

Partners Service Plan 2010–11



Inside:

**Partners Service Plan
2010-11**

Page 2

**Partners Strategic
Framework**

Page 2

Monitoring the Plan

Page 3

**Measurement of the 5
Year Plan**

Page 4

Action Plan

Page 4 onwards

Partners Service Plan 2010 – 11

Partners Service Plan supports Partners strategic framework and the action plan is organised under Partners strategic aims, which you can find in the next section 'Partners Strategic Framework'.

The plan has been put together with input from Core, PRG, a staff focus group, Partners Resident Forum, and tenant and leaseholder surveys and feedback.

In 2010 / 11, Partners aim is to improve communication which in turn will increase tenant and leaseholder satisfaction with our services.

Partners Strategic Framework

Our Mission Statement

To improve homes and provide excellent services through partnership and innovation

Our Strategic Aims

1. To work in partnership and innovate to provide excellent customer services
2. To improve and maintain homes
3. To manage our business efficiently and effectively
4. To develop our people

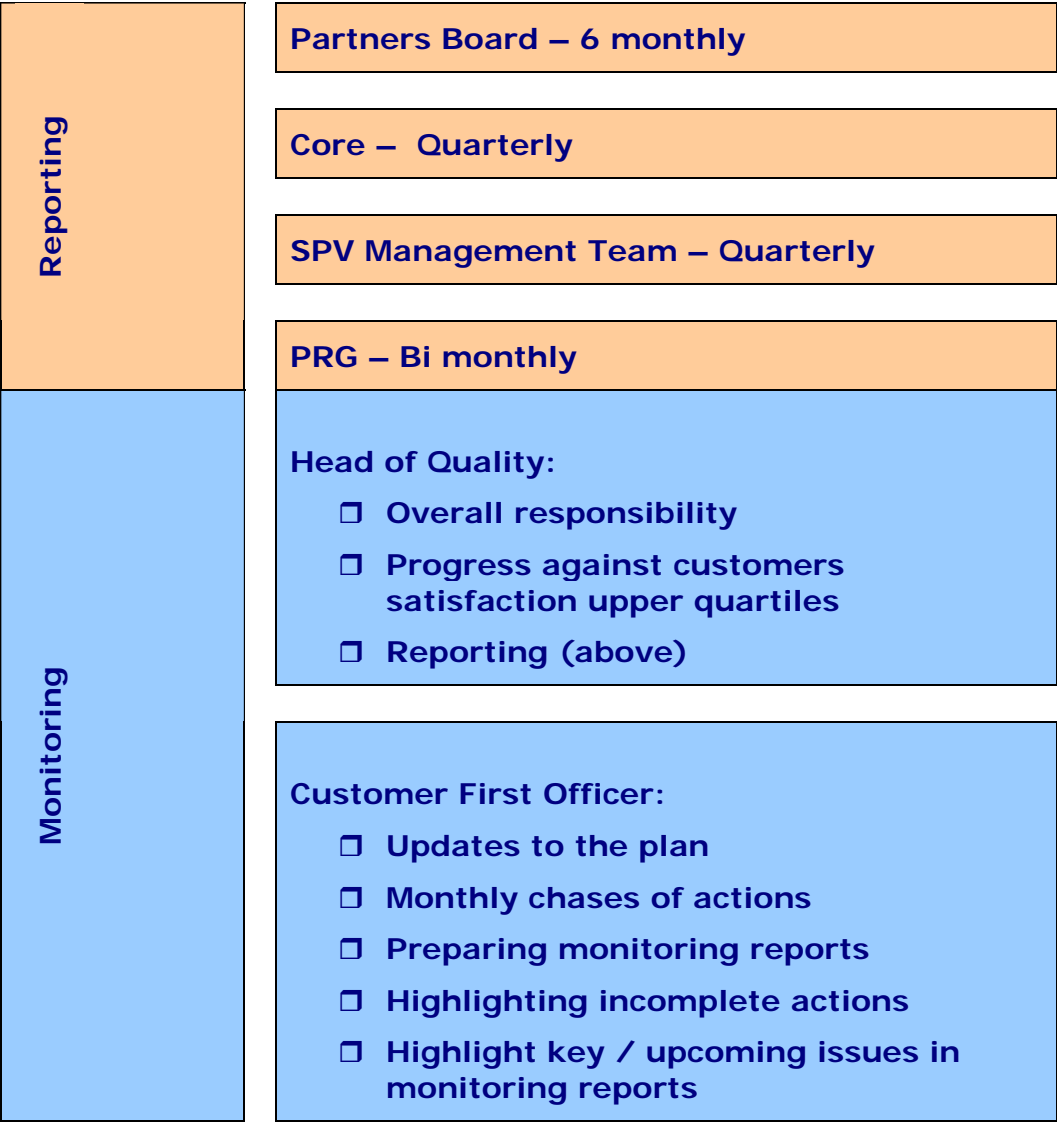
Our Vision

To be considered excellent by our tenants and leaseholders

Our Values

Excellence, Partnership, Innovation, Respect, Loyalty, Trust

Monitoring the Plan



Measurement of the Service Plan

Our vision is 'To be considered excellent by our tenants and leaseholders', and our definition of excellence is to provide top quartile performance by 2012 in the following three tenant satisfaction STATUS performance indicators. We also use success measures to monitor the plan and these are shown on the last page of this plan.

Tenant Results and Targets

Performance Indicator	Partners Tenant Survey 2008	Partners Tenant Survey 2009	Target 10/11
Overall satisfaction with Partners services	64%	76%	79% (upper quartile)
Satisfaction with opportunities for participation in management and decision making	48%	45%	56% (upper quartile is 60%)
Satisfaction with Partners repairs and maintenance service	61%	75%	76% (upper quartile)

Partners achieved its 2009 / 10 and 2010 / 11 targets for overall satisfaction and satisfaction with repairs and maintenance. However, we have not moved forward on satisfaction with opportunities. Therefore targets for opportunities remain unchanged whereas for overall and repairs and maintenance targets have been revised upwards to attain the top quartile.

Action Plan

On the following pages, under our strategic aims, is the action plan.

**Partners for Improvement
Service Plan
2010 - 2011**

**Date last updated:
18-May-10**

Objectives	Task	Target Date	Measure of Success	Date Completed
<i>1. Aim: to work in partnership to provide excellent customer services</i>				
A. Publish information that is helpful to tenants, leaseholders, and staff	1. Ensure that all information possible is on the website regarding:		Information is published on the website	
	a) Keeping pets	Jun-10		
	b) Anti social behaviour - publicise successes	as req		
	c) Staff vacancies	as req		
	d) Staff contacts (inc. leasehold team)	ongoing		
	e) Tree management	Jun-10		
	f) Leasehold issues	Oct-10		
	g) Garden maintenance	Jun-10		
	h) Leaseholder repair service – link to LBI website	May-10		
	i) Partners' responsibility for car parking and signpost LBI	Mar-11		
	j) Why Partners and the Council will not improve sound insulation and the importance of floor coverings	Sep-10		
	k) Rubbish and litter	Sep-10		
	l) Why Partners will not decorate as part of refurbishment	Jun-10		
	m) Why Partners will not paint woodwork as part of refurbishment	Jun-10		
	n) Why Partners provides only estimates of costs of major works to leaseholders	Aug-10		

	o) Increase the profile of the Residents Forum, its meetings and actions taken as a result of forum discussions	Sep-10		
	2. Within Partners Gazette, raise the profile of:		Information is published in Partners Gazette	
	a) Increase the profile of the Residents Forum, its meetings and actions taken as a result of forum discussions	Sep-10		
	b) Anti social behaviour - publicise successes	as req		
	c) Leasehold information	Sep-10		
	d) Complaints procedure	Dec-10		
	f) Interesting local stories, problems and good news	as req		
	k) Show how monies are being used	Mar-11		
	l) Get leaseholders to write in and leave a message (positive and negative)	Mar-11		
	m) What we do to check quality of repairs	Aug-10		
	n) What we do to ensure our repairs	Aug-10		
	o) Performance	x 5 pa		
	3. Publish Partners Annual Report to include: % homes completed, diversity info, volumes of work done e.g. kitchens, plus other issues such as deconversions	Aug-10	Partners Annual Report is published	
B. Improve services and communication to leaseholders	1. Review service charge notices and bills to increase accuracy and clarity and include: breakdown of additional charges, amount paid / due more clearly, what work has been done	Mar-11	Leasehold processes are clear	
	2. Leasehold Team to review whether they can send more information by e-mail e.g. charges	Jun-10	Leasehold team work as efficiently as possible	
	3. Works team to review major works information to ensure it is clear to leaseholders	Sep-10	Major works information is clear to leaseholders	

	4. Ensure that repairs satisfaction forms are available in large print and other languages (state this on the form)	Apr-10	Repairs satisfaction forms are as accessible as possible	
	5. Increase communication between the Works team and leaseholders	Dec-10	level of communication increases between works team and leaseholders	
	6. Reinforce 'repairs team' rather than 'Rydon', for all teams	Sep-10	Services are referred to by staff, tenants and leaseholders by their team rather than their company name	
	7. Log promises made as part of the complaints process to ensure they are kept, and audit	Dec-10	Complaints promises are logged and kept	
	8. Ensure there is sufficient contact and information at the start of leasehold refurbishment	Dec-10	level of communication increases between works team and leaseholders	
	9. Review the process and arrangements for leasehold requests for alterations	Sep-10	Leasehold team work as efficiently as possible	
	10. Ensure that the focus is on works completed and not just costs	Sep-10	Emphasis is on works being undertaken rather than solely on cost	
	11. Survey satisfaction with Out of Hours repairs service and ensure expectations are being managed	Mar-11	We have up to date information on satisfaction with repairs OOH service	
	12. Review s20 system	Mar-11	Leasehold team work as efficiently as possible	
	13. Offer 1-1 visit to discuss final account where bill is disputed		Leaseholders can discuss their bill face to face with a member of staff	
	14. Changes under the common hold and leasehold reform act will introduce a new service charge bill for leaseholders.	Apr-10	Common hold and leasehold reform act implemented	
	15. Leasehold focus group looking at repairs.	Aug-10	Partners receives leaseholder views of the repairs service	
	16. Explore specialist leasehold skills for 2 dedicated customer services officers.	Apr-10	Decision made to introduce specialised roles for CSO's	

	17. Introduce one to one surgeries with Rydons for round 1 major works.		Tenants and leaseholders can discuss their bill face to face with a member of staff	
	18. Annual leaseholder newsletter.	Apr-10	Leaseholders receive dedicated information	
	19. Tackle leaseholder perception of poor value for money	Apr-10	Leaseholders think major works is value for money	
	20. Issue a final account within six months of completed works	Dec-10	Final accounts issued within six months of completed works	
	21. Formalise S20 communication process in a flowchart.	Nov-10	Flowchart available	
	22. Put on website as news item when bills are going out	Ongoing	Bills going out are news item on the website	
	23. Investigate options for setting up a leasehold team mailbox which auto generates a response detailing times for responding	Apr-10	Leasehold team work as efficiently as possible	
	24. Strategy for LH events to be reviewed and new suggested formats to be explored	Apr-10	Format of LH events reviewed	
C. Ensure Partners complaints system is accessible to tenants and leaseholders	1. Introduce pdf form version of complaints cover-sheet, so that learning from complaint section can be completed more easily and collated and reported on more easily.	Apr-10	Electronic communication of learning from complaints is possible	
	2. Introduce a standard paragraph for correspondence which can be used to acknowledge when someone appears to be dissatisfied, we're grateful for the opportunity to resolve the concern, if they remain dissatisfied, here's how to make a complaint.	Jun-10	Tenants and leaseholders have the option to talk to a member of staff rather than complain	
	3. Explore possibility of "concern" flag on correspondence, or "Stage zero" complaints stage, to try to pick up and address concerns before they become formal complaints. But must not reduce accessibility of complaints system.	Dec-10	Tenants and leaseholders have the option to talk to a member of staff rather than complain	

	4. Review when leaseholders concerns will be dealt with through the complaints procedure and when they won't, and ensure that we publish accurate information for leaseholders explaining this.	Dec-10	Complaints system is accessible	
	5. Encourage complainants to quote reference numbers when escalating complaints – they don't need to provide a copy of the previous response.	Jun-10	75% of tenants think that the complaints system is accessible	
	6. Implement LBI's Complaints management system as per timescale agreed with LBI		LBI's CRM is implemented	
D. Ensure services are accessible	1. Keep visitor levels under review to ensure new website is calculating numbers correctly	Ongoing	Website visitor levels are monitored	
	2. Review the quality of the information on the website	Apr-10	Ensure that there is up to date quality information on the website	
	3. Ensure all aspects of the website are regularly updated; consider what needs the highest profile	Ongoing	Ensure that there is up to date quality information on the website	
	4. Review other websites and identify good practice with a view to using it on Partners website	Jun-10	Ensure that there is up to date quality information on the website	
	5. Ensure that all download forms are working e.g. complaints form	Ongoing	Services are as accessible as possible	
	6. Introduce on-line ASB reporting capability	Sep-10	Tenants and leaseholders are able to report ASB on line	
	7. Introduce the dedicated ASB team	Aug-10	Tenants and leaseholders are aware of the ASB team and its role	
	8. Housing Management to consider what information is given about pets at sign-up when they next review information provided.	Jun-10	Tenants receive information on pets at sign up if appropriate	