

# DOES YOUR ORGANISATION SHINE?

THREE  
STAR  
SOLUTIONS

**Mike Harrison**  
Head of Technical Services

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Divisional Director Operations





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# Background of PHP

- Population – 140,000
- PHP Stock – 5,200
- ALMO since – 2004
- £35m Decent Homes money
- Will achieve Decent Homes by end of 2010
- Currently undertaking Options Appraisal

# Background-Signpost Services

- Subsidiary of the Spectrum Housing Group
- Employ over 300 staff
- Turnover £23M+ PA
- 55% Internal - 45% External
- 4 Regional Offices- Poole, Exeter, Blandford & Westbury
- Coverage of South / South West

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# PHP & Signpost Services

- Working together since 2000
- First users of Web interface Opti-time
- Contracts
  - Responsive & Voids
  - DDA
  - Packaged Works
  - ‘Safe as Houses’- Electrical Testing, Servicing and Rewiring

**Considerate Constructors Scheme  
Bronze Award 2008**



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## **Audit Commission Inspection 2002**

*'The Council does not have a full understanding of what is important to its tenants'*

*'There is a lack of customer focus in certain areas'*

## **Audit Commission Inspections 2005 & 2008**

**2005 – 3 Star with good prospects**



**2008 – 3 Star with excellent prospects**



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# ‘Our’ Approach

- Understanding what Residents want
- If the answer is no – say so
- Empower ALL frontline staff
- Going the extra mile
- Taking calculated risks jointly
- Effective joint training
- Work as a combined unit

**NO BLAME - DOING CULTURE**



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# ‘Our’ Approach

- Joint responsibility culture
- True realistic budgets
- Communication with ALL staff including feedback
- Joint staff recruitment
- Jointly employed Resident Liaison Officer
- Understanding of each others businesses & goals
- Understanding that ‘Profit’ is not bad!!
- Respect and Trust

**Partnerships develop over time!**

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# Key Qualities of the Service

- Opti-time & Auto Text Messaging
- Web enabled Appointment System
- Handyman Service to ALL vulnerable residents
- Fully interfaced IT systems
- Reduced number of SOR's for Responsive
- Minimal Pre-Inspections
- Standardisation of Stock
- Community / Environmental projects
- Mobile working

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# Shared Data Analysis

- Repeat jobs
- Trends in job types
- Trends in locality
- Big user addresses
- None user addresses
- Average job costs
- Historic graphs



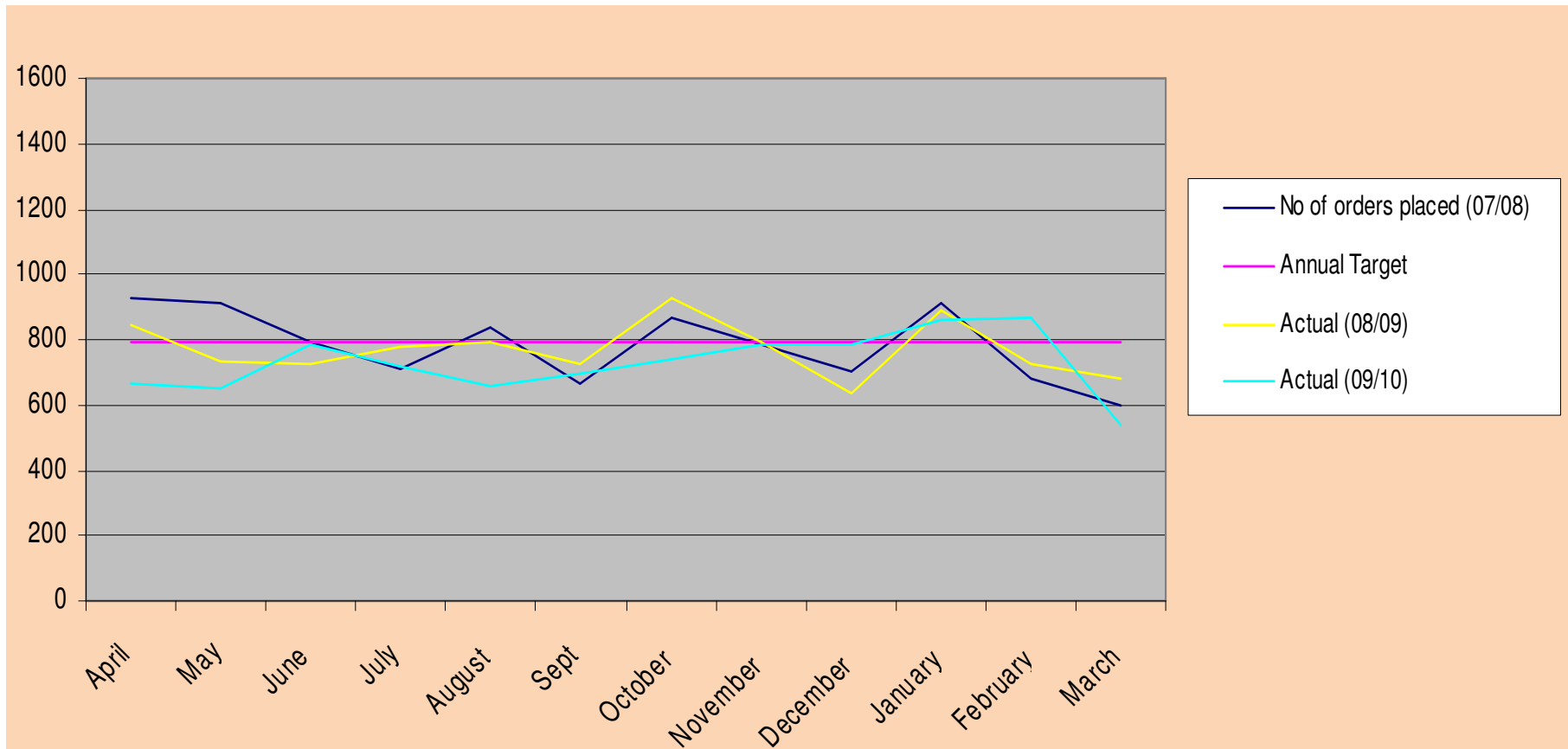
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# Response Repairs – Job numbers



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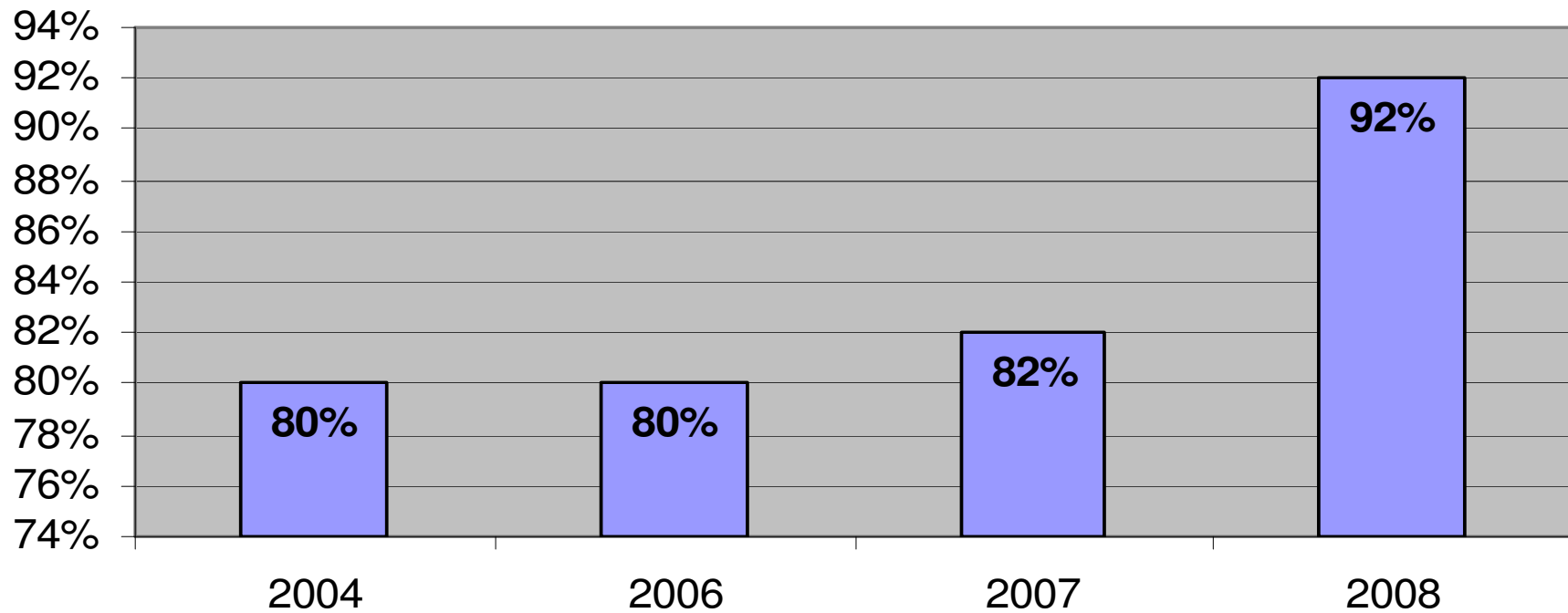


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# Status Survey

## Overall Quality of Home



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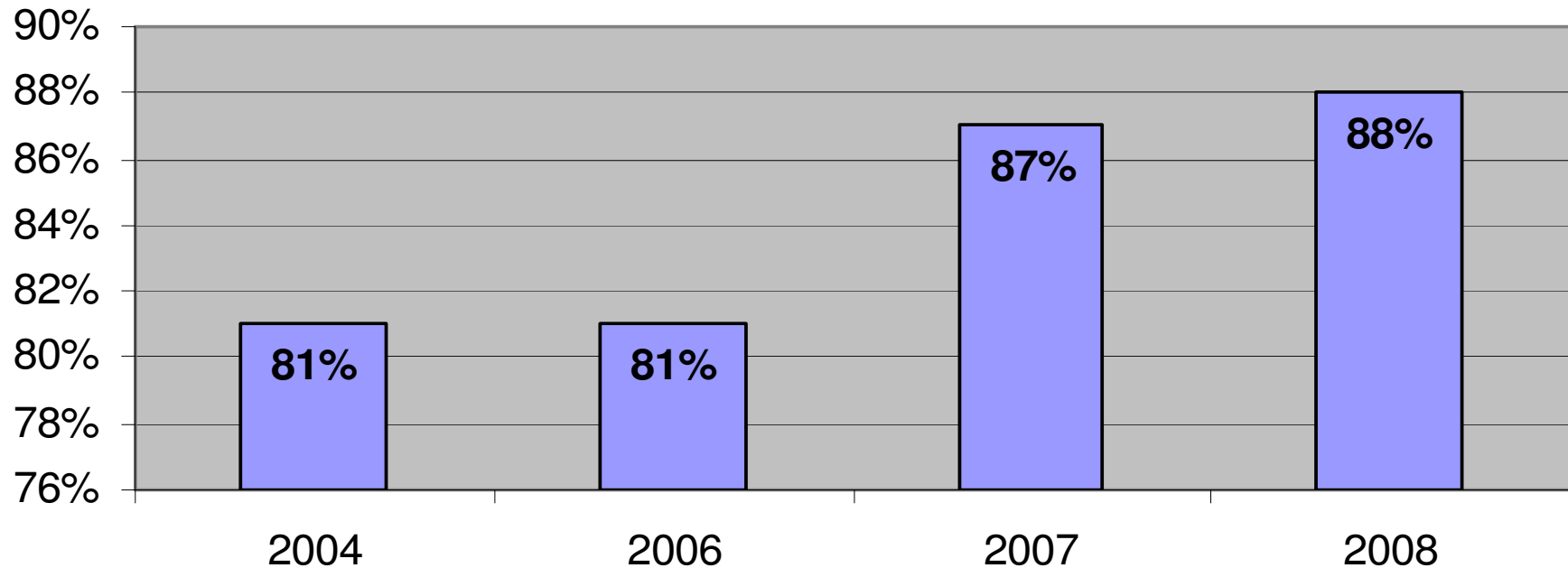


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# Status Survey

## How Good is PHP at Keeping You Informed regarding Repairs and Maintenance?



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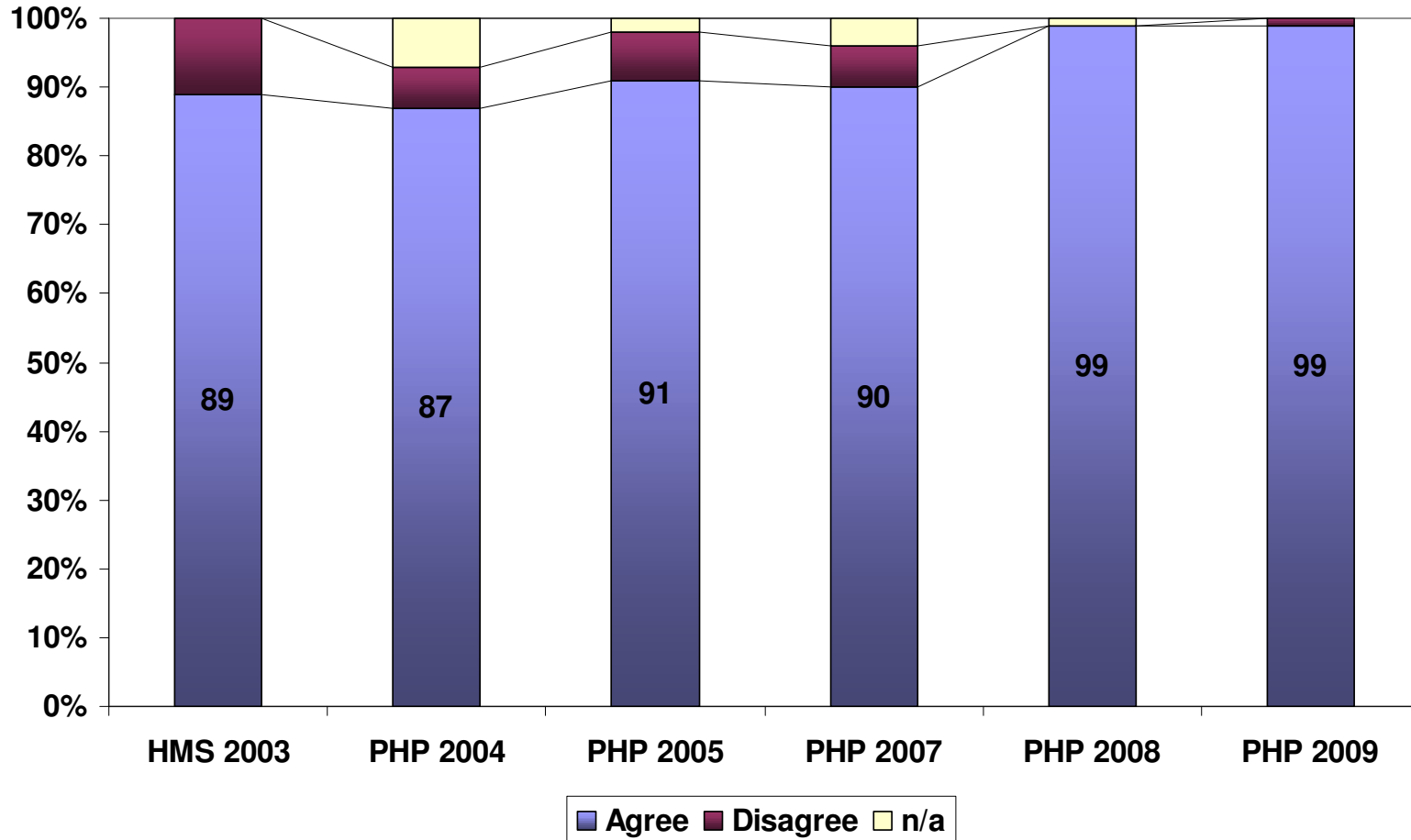


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## Signpost and Poole Employee Satisfaction Survey

### Working Together



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# Top Outcomes

- Fully appointed Repairs Service
- Voids relet end to end 12 days average
- Responsive end to end 11 days average
- Appointments made and kept 99.8%
- Jobs completed first visit 82%
- VfM – 10% Saving on budget
- Resident Satisfaction with Service & Home



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# Audit Commission Inspection 2008

‘Since our last inspection Poole Housing Partnership has continued to raise the bar for excellent performance. They know exactly what their tenants want and have a tenacious focus on delivering it.

*‘Performance on repairs and re-letting empty homes are very strong’*

Kieran Colgan, Lead Inspector for the South West,  
Audit Commission  
Sept 08

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Poole Housing Partnership Ltd

# Future



**Continuous improvement 'NEVER STOPS'**

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