




















Best Value Recommendations Update

Autumn 2011

Following the Audit Commission Inspection that took place in February 2011, a number of recommendations were made to improving certain areas of A1 Housing.

This document tells you what those recommendations were and what we have done/are doing to address these recommendations.

Recommendations from Audit Commission Inspection - February 2011	Outcome	
Recommendation 1 - Improve the focus on customers by:		
Improving the speed of calls answered by the contact center and the quality of advice provided over the phone	Completed – A new target for answering calls has been agreed	
Improving the design and content of the website	Completed – The new website was launched in April 2011 and continues to evolve	
Using the customer profiling information to monitor and improve the delivery of front-line services	Completed – Profile data for each area is now in place	
Improving the quality and depth of Equality Impact Assessments (EIA)	Completed - Revised EIA sheets and a four-year programme of reviews tied to policy reviews are in place	
Recommendation 2 - Improve the approach to stock investment and the suitability of the stock by:		
Ensuring that accurate information on future Decent Homes work is clearly communicated to residents at the earliest possible stage	Completed – The relevant tenants have been informed of the changes	
Working more effectively with Occupational Therapists (OT) to deliver aids and adaptations promptly, and improving information for residents	Completed – Nottinghamshire County Council has employed additional OT's to clear the backlog of cases	
Ensuring that the reasons for any customer dissatisfaction with void (empty) properties are understood and addressed.	Completed – Survey results used to shape the new void contract	
Recommendation 3 - Improve the approach to registering applicants and allocating properties by:		
Ensuring that new housing registrations are processed promptly	In Progress – Linked to policy review	
Reviewing the allocations policy with customers and the wider community	In Progress – Passed to Bassetlaw District Council Scrutiny Panel (9th August 2011)	

Recommendations from Audit Commission Inspection - February 2011	Outcome	
Recommendation 4 - Improve the approach to achieving value for money by:		
Working with Bassetlaw District Council (BDC) to ensure that tenants' and leaseholders' service charges and management fees accurately reflect the costs of the services provided	Completed – A new phased service charge increase has been introduced	
Ensuring that community centres offer value for money to the community and to A1 Housing and its residents	In Progress – BDC Cabinet (5th July, 2011) agreed to review the centres, management arrangements and charging policy, with the outcome to be reported on at a future meeting of Cabinet	
Recommendation 5 - Improve performance management and capacity by:		
Ensuring that all staff, including operatives, receive appropriate appraisals and that appropriate training is provided	Completed – A full training plan is now in place	
Improving IT systems to better support the organisation	In Progress – A CRM system being introduced to improve first contact with tenants	
Ensuring that a clear and robust procurement strategy is in place	Completed – A Value For Money action plan is in place	
Additional Areas:		
Develop programme to improve cleanliness of communal areas	Completed – A planned maintenance programme is in place	
Introduce regular resident satisfaction monitoring for estate services and income management	Completed – Added to CIP process	
Improve performance monitoring Framework	Completed – A new performance framework was approved by the A1 Housing Board	
Improve internal communication across the organisation	Completed – A new internal communication strategy is now in place	
Introduce staff competency framework for staff	In Progress – Discussions with the Unions is underway	

KEY



Completed



In Progress

If you would like to know more about any of the information we have provided, please call our Customer Services team on 01909 534 520.