Salix Homes Inspection Recommendations - Outcomes Monitor

IR / Link to Evidence	Service Area	Recommendation / Impact Assessment	Benefits to Customers / Performance Indicator	Lead Officer	Completion date	2009											2010			2010/2011
						Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
3	Judgement Two	Review strategies to ensure: • they set clear objectives • they coordinate all plans for the area being considered • they include action plans which set out how aims identified in the strategy will be implemented • there are clear arrangements to scrutinise progress (at least quarterly) including updating action plans • outcomes are evaluated • all service teams have a team plan	There is clear leadership for service development	Daryl Stonebank	Aug-09															
	Judgement Two	Service Action Plans agreed		Daryl Stonebank	3 Months	✔														
	Judgement Two	All new/refreshed strategies and action plans in place		Daryl Stonebank	3 Months	✔														
	Judgement Two	Business Plan 2009/2012 agreed		Daryl Stonebank	6 Months		✔													
	Judgement Two	BP 09/10 delivered		Daryl Stonebank	12 Months														x	
	Judgement Two	Strategy action plans being delivered on time	STEM exception reports (monthly)	Daryl Stonebank	12 Months			✔	✔	✔	✔	✔	✔	✔						
5	Access & CC	Complete tenant profiling, including: • checking existing data for accuracy • specifying what this information can and should be used for in service delivery • profiling customers/tenants accessing services and identify any barriers to access (including for sheltered accommodation)	Service delivery can be designed around the needs of tenants	Daryl Stonebank	Aug-09															
	Access & CC	Achieve average of 85% data across all diversity strands		Daryl Stonebank	3 Months		67%	67%	67%	76%	78%	78%	78%	80%						
	Access & CC	Communication tailored to customer needs.	Satisfaction results following Limelight survey	Daryl Stonebank	3 Months							94%								
	Access & CC	Targeted tenancy health check programme.		Daryl Stonebank	3 Months						✔				150	150	150	150	150	
	Access & CC	Referrals procedure in place		Daryl Stonebank	3 Months					✔										
	Access & CC	Report to evidence staff know how to use data and where to find data		Daryl Stonebank	6 Months										x					
	Access & CC	Customer profiling and business intelligence used to inform business planning framework and corporate priorities.		Daryl Stonebank	12 Months														x	
15	Access & CC	Extend service specific satisfaction surveys to include: • income management • void maintenance • sheltered accommodation • aids and adaptations Ensure there is sufficient analysis to identify service improvements for these and others in place, including: • customer complaints • lettings and allocations • leaseholders	The quality of service delivery is assessed, and service improvements are identified	Daryl Stonebank	Aug-09															
	Access & CC	Surveys identified in the recommendation developed and in place		Daryl Stonebank	3 Months							✔								
	Access & CC	Review all surveys across Salix Homes		Daryl Stonebank	6 Months										x					
	Access & CC	Ensure surveys are collected and reported on across the business		Daryl Stonebank	6 Months										x					
	Access & CC	Ensure all survey results are reported to the appropriate customer panel		Daryl Stonebank	12 Months												x			