

Gas servicing

Recommendation	Expected Outcome/s	Key Actions	Deadline	Update
Improve gas servicing by:				
Ensuring a high proportion of properties have a valid gas safety certificate in line with high performing organisations	All risks are minimised regarding gas safety	1. New group gas safety policy and procedure (including access)	1st April 2010	Gas policy and procedure approved by Housing Services Committee
		2. Change reporting procedures and also format to exception reporting	1st April 2010	Performance reports changed which go to Housing Services Committee and Board
		3. Benchmark performance with other organisations	1st April 2010	
Escalating action against customers refusing access including legal action in accordance with approved procedures	All risks are minimised regarding gas safety	1. Roll out training on the new gas safety policy and procedure	1st April 2010	Training completed - quality assurance audits planned for residents to check compliance/quality issues
		2. Installing interrupt devices for repeat no access properties	1st April 2010	Interrupt devices sourced

		3. Robust follow up on recharges for legal costs when court action implemented	1st April 2010	New recharges officer within the Group to review approach to this
Improving information for customers to explain the service available, including those who to contact for services, the range of appointment slots and agreed service standards	Increased use of gas safety service	1. Promote/advise of service in tenants newsletter sent to all customers	1st April 2010	Next edition of Belong (residents newsletter) goes out in January 2010 and includes an article on this issue
		2. Update gas leaflet to include relevant information on the contract arrangements	1st April 2010	Due to be reviewed as part of wider review between 1st January and 1st March 2010
		3. Introduce survey questionnaires to establish customer feedback and report results back to the gas servicing core group (which includes staff, contractors and customers from the Regional Consultative Committee) who can then monitor performance	1st April 2010	
Reporting performance at least twice a year to the board, senior management and customers including the number and age of services that are overdue	All risks are minimised regarding gas safety	1. New reporting format and procedure of reporting to Board, Management Team and Regional Consultative Committees	1st April 2010	Performance reports changed which go to Housing Services Committee, Board, Regional Consultative Committees and Management Teams