cards – not explained it was for rent only & not Council tax (previous TALISMAN recommendation in 2012 during its review of Rent and Income difference should always be explained to tenants.) All employees to be reminded of this recommendation.	Update to be included in a team brief delivered to all Housing Office employees.	Neighbourhood Services	Complete	Team brief delivered w/c 24.08.15
Mears should be able to send a gas service engineer within two days from the sign up	The process for arranging gas safety checks has recently been changed. The target we set our	Customer Services	Complete	Team delivered w/c 24.08.15

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	<p>contractor is 3 or 7 days depending on the tenancy start date as we aim to carry out all gas safety checks before a tenancy starts. However if there are exceptional circumstances where we require a gas safety check to be carried out quicker than three days this can be requested.</p> <p>A reminder to be included in a team brief delivered to all Housing Office employees.</p>			
<p>Tenant should be given a week free rent to arrange removal vans and gas check</p>	<p>It is acknowledged that customers' need sufficient time between viewing a property and the tenancy starting in order to make practical arrangements to move. This would also assist customers who are claiming Housing Benefit and provide an opportunity for the Company's RAIT to carry out a financial assessment.</p>	<p>Customer Services / Neighbourhood Services</p>	<p>Timescales for implementing recommendations from the Voids and Allocations review to be included in an action plan once agreed.</p>	

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	<p>These issues are currently being considered as part of the Voids and Allocations review and recommendations will follow.</p> <p>Housing Offices do currently have the scope to award a rent allowance at the start of the tenancy which is effectively a "rent free week".</p>			
<p>As all housing offices are now shared buildings with other Council services, a sign should be visible on the outside of all the building.</p>	<p>With the exception of the Civic Centre, all shared buildings do have external signage indicating TGHC is co-located in the building. There are two main entrance points at Leam Lane and the Housing Manager has confirmed both have signs indicating TGHC are co-located in the building. At the Civic Centre there is clear internal signage indicating the location of the Housing Company reception area.</p>	<p>Council/TGHC</p>	<p>Complete</p>	

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Ensure toilet facilities are visible to all customers in Leam Lane Office and consider moving the coffee/tea area further away from the toilets.	The Housing Manager at Leam Lane raised these issues directly with Gateshead Council Facilities Management team.	Kevin Roberts (Housing Manager) Neighbourhood Services/ Facilities Management, Council	Complete	Feedback from Facilities Manager – no alternative location for coffee making facilities within the ground floor of the building
Ensure that staff comply with data protection requirements at all times and do not discuss any confidential issues with their colleagues where other members of the public are present, for example in the reception area.	All employees are required to complete a data protection e-learning course. This is refreshed on a three year basis.	Housing Managers/ CSO's Neighbourhood Services	E- learning to be completed by 31.03.16	A reminder to complete e-learning included in a team brief delivered to all Housing Office employees
Whilst it is accepted that these issues might be beyond the Company's control, the fact that that there are no public toilet facilities on the first floor and that the payment counters on the ground floor at the Civic Centre did not appear to comply with DDA	The Council is currently reviewing the layout of public areas in the Civic Centre including cash receipting facilities. Changes may be made as a consequence of this review.	Council/TGHC	No timescale available for completion of Civic Centre review.	

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regulations should be raised with the Council.				
Tenants from the West of Gateshead in small villages should be reminded of different ways of paying their rent i.e. Direct debit, at a post office or by Paypoint in each separate village newsagents. The different ways to pay rent could be made available in housing offices	<p>Information regarding different methods of paying rent is included in a wide variety of Company publications and on the company website. In addition the annual rent statements include the national PayPoint website which lists the most up to date information on locations.</p> <p>There is a supply of leaflets that list all PayPoint locations in each particular Neighbourhood. These are available in Housing Offices. A pdf of each leaflet is also available on the TGHC website.</p>		Complete	