

RAILWAY HOUSING ASSOCIATION
SERVICE IMPROVEMENT STRATEGY

1. Statement of Intent

- 1.1 The Association aims to provide excellent services that are resident focused and continuously improving. The service improvement strategy will support the delivery of this strategic goal.

2. Implementation

- 2.1 Service Improvement Action Plans will be developed to detail improvements that will be made to each service. This will enable us to co-ordinate the work that has been undertaken in recent years to deliver improvements to our services to customers.
- 2.2 The Service Improvement Action Plans will be developed by assessing our services against the Audit Commission's 'Key Lines of Enquiry' and/or Tenant Service Authority standards, the Tenant Service Authority's Circulars and Good Practice Notes and using feedback from residents and staff. The action plans will be designed to deliver meaningful improvements to our services, be achievable within the agreed target dates, be affordable within our available financial resources, and provide value for money.
- 2.3 Each service area will have a service improvement action plan with target dates for the completion of each improvement. Progress will be reported quarterly to the Board and residents.
- 2.4 The service improvement action plans will be reviewed annually to take into account progress, changes in regulation and legislation, good practice, benchmarking results and feedback from residents and staff.
- 2.5 This strategy will give a focus for the customer feedback generated from our Resident Involvement policy. This will demonstrate to residents that their contributions are valued and used to improve services. Residents will be involved in the development and monitoring of the service improvement action plans
- 2.6 Customer satisfaction data that is routinely collected, including complaints and the 'STATUS' satisfaction survey, will be analysed to measure the level of satisfaction with our services and identify areas for improvement.
- 2.7 The outcomes from this strategy will in turn be used in the corporate business planning and budget setting process to ensure that our customers' priorities for improvements are given precedence.
- 2.8 The priorities for improvements and progress against the action plans will be discussed with staff during team meetings, one to one meetings and performance development appraisals. Staff will be encouraged to feed in their views about priorities for improvement.

Railway Housing Association Service Improvement Strategy

2. Implementation continued

- 2.9 Personal targets will be directly linked to the improvement plans for those staff who have responsibility for delivering the improvements. These will then be monitored so that individuals clearly recognise how their efforts contribute to service improvements and the achievement of key strategic goals.

3. Responsibility

- 3.1 The Director of Policy is responsible for the effective implementation of this strategy.

4. Review

- 4.1 This strategy will be reviewed biennially, in consultation with residents.

July 2009

This strategy can be made available on request in other languages, large type, Braille or in audio format