

Service Improvement Team

As everyone is aware we have been driving forward ways in which we can improve services to our Tenants and demonstrate that we are delivering valued services which meet need.

For the last six months Managers have been meeting to co-ordinate and progress our work around service improvement and preparation for inspection. From now on fortnightly meetings of the Service Improvement Team will take place.

As part of our communication strategy we will send you a monthly e-brief, to update you all on the priorities and progress. This will be in addition to the information you get through your team meetings and one to ones.

Get Involved

As a member of staff the most important thing you can do is:

- **TELL US WHERE THINGS NEED TO CHANGE**
- **TELL US WHERE WE WASTE MONEY**
- **LET US KNOW IF YOU THINK WE'VE GOT IT RIGHT OR WRONG**
- **GET INVOLVED**
- **BE YOUR OWN CUSTOMER BY THINKING "WOULD THIS SERVICE BE GOOD ENOUGH FOR ME OR MY FAMILY". IF THE ANSWERS IS NO DO SOMETHING ABOUT IT**

You can email any member of the Service Improvement Team individually or email us as a group. We promise to:

- **ACKNOWLEDGE WHAT YOU HAVE TOLD US**
- **PROPERLY CONSIDER WHAT YOU HAVE RAISED**
- **INTRODUCE QUICK FIXES WHEREVER POSSIBLE**
- **LET YOU KNOW TIMESCALES**
- **INVOLVE YOU IN WORKING OUT SOLUTIONS**

What's Gone Well?

A huge amount of work has been carried out which aim to improve services. Some of the key actions include:

- The introduction of A Performance Management Framework
- Our performance is generally in the top quartile
- Tenant Involvement is more embedded
- Tenancy Agreement has been improved
- We've improved our approach to Anti Social Behaviour
- We hold more focus groups as a way of gathering feedback
- We have trained Tenants to be Mystery Shoppers
- We are more systematically seeking feedback and acting upon it
- We have developed an Equality and Diversity Strategy that we are implementing

- We have reviewed many service areas including Hestia, Aspen Gardens, Sheltered Housing, Arrears Collection and Day to Day maintenance
- We have developed a financial inclusion strategy
- We have surveyed all our Tenants and will use the information to shape our services

Full details of our other achievements will be posted on the performance page of our intranet and internet

What Are Our Priorities?

We strongly believe that the Audit Commission will carry out a short notice inspection within the next four months. This means we will only get a few days notice of the inspection. The Inspectors will look at three key areas which they will identify as our weaker areas. They will make this decision based on our performance reports and the view of the Housing Corporation. Diane Smith and Carole Richardson are delivering some awareness rising about Inspection during December so please get to one of their sessions.

To focus our efforts we have identified the areas that we think an Inspection may focus upon. The details of what we are focussing on are detailed overleaf as are the actions we are taking.

Item	Current Position	Action
Asbestos/ Legionella	Reviewed current policy Awareness raising with contractors & staff completed Asbestos was looked at as part of the H & S assessment	<ul style="list-style-type: none"> • JG to bring updated policy, procedures and registers to next meeting. • SK to check if internal audit have ever looked at asbestos and if so ensure the actions have been completed • BS to feed in report from H&S assessment
Adaptations	ET currently looking at adaptations policy inc cost, demand and feedback.	<ul style="list-style-type: none"> • ET to circulate by 12/11/08 • JG to customer feedback on adaptations
Self Assessment	Work has begun	<ul style="list-style-type: none"> • ET to circulate work so far to the group. AL/CR to begin to look at
Gas Servicing	Under review	<ul style="list-style-type: none"> • TI to do mystery shopping exercise on gas servicing, IBS system • ET to pass on STH policy
Stock Investment	Data to be uploaded on IBS to improve our stock profiling which will inform how we target investment	<ul style="list-style-type: none"> • JG to develop a 5 year plan and publish to tenants – Dec 08 • BW & JG to work together on consultation with tenants – Dec 08
Void Management	DS & JG working on reviewing the whole process.	<ul style="list-style-type: none"> • DS to organise for a VMS Survey to be carried out on voids (excluding new build lets) • Completion by Xmas
Allocations	DS carrying out review with tenant involvement	<ul style="list-style-type: none"> • Work underway

Procurement	Some good work in place but needs pulling together	<ul style="list-style-type: none"> • SK to complete Procurement Policy by Dec 08
Tenant Profiling	Some data has been produced	<ul style="list-style-type: none"> • TI to organise a meeting once the full suite of reports has been produced
Equality & Diversity	Equality & Diversity health check being carried out	<ul style="list-style-type: none"> • BS to organise Board and staff training to be carried out by January • ET & BS to develop policy framework and circulate
Resident Involvement	In quite a good position. Needs a bit more focus in key areas including development , finance, maintenance	<ul style="list-style-type: none"> • Concentrate on Audit Report • BW to set up a focus group on recently rehoused tenants into new build properties • DS to speak with Tracy Fraser about how we can consult further with customers to Development involvement to a 3* service
Service Standards	Some are in the process of review. Esme working on these	<ul style="list-style-type: none"> • ET to have final versions for 19 November • Work out how we are going to measure against them and report to customers
Access to Services	We need to ensure we have the basics right first time	<ul style="list-style-type: none"> • All to take responsibility for carrying out mystery shopping on front line services • ET to develop an advice sheet for staff called "What to do if" which will help us to answer and signpost queries more effectively • Be The Customer • TI & CR to work on internet • TI to arrange for a suggestion box in reception
VFM	Needs work	<ul style="list-style-type: none"> • AL to develop a policy and embed within organisation
Mystery Shopping	Tenants trained, programme in development to start Nov 2008	<ul style="list-style-type: none"> • TF is co-ordinating and will develop an outcome report to come to this group • 1st area is access to services
Performance Monitoring (tenants)	Report in Autumn newsletter but we need to further develop	<ul style="list-style-type: none"> • TI to produce a report for tenants • All to produce a list of what we want to send to tenants in January
Focus Groups (how do we know what tenants want)	Some good work has been conducted to date	<ul style="list-style-type: none"> • Need to agree a programme of focus groups and topic areas
Standard list of questions we might be asked at inspection	Have gathered information from others to help us develop our understanding	<ul style="list-style-type: none"> • CR to collate and meet with a cross section of staff
Communication	Updates at all Team Meetings	<ul style="list-style-type: none"> • Mandatory reads on internet will go through TI • Improvement and Inspection to be included on EVERY Team Meeting Agenda • CR to develop a monthly e brief to all staff re Service Improvement Group progress. • CR/DS briefing staff on inspection during December

Service Charges	Systems already in place but need reviewing	<ul style="list-style-type: none"> • JF to lead on review of communication, tenant involvement
Systems thinking	Implement the recommendations of the group	<ul style="list-style-type: none"> • AL/CR/JG/TI meeting 2 x weekly to drive forward improvements
Web	New EHA site launched but needs some attention	<ul style="list-style-type: none"> • CR & TI to review, change and update – completion Dec 08