

Plymouth Housing Service

Private Sector Housing – Peer Challenge Self Assessment

REVISED IMPROVEMENT PLAN 2010-11

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
1	Raising the profile and understanding of private sector housing (PSH)	<ul style="list-style-type: none"> • Hold a Housing Conference with a wide cross-sector audience at which challenges and priorities can be discussed and actions agreed • Ensure key strategies are considered at Local Strategic Partnership and other partner meetings • Ensure that PSH issues feature as part of the city's 'growth agenda' (via the Sustainable Neighbourhoods Programme Board) and other strategic initiatives and studies 	<p>Oct '10 (tbc)</p> <p>As required</p> <p>As required</p>	S,P,O	<p>Housing conference held</p> <p>Housing (PSH) issues addressed at LSP and other strategic meetings</p> <p>PSH representation on Programme Board</p>
2	Assessing the PSH Team's service delivery against the Audit Commission's 'Key Lines of Enquiry' (KLOE 9 – Private Sector Housing)	<ul style="list-style-type: none"> • Re-visit the findings of the December 2006 exercise and update as required • Undertake actions as part of continuous self improvement 	Aug '10	P,L,M	Review of KLOE 9 findings completed, actions initiated.

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
3	Improving service delivery through targeted areas of work (as part of the 2010/11 Housing Service Business Plan and the PSH Team Plan)	Targeted work to include: <ul style="list-style-type: none"> • Review the PSH Strategy in preparing a new PSH Delivery Plan as part of the wider Housing Strategy • Review the PSH Assistance Policy • Undertake an assessment of the condition of private sector stock • Investigate the viability of operating an Accreditation Scheme • Develop a training programme for landlords (in partnership with other Devon councils) • Develop a protocol for the funding of adaptations with Registered Social Landlords (in partnership with other Devon councils) 	Dec '10 Dec.'10 Sept '10 Sept '10 March '11 March '11	P,L,M,O	Targeted work areas form part of the 2010/11 PSH Team Plan.
4	Improving our understanding of and engagement with customers.	<ul style="list-style-type: none"> • Identify ways of working with 'hard to reach groups' including BME communities and vulnerable non-users, to include attendance at meetings and events • Appraise our existing means of engagement with customers and identify new ways, based on experience from other councils, external organisations, other council departments 	July '10 Aug '10	P,L,M,O	Paper on 'ways of working' prepared Appraisal undertaken

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
		<ul style="list-style-type: none"> Appraise our existing ways of testing customer satisfaction with PSH services and identify and introduce new ways, to include use of telephone feedback and other technologies Having identified stakeholder groups, hold meetings / focus groups and use other means to establish customers' views about the services we provide Promote and market key PSH services to targeted groups Update the website to inform customers of what they can expect 	<p>July '10</p> <p>Sept '10</p> <p>Dec '10</p> <p>March '11</p> <p>As required</p>		<p>Appraisal undertaken</p> <p>Customer engagement taken place</p> <p>Promotion of services undertaken</p> <p>Website updated</p>
5	Improving our response to customer feedback and how we make and record changes following complaint investigations	<ul style="list-style-type: none"> Identify where and how we receive feedback from our customers Introduce telephone customer satisfaction surveys Agree appropriate ways of responding to demonstrate that customer feedback is valued and has been acted on Identify appropriate ways of acknowledging when and recording how changes are made for each complaint received Hold 'de-brief' meetings after complaints 	<p>July '10</p> <p>July '10</p> <p>Aug '10</p> <p>Aug '10</p> <p>As required</p>	P,L,M,O	<p>Customer feedback methods identified with clear response procedures in place</p> <p>De-brief meetings take place</p>

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
6	Developing service standards setting out what customers can expect	<ul style="list-style-type: none"> Review existing standards and how these are promoted Consider how other councils, external organisations and council departments have developed service standards Engage with customers Introduce new service standards 	<p>July '10</p> <p>Sept '10</p> <p>Oct '10</p> <p>March '11</p>	P,L,M,O	Existing / others methods analysed, customers involved and draft service standards in operation.
7	Benchmarking with 'like' councils in seeking value for money delivery of services	<ul style="list-style-type: none"> Identify appropriate 'benchmarking' criteria for the PSH service Work with 'like' councils in reporting and monitoring agreed criteria Analyse where Plymouth is providing more or less value for money and take appropriate steps 	<p>July '10</p> <p>Sept '10</p> <p>March '11</p>	P,L,M,O	Benchmarking criteria established and data shared with like councils. Actions taken to improve value for money.
8	Improving internal working to ensure better integration of PSH within the authority and the Service	<ul style="list-style-type: none"> Identify key internal partners (such as planning, building control, env. health) and shared work areas Establish mutually agreed ways to better communicate and develop closer ways of working Organise quarterly meetings with other teams within Strategic Housing, to include housing advice, energy efficiency, empty homes Seek a move of the PSH team to Midland House ASAP so that it is better 	<p>June '10</p> <p>July '10</p> <p>June '10</p> <p>ASAP</p>	P,L,M	<p>Key internal partners identified with means of communicating in operation.</p> <p>Regular discussions with Property Management and need</p>

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
		embedded with other Housing Service teams			raised at Departmental level.
9	Improving the PSH team's understanding of the council's aims and objectives and embedding its core values in all our work.	<ul style="list-style-type: none"> • Hold team session(s) to help embed the council's mission, objectives and core values, to include consideration of cultural, service delivery and structural 'transformation' • Team members to identify examples, with evidence, of how they are applying the core values in the work they do (to form part of competency based appraisals) 	<p>July '10</p> <p>As required</p>	P,L,M	<p>First team session held.</p> <p>Evidenced examples identified and form part of appraisals.</p>
10	Embedding equalities in all our work.	<ul style="list-style-type: none"> • Ensure Equality Impact Assessments are undertaken where required, are kept up to date and actions plans are undertaken • Encourage and support staff to attend relevant local training sessions • Provide PSH stand at next and future 'Respect' festivals to promote the services we can provide • Team members to identify examples, with evidence, of how they are applying the 'embraces equalities' competency as part of competency based appraisals 	<p>As required</p> <p>As required</p> <p>Oct '10</p> <p>As required</p>	P,L,M	<p>EIA's undertaken as required with existing ones updated and actions initiated. Training sessions attended. Respect festival attended.</p> <p>Evidenced examples identified and form part of appraisals.</p>

	HEADLINE IMPROVEMENT	ACTION	WHEN (by end of)	WHO	MEASUREMENT
11	Promoting the PSH team's successes	<ul style="list-style-type: none"> Identify existing and new means of publicising and promoting work Utilise appropriate media to publicise and promote the work of the team to better publicise good news stories and to reward hard work 	<p>July '10</p> <p>As required</p>	P,L,M	Existing and new publicity / promotion vehicles identified. Successes publicised.
12	Improving conditions for and meeting needs of staff	<ul style="list-style-type: none"> Carry out a local staff survey (for the Strategic Housing service) to identify staff needs, including training Develop a programme to undertake actions arising from the survey where this is possible and provide feedback to teams 	<p>Sept '10</p> <p>Oct '10</p>	S,P,O	Local staff survey carried out. Actions arising undertaken. Staff feedback provided.

WHO?

S: Stuart Palmer (Assistant Director, Strategic Housing)

P: Phil Mitchell (Private Sector Housing & Regeneration Manager)

L: Linda Johns (Team Leader Private Rented)

M: Malisa Collyer-Tomas (Team Leader Renewals)

O: Other(s), e.g. Business Support