

Partners Service Plan 2009-10



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

Key Values

Excellence, Partnership, Innovation, Respect, Loyalty, Trust

The focus of this plan is improving customer satisfaction and has been organised under the following headings:

1. Overall satisfaction
2. Taking customers and staff views into account
3. Repairs & Maintenance

1. Overall Satisfaction

Objective	Action	Measures of success	Target date
All teams have access to shared information	Share information from the following systems more effectively: <ul style="list-style-type: none"> • Intranet • Iworld • Flag • Planet FM 	Staff can access the information they need to do their job, including customers contact details	March 2010
	Intranet to be set up and available to all teams, including: <ul style="list-style-type: none"> • access to joint policies and procedures • brief bios • shared plans • joint staff projects and meetings 	Staff think that communication across Partners is more effective. Measure through mini staff survey.	June 2009
	Iworld logins and access available for each team.	Staff can access the systems / information they need.	April 2009
	Flag logins available for all staff that require access.	Staff can access the systems / information they need.	April 2009
	Planet FM access to be given to all staff that want access.	Staff can access the systems / information they need.	April 2009
	Improve record keeping	Staff are able to see records of recent contacts with customers	March 2010
	Create 'hot' telephone lines for staff to get through to service areas	The pace of communication between teams increases	September 2009

Objective	Action	Measures of success	Target date
<p>Improve integration at all levels within the Partnership</p>	<p>Partners induction to be reviewed and enhanced to emphasise importance of teams working together.</p> <p>Service areas to attend Partners inductions and present their own area.</p> <p>Identify and assign projects which require cross-team working</p> <p>Hold series of Partners Team Talks on various issues that teams should be aware of e.g. Leasehold issues by Leasehold Team, Asset Management, etc.</p> <p>Reaffirm that staff / managers can call case conferences for complex cases</p>	<p>'Partners' is emphasised more at staff inductions</p> <p>'Partners' is emphasised more at staff inductions</p> <p>Staff have the opportunity to meet and work more closely with people from other teams</p> <p>Staff have the opportunity to learn more about Partners and how it works</p> <p>Article in staff newsletter emphasises that staff / managers can call case conferences</p>	<p>June 2009</p> <p>June 2009</p> <p>August 2009</p> <p>March 2010</p> <p>May 2009</p>
<p>Improve KPI and customer satisfaction performance</p>	<p>Identify key satisfaction trends including repairs, works, housing management. Take action to improve services.</p> <p>Define 1 or 2 non-contracted KPI and for each service that would deliver an excellent service</p>	<p>Improve satisfaction ratings by 5% when HFI 2010 STATUS survey is undertaken</p> <p>Improved satisfaction levels e.g. leaseholder satisfaction</p>	<p>March 2010</p> <p>August 2009</p>

Objective	Action	Measures of success	Target date
Improve systems and processes	Agree with all teams a list of joint processes to be reviewed	Systems to be reviewed agreed	April 2009
	Set up improvement groups (all levels of staff) to review each process according to the timetable	Decide on group attendees and arrange first meeting.	April 2009
	John V/Repairs team to review, and amend as necessary, lifecycle repairs process.	Lifecycle/repairs process reviewed.	June 2009
	Ensuring phone system is working effectively!	Phone system tested and results presented to IT meeting	May 2009
	Explore direct report telephone line for repairs (rather than customers calling through switchboard)	Decision made as to whether customers should phone repairs CSOs direct or not	July 2009
	Collect evidence of where we think we are meeting our KPI's but not providing a good service e.g. telephone answering, de-conversions	Reviewed at PRG.	January 2010
	Agree direct referral system with Greenspace and agree format of referral. In partnership with Greenspace, plan cyclical maintenance for tree works.	Arrangements for working with Greenspace are clear	September 2009
	Identify over-80s residents (Iworld report) and see what services they have accessed/not accessed.	Services accessed by over 80s identified	May 2009

	Retrieve any previous survey information Partners have on these residents. If insufficient consider a tailored survey to identify their needs.	Tailored survey completed if required	September 2009
Tailoring opening hours to residents' needs	Explore extension of working hours e.g. Saturday morning appointments and office opening hours.	Assess cost of opening for extra hours to all teams and whether/when residents would want this	March 2010
Service standards	Review current customer service standards Service standards to be made more prominent Undertake mystery shopping exercise for repairs reporting, leasehold contact, RLOs.	Customer service standards updated Published customer service standards making it clear to customers the standard of service they can expect Residents are involved as mystery shoppers and where appropriate service improvements are identified	July 2009 September 2009 June 2009

2. Taking customers and staff views into account

Objective	Action	Measures of success	Target date
Continue to promote a Partners approach	Solve customers problems using a 'Partners approach' and deal with the financial responsibility afterwards. PRG to come up with an approach and monitor the impact.	Customers enquiries and complaints are resolved effectively and efficiently	May 2009
	Establish a Partners approach fund which can be used to pay for cases as above. Establish criteria for works that could be paid for by such a fund.	Customers enquiries and complaints are resolved effectively and efficiently	May 2009
	Ensure that staff receiving an enquiry take responsibility for it.	Customers talk to one case officer and are not passed around Partners	April 2009
	Find examples where works have been held up because of who's paying for it and work through the solutions that were found for common ground.	PRG establishes routes for difficult cases to take	May 2009
	Investigate, buy and distribute branded products to all Partners staff with service standards written on them, e.g. mouse-mats, mugs.	All Partners staff believe that they work for Partners and don't use the word Partners to describe the SPV	April 2009
	Consult with works team over joint branding on uniforms and signage	All teams wear Partners branding	April 2009

Objective	Action	Measures of success	Target date
Improve communication with our tenants and leaseholders	Regularly ask residents what we need to do to improve	Ideas for improvement collated and presented for discussion	June 2009
	Publicise Partners good news stories	Partners Gazette and external publications carry good news	Ongoing
	Improve all written communication	A lower percentage of complaint escalations from stage 1 for 09-10 than 08-09.	March 2010
	Make Partners website as accessible to all as possible	Increased number of visitors to Partners website	Ongoing
	Publicise local libraries and other places where internet access is available free of charge.	Increased number of visitors to Partners website	July 2009
	Residents Fun Day	Fun day held	October 2009
	Produce 5 customer newsletters a year	5 a year Newsletters received by customers	5 x pa
	Include in Leasehold Newsletter details of staff leaseholders can contact to answer their queries	Leaseholders can ask for the right person when they contact Partners	June 2009
	Hold focus groups, e.g. leaseholders & Round 2, to ensure feedback is received and acted upon.	Feedback received	May 2009
Ensure that we tell our customers of the improvements made.	Publish results in Partners Gazette.	5 x pa	

Objective	Action	Measures of success	Target date
Offer tenants an alternative insurance option	Ask insurer to write to all tenants with information about contents insurance	Insurer sends out agreed letter about contents insurance	November 2009
	Publicise in Partners Gazette	Information published in Partners Gazette	December 2009
Ensure that Partners resident involvement works as effectively as possible	Hold an annual Residents Forum improvement meeting.	Successfully held first annual Residents Forum improvement meeting.	August 2009
	Each service to develop a structured resident involvement plan for their area	Resident involvement is applied across Partners	September 2009
	Hold Resident Forum elections	Residents have a further opportunity to elect who represents them	July 2009
	Training Needs Analysis for new Residents Forum	Residents Forum training needs are identified	September 2009
	Deliver any training or other development required	Residents Forum training needs are met	March 2010
Corporate and Social Responsibility	Give CSR a higher profile/priority within Partners. Identify a CSR Champion.	Publicise Partners CSR activity in the staff newsletter and Partners inductions.	June 2009
	Establish Partners CSR programme and publicise. May include: community projects, engaging local people, reading groups, free labour / volunteer schemes, etc.	Set up and roll out projects.	September 2009

	More senior support for the Green Group going forward	Empower members of Green Group to make decisions or team managers to put aside time for Green Group debrief.	April 2009
Staff Involvement.	Develop a Partners Handbook for <i>ALL</i> Partners staff to include bio's for key staff and managers, and outline the responsibilities of each service area. Publish on Partners Intranet with team hard copies.	Staff, especially new starters, feel better informed. Staff informed of Partners strategic framework i.e. mission and values	July 2009
	Plan joint staff training using internal resources: customer care, health and safety, and other courses recommended by service areas	Training is provided. Staff feel more expert and part of Partners.	July 2009
	Engage specialist training organisations where no in house provision e.g diversity training	Training is provided. Staff feel more expert and part of Partners.	July 2009
	Reaffirm the culture of support for long and short courses	Staff are able to attend the most appropriate training for them	July 2009
	Develop an internal communication plan to encourage communication between: <ul style="list-style-type: none"> • Works & Leasehold • Repairs & renewals • Works & repairs • Partners staff working at different sites • Key roles who influence others e.g. Works Team Zone Managers 	Internal communication improves	August 2009

	<p>Conduct mini staff survey twice a year</p> <p>Hold a staff conference</p> <p>Produce monthly staff newsletter to include: suggestion scheme, valuing views, structured job shadowing, good news features, and improvements resulting from feedback of Partners employees.</p> <p>Structured job shadowing scheme set up and operational, and guidance given on how to organise it, benefits, etc.</p>	<p>Staff satisfaction measured</p> <p>Staff conference held</p> <p>Staff engage with the newsletter</p> <p>Staff who need to learn about other parts of Partners can do so</p>	<p>May 09 November 09</p> <p>Christmas 2009</p> <p>Monthly</p> <p>April 2009</p>
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