

Partners Service Plan 2007 / 08



This is Partners For Improvement in Islington's 2007 / 08 service plan.

Our Mission Statement

To improve homes and communities, and provide excellent customer service through partnership and innovation

Our strategic aims are:

1. To work with customers to achieve high levels of customer satisfaction
2. To work in partnership
3. Provide a responsive and flexible repairs service
4. Improve homes to meet the availability standard
5. Deliver excellent housing management services
6. To promote diversity
7. To innovate

Action Plan

The action plan states how we will achieve our strategic aims. This is set out between pages 2 and 14.

1. To work with customers to achieve high levels of customer satisfaction

Desired Outcome	Action	Milestones	Timescale	Person responsible	
<p>Effective tenant involvement</p> <p>Increase satisfaction with opportunities for participation in management and decision making from 51% (STATUS)</p>	Hold Tenant Forum elections	Publicise elections inc. hard to reach groups	May 2007	Customer First Manager	
	Develop new and existing resident representatives	Hold induction session	June 2007	Customer First Manager	
		Agree training programme	September 2007	Customer First Manager	
		Deliver training to new and existing resident representatives	Ongoing from June 2007	Customer First Manager	
		Hold a resident's day	Possible theme of anti social behaviour	August 2007	Head of Quality
		Agree with tenants representatives a new strategy for tenant involvement		September 2007	Customer First Manager
Involve residents in monitoring Partners Service Promise.	Review Partners Service promise with the Residents Forum	October 2007	Customer First Manager		
Effective 2-way communication with residents	Customer survey – Level of involvement Type of involvement Issues e.g. ASB		July 2007	Head of Quality	

Improve satisfaction with landlord keeping tenants informed from 69% (STATUS)	Disseminate information to residents Produce effective publications	Resident newsletter x4 pa	June 2007	Customer First Manager
		Produce a tenants handbook	September 2007	Housing Management
		Produce a revised PFI 2 leaseholder handbook	December 2007	Head of Leasehold Services Head of Leasehold Services
		Review leaflets and handouts available to leaseholders	June 2007	Head of Leasehold Services
		Publish Annual Report	May 2007	Quality Team
Good communication with stakeholders	Improve Partners website	Review website; involve stakeholders	June 2007	Customer First Officer
		Suggest improvements to Partners	September 2007	
		Publish	December 2007	
Customer satisfaction in refurbishment works	Develop and implement an action plan for archiving resident satisfaction with works	Produce action plan from satisfaction review and agree with HFI	April 2007	Project Director, United House
		Carry out 6 month review, including review of customer satisfaction	September 2007	
		Implement action plan	March 2008	

	Open one new respite flat for R1 and R2 residents to share and monitor use	Review customer satisfaction Identify address of respite flat Refurbish respite flat Promote respite flat to residents and monitor use	March 2008 April 2007 April 2007 September 2007	
Achieve high levels of customer satisfaction	Tenant satisfaction project Leasehold satisfaction project	Establish focus groups as a feedback mechanism Re-establish leasehold focus group for PFI 1 & develop for PFI 2	December 2007 June 2007	Head of Housing
Reduce dissatisfaction with services	Hold tenant and leaseholder focus groups on reasons for dissatisfaction Reduce dissatisfaction levels by acting on issues	Issues: Dogs Vandalism, other crime Noise from people Noise from traffic Neighbour disputes Rubbish and recycling Communication	December 2007	Quality Team Head of Housing

2. To work in partnership

Desired Outcome	Action	Milestones	Timescale	Person responsible
One organisation: Develop shared strategies and efficiencies to improve performance	Branding; making it happen:	Letterheads, signs, vans, scaffolding, etc.	March 2008	Managing Director
	Procurement	Office equipment	September 2007	Managing Director
	Partners training plan	Future planned works	March 2008	
		Learn from existing training plans	June 2007	Head of Quality
		Identify cross team issues	September 2007	
	Explore remote working	Deliver training	March 2008	
			March 2008	Managing Director
Service excellence	Achieve Chartermark		August 2007	Quality Team
	Effective complaints system	Working with the ombudsman	September 2007	Quality Team
		Review complaints system	September 2007	Quality Team

Effective relationships with external stakeholders	Build relationships with: Councillors LBI HFI Press Hyde HA (as a supplier) Etc.		March 2008	Managing Director
Manage business risks	Health and safety audit Delivery of Common Area Risk Assessments (CARA) Financial audit Implement risk management routine and update register	Appoint consultants Reporting health and safety issues Review 2006 / 07 Health & Safety action plan Pull together inspections that have taken place Programme for ongoing CARA	September 2007 March 2008 November 2007 September 2007	Managing Director Managing Director Finance Manager, Partnership Team Quality Team

Improve consistency and standards of services	Build a procedure manual for Partners – develop procedures: (Audit written procedures in accordance with the IQA plan)	Financial procedures	March 2008	Finance Manager, Partnership Team
		Responsive Repairs	September 2007	Head of Quality Repairs Manager
		Leasehold	March 2008	Head of Leasehold Services
		Tenancy	March 2008	Housing Manager
Effective communication within Partners	Internet / Intranet review Update communication strategy and include opportunities for positive PR Away day Cross team events Spring staff event Work shadowing programme		March 2008	The Quality Team
Celebrate success	Celebrate milestones in refurbishment contracts	1000 th property 2000 th property etc.	March 2008	

3. Provide a responsive and flexible repairs service

Desired Outcome	Action	Milestones	Timescale	Person responsible
Increase service accessibility	Solution to replace reliance on Amicus for out of hours responsive repairs call forwarding Improve telephone answering response times for repairs service		March 2008	Repairs Manager
Corporate and social responsibility	Embrace alternate means of transport	Receive visits from manufacturers to demonstrate vehicles Complete review of RPM fleet Implement changes	June 2007 June 2007 March 2008	Repairs Manager
Efficiency	SMS text appointment confirmation To aim to achieve a 'first time fix' rate of 80% Identify service improvements by reviewing supply chain and skill set	Skills Materials Tools	March 2008	Repairs Manager
Performance culture	Circulate monthly repair satisfaction reports		April 2007	Customer First Manager

4. Improve homes to meet the availability standard

Desired Outcome	Action	Milestones	Timescale	Person responsible
Effective asset management regime in place	To set up asset management database	Produce IT specification	July 2007	Project Director, United House
		Appoint IT provider	July 2007	
		Develop and test database	September 2007	
		Roll out database	December 2007	
		Review implantation of database	March 2008	
	Produce asset management strategy including links to repairs service	Appoint asset manager	August 2007	
		Produce strategy	December 2007	
To have a programme for life cycle works	Produce a life cycle programme in conjunction with cyclical programme		March 2008	Asset Manager
	Deliver the works according to the programme			

To monitor and continuously improve the quality of the refurbishment works, reducing the number of call backs	Develop a monitoring system for call backs under the defects liability period	Establish baseline on defects liability period call backs Set target for improvement	September 2007 September 2007	Customer First Manager Refurbishment Manager Repairs Manager
Supporting residents	Review special needs decant facilities in line with contract requirements		April 2007	Project Director, United House

5. Deliver excellent housing management services

Desired Outcome	Action	Milestones	Timescale	Person responsible
Effective communication with customers	Develop a more specific service promise for leaseholders		June 2007	Mike Edmunds
Increase income	Explore with client new means of tenants paying rent		March 2008	Housing Manager
	Expanding payment options for leaseholders		September 2007	Head of Leasehold Services
Work in partnership (housing management)	Build relationships with local debt advice agencies		September 2007	Head of Housing
	Develop relationship with County Court		March 2008	
	Work with Housing Benefit to improve service to tenants	Housing Benefit Officer at North Road office Housing Benefit sign up team	September 2007	

<p>Reduce anti social behaviour</p> <p>Increase satisfaction with landlord's approach to anti social behaviour from 37% (STATUS)</p>	<p>Develop Partners RESPECT agenda for anti social behaviour</p> <p>Innovation in tackling Anti Social Behaviour regarding street properties (RESPECT Agenda)</p>	<p>Develop ASB partnership with e.g. Safer Neighbourhood Teams</p> <p>Develop strategies to manage street properties</p>	<p>March 2008</p> <p>March 2008</p>	<p>Head of Housing</p>
<p>Support residents</p>	<p>Develop a PFI 2 database of social workers and floating support agencies</p>		<p>September 2007</p>	<p>Housing Manager</p>

6. To promote diversity

Desired Outcome	Action	Milestones	Timescale	Person responsible
Committed to diversity	Complete 2007 / 08 actions in Partners Diversity Action Plan Bring your daughters and sons to work day Promote opportunities for all across all Partners teams Develop 'respect for workers in your home'	Provide HFI CRE information Equalities impact assessment training for Partners Diversity Group Finalise Risk Register procedure	March 2008 September 2007 September 2007 March 2008 March 2008 March 2008	Diversity Group
An accessible service	Complete Partners 'Reception Action Plan'	Focuses on accessibility	March 2008	Diversity Group
Good employer	Maintain low staff turnover Maintain high staff satisfaction	Conduct staff survey to identify motivators for staff Review the need for a staff reward scheme	March 2008	Quality Team

7. To innovate

Desired Outcome	Action	Milestones	Timescale	Person responsible
Innovation in tenant involvement	Establish a further tenant led organisation	Establish resident theme group e.g. history of Islington group	March 2008	Customer First Manager
<p>Corporate and social responsibility</p> <p>Be known as an excellent employer for people living in Islington</p> <p>Be an eco friendly business</p>	<p>Tackle recruitment problems and promote local employment</p> <p>Develop an eco strategy</p>	<p>Develop links to:</p> <ul style="list-style-type: none"> • Local schools and colleges • Career service • Employment organisations <p>When recruiting, consider different avenues including: Partners website, accompanying rent statements, resident newsletters, and at resident open days.</p> <p>Partners open day</p> <p>Write an eco strategy to include recycling</p> <p>Review the number of eco vehicles</p> <p>Identify carbon footprint</p>	March 2008	Managing Director

