

Housing Services



Service Standards 2010

Draft for consultation

(March 2010 to June 2010)

Our Draft Service Standards.

This is our *draft* Service Standards leaflet that we are using as part of our consultation process with the residents of Gateshead.

We welcome your feedback and will use it to shape the standards and the outcomes for residents.







We have also recently launched a range of revised information leaflets to compliment the standards and these are available at Gateshead Civic Centre, offices of the Gateshead Housing Company and also to download from our website at:

<http://www.gateshead.gov.uk/Housing/home.aspx>

Gateshead Council has a plan to deliver services and improve the area for the people of Gateshead. This is called Vision 2030;

Vision 2030 is Gateshead Strategic Partnership's ambitious Sustainable Community Strategy. Sustainable communities are at the heart of Vision 2030 - this is our statement of intent to make Gateshead the best place to live, work and visit. It is meant to inspire our public, private, voluntary and community sector partners in Gateshead to achieve a step change improvement in the Borough. It is based upon 6 'Big Ideas' which are our aspirations and have been developed through debate, discussion and visioning with people in Gateshead.

The Strategy has six main big ideas:

-  City of Gateshead
-  Gateshead goes Global
-  Creative Gateshead
-  Sustainable Gateshead
-  Active and Healthy Gateshead
-  Gateshead Volunteers

The Service standards are designed to reflect the big ideas and Gateshead Council is committed to providing a high quality housing service. Our vision is:

"The best possible life chances for all through good quality affordable homes in thriving, inclusive and sustainable communities".

The Council sets out the way forward for all Housing Services in Gateshead so that we can increase choice and availability, improve quality, provide housing with support, help residents feel safe, provide relevant advice, make housing services more accessible and empower people to have a say.

At Gateshead, Housing Services will provide support and assistance in various and specialist ways.

The following pages detail how each part of the service will work to a standard that will be monitored in partnership by the people that use the services and staff within the Council by measuring the outcomes of our statements.

Have Your Say about our service standards....

We are very keen for you to tell us if the service standards are fit for the purpose they were created for.

Please complete the feedback form on the back of this leaflet and return it to:

*Phil Walker
Quality and Standards Manager
Community Based Services
Housing Services **Inclusion and Support**
Gateshead Civic Centre
Regent Street
Gateshead
NE8 1HH*

*Or telephone
0191 433 2735*

*Or email
[\[mailto:PhillipWalker@Gateshead.Gov.UK\]](mailto:PhillipWalker@Gateshead.Gov.UK)*

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Our Customer Care Standards

We offer a range of services and our aim is to deliver them in an excellent way and for you to be happy with the service you receive.

You can access all support and information from Housing Services, by telephone, in person, in writing, either by letter or e-mail, on our website and by requesting us to visit you at home.

Across every one of the areas of service you can expect the following:

Our Service standards are....

- We will provide a reception area which is clean welcoming and informative.
- We will be polite, helpful and treat you with respect at all times.
- We will offer a same gender interview upon request.
- We will provide an interpreter or other communication support for you as required.
- We will wear an identity badge and give you a business card with our contact details on it.
- We will listen carefully in order to respond to your needs.
- We will give you an explanation of our actions.
- We will follow the Council's corporate equality and diversity policies.
- We will offer an explanation if you are not interviewed within 10 minutes of your appointment with us.
- We will answer telephone calls within 20 seconds.
- We will reply to letters and e mails within 5 working days.
- We will aim to fully respond to you within 28 days if you contact us about a compliment or complaint and we will use the information supplied to us for service improvements wherever possible.

We will measure how we are performing by....

- ✓ Checking with customers about the standards in reception.
- ✓ Checking with customers that we are polite, helpful and treat them with respect.
- ✓ Checking with customers that we offered a same gender interview upon request.
- ✓ Checking with customers that we provided an interpreter or other communication support for you as required.
- ✓ Checking with customers that we wear an identity badge and give you a business card with our contact details on it.
- ✓ Checking with customers that we listened carefully in order to respond to your needs.
- ✓ Checking with customers that we gave you an explanation of our actions.
- ✓ Checking with customers that we will followed the Council's corporate equality and diversity policies.
- ✓ Checking with customers that we offered an explanation if you were not interviewed within 10 minutes of your appointment with us.
- ✓ Checking our records to ensure that answer telephone calls within 20 seconds.
- ✓ Checking our records to ensure that we reply to letters and e mails within 5 working days.
- ✓ Checking our records to ensure that fully responded to you within 28 days if you contacted us about a compliment or complaint and that we used the information supplied to us for service improvements wherever possible.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

Housing Options and Homelessness Advice

Housing Options Advice

Gateshead Council Housing Options Team provides free, confidential and impartial advice for people in housing need, in a potentially homeless situation or simply wishing to apply for housing and are unsure how to apply or where to look.

Our Service Standards are....

- We will provide you with an information leaflet that details a choice of services.
- We will arrange an interview within 5 working days to discuss your needs.
- We will come to visit you if you are unable to visit us.
- We will provide you with a range of housing options suitable to your needs. This may involve other agencies.
- We will prevent homelessness wherever possible.

Homelessness

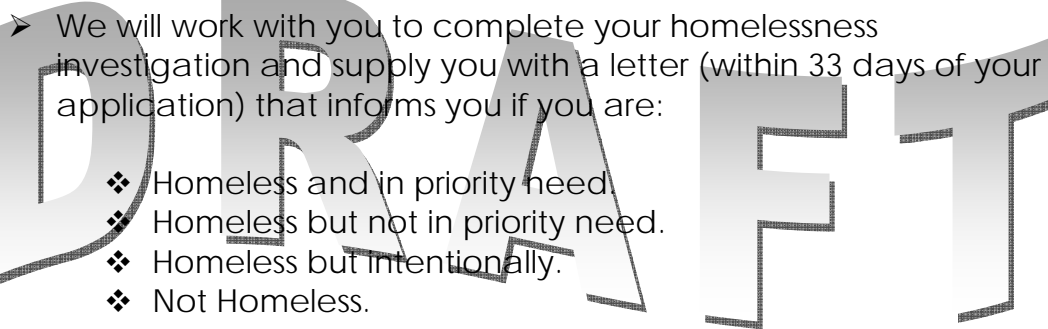
The effects of homelessness can be harmful, distressing and detrimental to people's lives. The Housing Option Team has changed; we now aim to be a service that prevents homelessness when ever possible. If you are homeless or threatened with homelessness....

Our Service Standards are....

- We will provide you with an information leaflet that details a choice of services.
- We will arrange an interview within 5 working days to discuss your needs.
- We will interview you on the same day that you inform us that you have nowhere to stay.

- We will offer you temporary accommodation if you have nowhere to stay and we consider that you are vulnerable.
- We provided support for you if you were in temporary accommodation.
- We will come to visit you if you are unable to visit us.
- We will provide you with a range of housing options suitable to your needs. This may involve other agencies.
- We will prevent homelessness wherever possible.

If we cannot prevent homelessness....

- 
- We will work with you to complete your homelessness investigation and supply you with a letter (within 33 days of your application) that informs you if you are:
 - ❖ Homeless and in priority need.
 - ❖ Homeless but not in priority need.
 - ❖ Homeless but intentionally.
 - ❖ Not Homeless.
 - We will award you a priority status and work with you to find suitable accommodation as soon as possible - if you are considered to be homeless and in priority need.

We will measure how we are performing by....

- ✓ Checking with customers that we provided an information leaflet that details a choice of services.
- ✓ Checking with customers that we arranged an interview within 5 working days to discuss your needs.
- ✓ Checking with customers that we interviewed you on the same day that you informed us that you had nowhere to stay.
- ✓ Checking with customers that we offered you temporary accommodation if you had nowhere to stay and we considered that you were vulnerable.
- ✓ Checking with customers that we provided support for you if you were in temporary accommodation.

- ✓ Checking with customers that we arranged to come to visit you if you were unable to visit us.
- ✓ Checking with customers that we provided you with a range of housing options suitable to your needs.
- ✓ Checking with customers that we prevented homelessness wherever possible.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

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Homelessness Prevention for 16 or 17 year olds and The Young Persons Support Service.

If you are 16 or 17 years old and in housing need one of our young peoples project workers can help you.

Our Service Standards are....

- We will assess your situation and needs.
- We will mediate with your parents or carers if there is a possibility you could return home.
- We will help you to access emergency accommodation if you are homeless.
- We will refer you to supported accommodation if that meets your needs.

We will measure how we are performing by....

- ✓ Checking with customers that we assessed your situation and needs.
- ✓ Checking with customers that we mediated with your parents or carers if there was a possibility you could return home.
- ✓ Checking with customers that we helped you to access emergency accommodation if you were homeless.
- ✓ Checking with customers that we referred you to supported accommodation if that met your needs.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or e mail upon request.
- ✚ Personally at service user forum events.

The Young Persons Support Service....

The Young Persons Support Service provides pre-tenancy and tenancy support to young people aged 16-25 who are homeless, threatened with homelessness, leaving care, expecting a baby, being asked to leave home because of overcrowding, or who are thinking about leaving their current home to gain independence.

Our Service Standards are....

- We will assist you to set up and maintain a tenancy.
- We will help manage your finances and make benefits claims.
- We will assist you to obtain furniture and electrical goods.
- We will help you to develop everyday living skills that will enable you to live independently.
- We will help you to live a healthy lifestyle.
- We will give you support, assistance and advice if you wish to access training, education or employment.
- We will help you to develop social networks and activities.
- We will help you to build your self-confidence.
- We will help you to gain access to other services.

We will measure how we are performing by....

- ✓ Checking with customers that we assisted you to set up and maintain a tenancy.
- ✓ Checking with customers that we helped manage your finances and make benefits claims.
- ✓ Checking with customers that we assisted you to obtain furniture and electrical goods.
- ✓ Checking with customers that we helped you to develop everyday living skills that enabled you to live independently.

- ✓ Checking with customers that we helped you to live a healthy lifestyle.
- ✓ Checking with customers that we gave you support, assistance and advice if you wish to access training, education or employment.
- ✓ Checking with customers that we helped you to develop social networks and activities.
- ✓ Checking with customers that we helped you to build your self-confidence.
- ✓ Checking with customers that we helped you to gain access to other services.

Please also read pages 5 and 6.

And...

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

Debt Advice

Residents of Gateshead can access free and confidential independent debt advice. Thousands of people each year are finding it more difficult to manage their debts and some are losing their homes because of this. If you are one of the increasing number of people in this situation help is at hand.

Our Service Standards are....

- We will contact your creditors and negotiate your payments.
- We will help you to plan and budget your expenditure.
- We will complete a Benefits assessment for you. We will look at your situation and advise if you are not getting your full entitlement.
- We will, if you are a homeowner, through our partner agencies look to be able to switch you to a more affordable mortgage or extend the term of your mortgage.
- We will, if you are already with a debt management company, advise on free debt management (you may be paying fees that could be going to your creditors).
- We will advise you how to respond if you have received a county court letter.

We will measure how we are performing by....

- ✓ Checking with our customers that we contacted your creditors and negotiated your payments.
- ✓ Checking with our customers that we helped you to plan and budget your expenditure.
- ✓ Checking with our customers that we completed a Benefits assessment for you.
- ✓ Checking with our customers that we looked to be able to switch you to a more affordable mortgage or extend the term of your mortgage (if you are a homeowner).

- ✓ Checking with our customers that we, if you were already with a debt management company, advised on free debt management.
- ✓ Checking with our customers that we advised you how to respond if you have received a county court letter.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

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The Tenancy Support Service

The Tenancy Support service provides housing support to people in the community who need help to successfully maintain their Council tenancy or private tenancy.

Our Service Standards are....

- We will assist you to set up and maintain a tenancy.
- We will provide assistance and support to obtain electrical goods and furniture.
- We will provide assistance and advice if you wish to access education, training or work.
- We will help you with developing life skills.
- We will provide you with advice and liaison assistance.
- We will help you in managing finances and benefit claims.
- We will help you to build your self-confidence so you can live independently.
- We will help in gaining access to other services.
- We will help you to develop social contacts and activities.
- We will help you in establishing personal safety and security.
- We will help in maintaining the safety and security of the property.
- We will provide assistance in attending appointments

We will measure how we are performing by....

- ✓ Checking with our customers that we assisted you to set up and maintain a tenancy.
- ✓ Checking with our customers that we provided assistance and support to obtain electrical goods and furniture.

- ✓ Checking with our customers that we provided assistance and advice if you wished to access education, training or work.
- ✓ Checking with our customers that we helped you with developing life skills.
- ✓ Checking with our customers that we provided you with advice and liaison assistance.
- ✓ Checking with our customers that we helped you in managing finances and benefit claims.
- ✓ Checking with our customers that we helped you to build your self-confidence so you can live independently.
- ✓ Checking with our customers that we helped in gaining access to other services.
- ✓ Checking with our customers that we helped you to develop social contacts and activities.
- ✓ Checking with our customers that we helped you in establishing personal safety and security.
- ✓ Checking with our customers that we helped in maintaining the safety and security of the property.
- ✓ Checking with our customers that we provided assistance in attending appointments.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

Domestic Abuse Support Service

The Domestic Abuse Support Service can provide practical and emotional support if you have or are experiencing domestic abuse, whether or not you choose to leave your partner. We offer support to anyone over the age of 16 regardless of your gender, sexuality or ethnicity, for a maximum period of 2 years.

Our Service Standards are....

- We will discuss your current housing situation and offer practical support should you decide to stay or leave.
- We will offer general help and advice on benefits and budgeting.
- We will support you with any legal options by attending any solicitor's appointments and court visits.
- We will support you in accessing education and employment.
- We will assist you to establish social activities via specialist services.
- We will provide emotional support and advice to build self confidence.
- We will help you to stay safe. This can include personal safety advice and security measures for your home.
- We will work on rebuilding your independence and empowering you, by enhancing your skills.

We will measure how we are performing by....

- ✓ Checking with our customers that we discussed your current housing situation and offered practical support if you decided to stay or leave.
- ✓ Checking with our customers that we offered general help and advice on benefits and budgeting.
- ✓ Checking with our customers that we supported you with any legal options in attending any solicitor's appointments and court visits.
- ✓ Checking with our customers that we supported you in accessing education and employment.

- ✓ Checking with our customers that we assisted you to establish social activities via specialist services.
- ✓ Checking with our customers that we provided emotional support and advice to build self confidence.
- ✓ Checking with our customers that we helped you to stay safe.
- ✓ Checking with our customers that we worked on rebuilding your independence and empowering you, by enhancing your skills.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

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Medical Priority (Health and Housing)

Do you need to move home because of your medical condition?

Is your home making your medical condition worse?

Would a move to a different type of property ease the symptoms you are experiencing?

We can help.

Our Service Standards are....

- We will provide you with a leaflet that explains our service.
- We will provide you with up to date and relevant information.
- We will aim to fully assess your application within 28 days.
- We will provide support (via partner agencies) and offer advice.

We will measure how we are performing by....

- ✓ Checking with our customers that we provided you with a leaflet that explains our service.
- ✓ Checking with our customers that we provided you with up to date and relevant information.
- ✓ Checking with our customers that we fully assessed your application within 28 days.
- ✓ Checking with our customers that we provided support (via partner agencies) and offered advice.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

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Occupational Therapy Service

The Occupational Therapy Service carry out specialist assessments of need for anyone living within the borough of Gateshead who has a permanent disability or for those who care for someone who has a disability.

Our Service Standards are....

- We will provide you with a leaflet that explains our service.
- We will provide you with up to date and relevant information.
- We will aim, when you have been allocated a worker, to fully assess your application within 28 days.
- We will provide support (via partner agencies) and offer advice.

We will measure how we are performing by....

- ✓ Checking with customers that we provided you with a leaflet that explains our service.
- ✓ Checking with customers that we provided you with up to date and relevant information.
- ✓ Checking with customers that, when you have been allocated a worker, we fully assessed your application within 28 days.
- ✓ Checking with customers that we provided support (via partner agencies) and offered advice.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

Single Gateway Scheme

If you have been excluded from the housing register, the Single Gateway Scheme may be able to help you find a home, and make sure you have appropriate support to be able to manage your tenancy.

Our Service Standards are....

- We will arrange a meeting for you with the Single Gateway Co-ordinator so that you can talk about where you want to live and discuss your support needs.
- We will make sure your application form is registered within one week on the housing system.
- We will make sure that the Single Gateway Co-ordinator will liaise on your behalf to find you a suitable property and you will only have to liaise with this officer.
- We will provide a support plan which is tailored to your individual needs, which takes into account your circumstances and which is regularly reviewed.
- We will provide advice and information on housing and support options if an appropriate property cannot be found for you by the Single Gateway scheme.

We will measure how we are performing by....

- ✓ Checking with our customers that we arranged a meeting for you with the Single Gateway Co-ordinator so that you can talk about where you want to live and discuss your support needs.
- ✓ Checking with our customers and or records that we made sure your application form was registered within one week on the housing system.
- ✓ Checking with our customers and our records that we made sure that the Single Gateway Co-ordinator did liaise on your behalf to find you a suitable property and that you only had to liaise with this officer.

- ✓ Checking with our customers and our records that we provided a support plan which was tailored to your individual needs, which took into account your circumstances and which is regularly reviewed.
- ✓ Checking with our customers and our records that we provided advice and information on housing and support options if an appropriate property could not be found for you by the Single Gateway scheme.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

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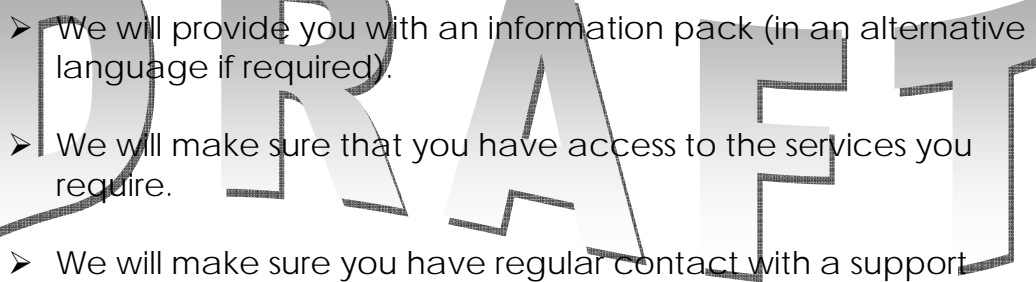
The Asylum Team and Refugee Move On Service

The Asylum Team is one of seven Local Authority teams in the North East offering support to asylum seekers and is a member of North East Strategic Partnership for Asylum and Refugee Support (NESPARS).

Who is an Asylum Seeker....

The Immigration and Asylum Act (1999) defines an asylum seeker as "A person over the age of 18 years who has made a claim for asylum, to the Secretary of State, and is awaiting a decision."

Our Service Standards are....

- 
- We will provide you with an information pack (in an alternative language if required).
 - We will make sure that you have access to the services you require.
 - We will make sure you have regular contact with a support worker to assist with any difficulties.
 - We will provide assistance to register with G.P. (doctor), dentist, optician, children's health clinic.
 - We will help you make contact with social groups, community centres and faith groups.
 - We will provide assistance to register at college.
 - We will provide a contact list for legal advice.
 - We will keep a reporting system for racist incidents.
 - We will provide assistance to report housing repairs.
 - We will provide a listening ear.
 - We will make contact with United Kingdom Border Agency.
 - We will offer general information and advice.

We will measure how we are performing by....

- ✓ **Checking with our customers and our records** that we provided you with an information pack (in an alternative language if required).
- ✓ **Checking with our customers** that we made sure that you had access the services you require.
- ✓ **Checking with our customers** that we made sure you ha regular contact with a support worker to assist with any difficulties.
- ✓ **Checking with our customers and our records** that we provided assistance to register with G.P. (doctor), dentist, optician, children's health clinic.
- ✓ **Checking with our customers** that we helped you make contact with social groups, community centres and faith groups.
- ✓ **Checking with our customers** that we provided assistance to register at college.
- ✓ **Checking with our customers** that we provided a contact list for legal advice.
- ✓ **Checking with our records** that we kept a reporting system for racist incidents.
- ✓ **Checking with our customers** that we provided assistance to report housing repairs.
- ✓ **Checking with our customers** and our records that we provided a listening ear.
- ✓ **Checking with our customers** and our records that we made contact with United Kingdom Border Agency.
- ✓ **Checking with our customers** that we offered general information and advice.

Please also read pages 5 and 6.

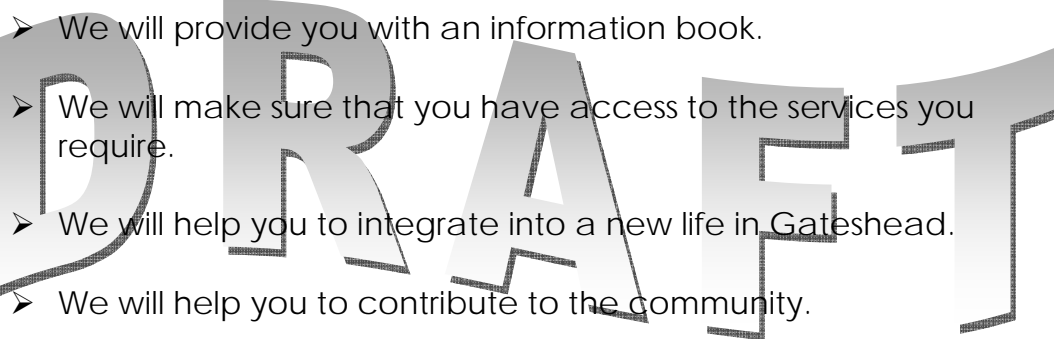
Are you a refugee who wants to stay in Gateshead?

The **Move On Service** was established by Gateshead Council in January 2003. The service helps refugees.

Who is a Refugee....

A refugee is someone to whom the Home Office has granted permission to stay in this country due to "A well-founded fear of being persecuted for reasons of race, religion, nationality, sexual orientation or membership of a particular social group or political opinion."

Our Service Standards are....

- 
- We will provide you with an information book.
 - We will make sure that you have access to the services you require.
 - We will help you to integrate into a new life in Gateshead.
 - We will help you to contribute to the community.
 - We will help provide you with advice and assistance about access to doctors and health Services.
 - We will provide you with advice and assistance with work/employment or volunteering.
 - We will provide you with assistance with benefits/income and general budgeting.
 - We will provide you with assistance to obtain furniture and white goods.

We will measure how we are performing by....

- ✓ Checking with our customers that we did provide you with an information book.
- ✓ Checking with our customers that we made sure that you had access the services you require.

- ✓ Checking with our customers that helped you to integrate into a new life in Gateshead.
- ✓ Checking with our customers that we helped you to contribute to the community.
- ✓ Checking with our customers that we helped e provide you with advice and assistance about access to doctors and health Services.
- ✓ Checking with our customers that we provided you with advice and assistance with work/employment or volunteering.
- ✓ Checking with our customers that we provided you with assistance with benefits/income and general budgeting.
- ✓ Checking with our customers that we provided you with assistance to obtain furniture and white goods.

Please also read pages 5 and 6.

And...

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

The Strategic Housing Service

Effective partnership working is key to the development and delivery of our housing priorities. As strategic enablers we require stakeholders' and partners' support to develop and deliver solutions that meet local housing need and aspirations.

The strategic service is responsible for developing the vision for housing, understanding the local housing market and housing need, setting and delivering housing priorities, developing housing strategies and policies, and working with partners to enable improvements to existing homes and developing new homes.

Who are our partners?

External: Tenants, Residents, Voluntary and Community Organisations, The Gateshead Housing Company, Registered Social Landlords, Developers, Homes and Communities Agency, Bridging NewcastleGateshead, Government Office North East, One North East, 1NG, and other Local Authorities.

Internal: Elected Members and colleagues from other Council departments.

Our Service Standards are....

- We will listen to stakeholders and partners views and use them to develop, improve and review services, policies and strategies.
- We will meet regularly with our partners to ensure high quality housing across the borough.
- We will ensure the provision of good quality council homes and related services through the Management Agreement with The Gateshead Housing Company.
- We will publish a Gateshead Agreement that sets out what partners can expect of us and what we expect of them.
- We will ensure that we measure our, and our partners, performance against the targets we set.
- We will ensure that our policies, strategies, and performance are published and are available in a variety of formats on request.

We will measure how we are performing by....

- ✓ Keeping a record of what our stakeholders and partners tell us and show where it has influenced services, policies and strategies.
- ✓ Arrange partnership meetings and record minutes.
- ✓ Undertake regular monitoring meetings with The Gateshead Housing Company to ensure good quality council homes and services.
- ✓ Publishing the Gateshead Agreement in 2010 and update it annually.
- ✓ Set performance targets and report regularly to the housing forum
- ✓ Publishing policies, strategies and performance online.

Please also read pages 5 and 6.

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Right To Buy

The Right to Buy is a Government run scheme that allows qualifying tenants to purchase the property that they rent from Gateshead Council at a price lower than the full market value.

Our Service Standards...

- We will send you an application form within 3 working days of you asking for one;
- We will give you all the help and advice you need to assist you through the Right to Buy process and advise you of the other options available to allow you to get on the property ladder.
- We will let you know, in writing, that the Right to Buy Team have received your application form within 5 working days;
- We will write to you within 4 weeks of receiving your application to tell you whether or not you qualify to buy;
- We will contact you within 2 weeks of you qualifying to buy to make an appointment to carry out a valuation of your property;
- We will send you an "offer notice" within 8 weeks of us accepting your application if you live in a house or 12 weeks if you live in a flat. This will set out the price and terms in which we will sell your home to you.
- We will arrange an appeal to the district valuer for you if you do not agree with the price you are being asked to pay for the property. You must appeal within three months of receiving the offer notice.
- We will reserve the right to request an appeal against the District Valuers valuation of any property. If we intend to submit an appeal we will let you know in writing within 28 days of receiving the District Valuers decision.

We will measure how we are performing by

- ✓ Monitoring our performance against our service standards on a monthly basis and publishing annual results.
- ✓ Recording reasons if we have not met our service standards for each case and taking appropriate action.

- ✓ Checking with our customers by sending out customer satisfaction surveys to every applicant who purchases their property under the Right to Buy scheme to monitor customer satisfaction with the service.
- ✓ Checking with our customers by sending out a questionnaire to applicants who do not complete the Right to Buy process to monitor reasons for cancelling.
- ✓ Monitoring how long it takes Property Services to arrange valuation inspections for RTB applicants.
- ✓ Discussing our performance and our customers satisfaction with service users at the Leasehold Service Improvement Group on an annual basis.

Please also read pages 5 and 6.

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Getting Involved with Housing Services

We value what our customers think about our services and this is your opportunity to get involved in improving the quality of service to you.

Our Service Standards are....

- We will provide you with an information leaflet which describes how to get involved.
- We will provide you with a range of opportunities to get involved.
- We will make getting involved an easy process
- We will provide training.
- We will provide transport costs if they are required.

We will measure how we are performing by....

- ✓ Checking with our customers that we provided you with an information leaflet which describes how to get involved.
- ✓ Checking with our customers that we provided you with a range of opportunities to get involved.
- ✓ Checking with our customers that we made getting involved an easy process
- ✓ Checking with our customers and our records that we provided training.
- ✓ Checking with our customers that we provided transport costs if they are required.

Please also read pages 5 and 6.

And....

We will report performance back to our customers on a regular basis:

- ✚ Via the Council website and by post or by e-mail upon request.
- ✚ Personally at service user forum events.

Other related leaflets in this range:

- ✚ Housing Options
- ✚ Homelessness Advice
- ✚ Asylum Team
- ✚ Are you a Refugee who wants to stay in Gateshead?
- ✚ Tenancy Support Service
- ✚ Domestic Abuse Service
- ✚ Medical Priority
- ✚ Single Gateway Scheme
- ✚ Debt Advice
- ✚ Gateshead Homeless Prevention Service for 16-17 year olds
- ✚ Young Persons Support Service
- ✚ Occupational Therapy Service
- ✚ Right to Buy
- ✚ Getting Involved with Housing Services

Have Your Say about our service standards....

We are very keen for you to tell us if the service standards are fit for the purpose they were created for.

Please complete the feedback form on the back of this leaflet and return it to:

Phil Walker

Quality and Standards Manager

Community Based Services

Housing Services Inclusion and Support

Gateshead Civic Centre

Regent Street

Gateshead

NE8 1HH

Or telephone

0191 433 2735

Or email

[\[mailto:PhillipWalker@Gateshead.Gov.UK\]](mailto:PhillipWalker@Gateshead.Gov.UK)

Different formats

This information is available on request in a different language, in large print, audio tape/cd or in Braille call 433 2735.

Gateshead Council March 2010

Have Your Say about our service standards....

1. *Have you any good comments about the standards?*

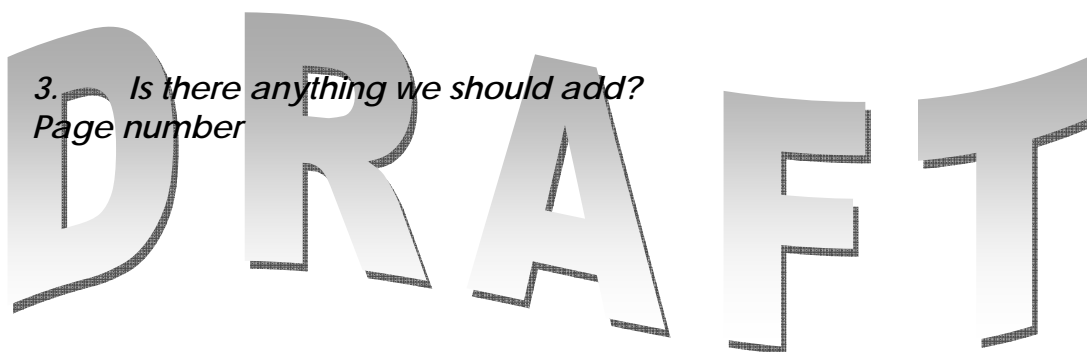
Page number

2. *Have you any not so good comments about the standards?*

Page number

3. *Is there anything we should add?*

Page number



DRAFT

4. *Is there anything we should remove?*

Page number

5. *Any general comments?*

Thank you for your comments