

# **ACHIEVING EXCELLENCE BY WORKING IN PARTNERSHIP**

Poole Housing Partnership

*Quality Homes In Strong Communities*



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# INTRODUCTIONS

Carmelina Brown  
Head of Housing Management  
Services

Su Morgan  
Estate Services Manager

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# PHP and POOLE

- Poole population 140,000
- PHP manages 5,200 homes
- ALMO since 2004
- 100 employees
- £50 million reinvestment

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INVESTOR IN PEOPLE

The Government Standard



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# **What the Audit Commission said about us in Sept 2008**

Highlighted estate services  
'positive practice' why?

‘The work of caretakers in Poole goes well beyond the traditional caretaking role...helping residents to overcome any fear of lifts; directing residents to help in dealing with anti-social behaviour and liaising with the Safer Neighbourhood Team; advising residents about utility bills and meter reading; dealing with emergencies; arranging furniture recycling and referring residents on low incomes to the food bank.

It would be impossible to include all of this on a traditional job description. This reflects a high degree of flexibility and a strong customer focus to this service, which residents appreciate’.



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## **But we've had a journey...**

'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'

**December 2003**

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# DIFFERENT APPROACH?

- Culture of excellence from Board through to front-line staff
- Strong performance management culture
- Keep positive and focused
- Empower staff to deliver excellence

# DIFFERENT APPROACH?

- Trust your staff to deliver, and support them
- Encourage and support innovation
- Support with training and development
- Learn and borrow from the best (Carrick, Derby, Solihull, Cheltenham)
- Communicate! Walkabouts, meetings, inspections

# HOW DO WE KNOW WHAT MATTERS MOST?

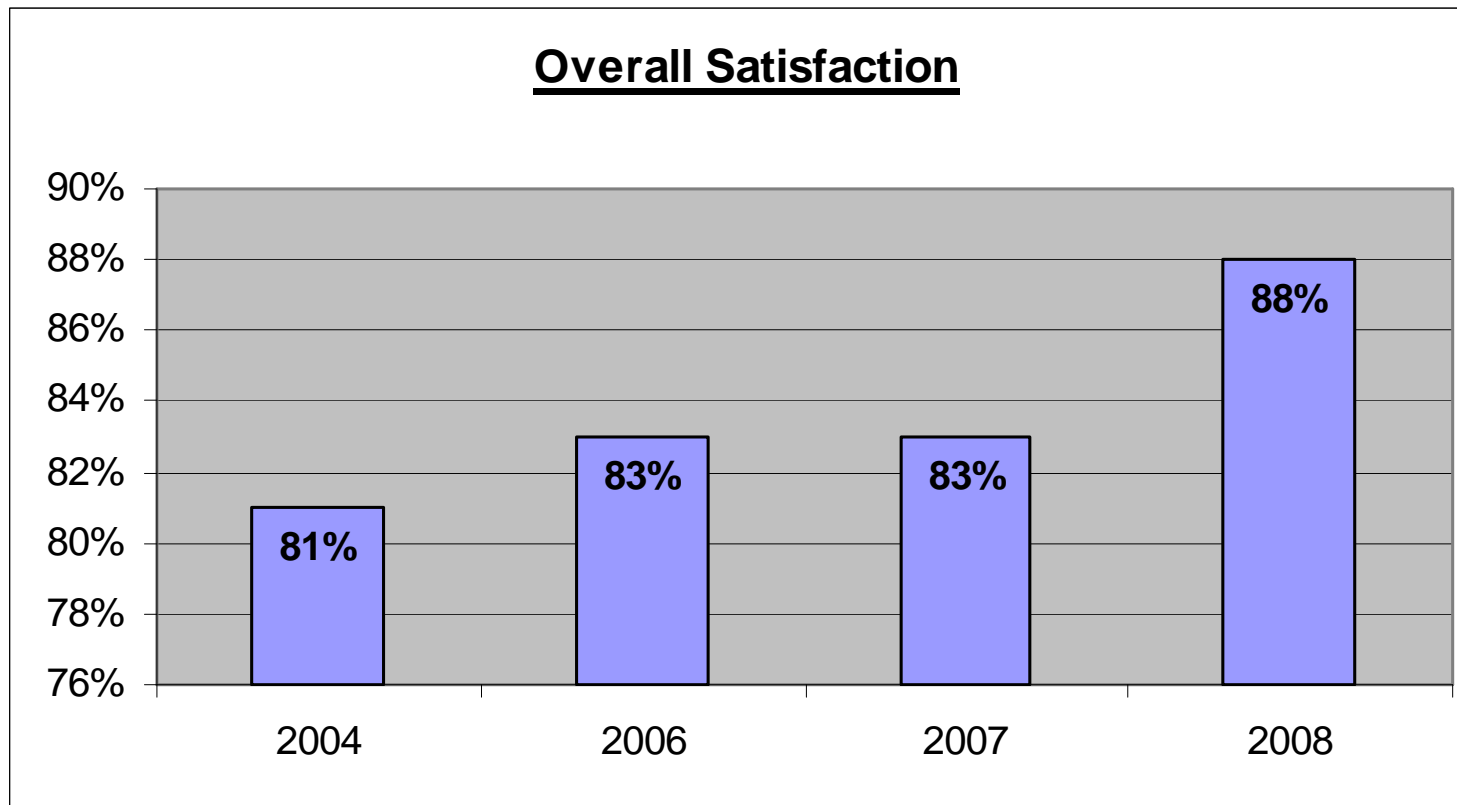
- Customer feedback –
  - Surveys
  - Compliments and Complaints
- Focus Groups
- Staff ideas; keep asking and involving the team

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# RESIDENT SATISFACTION

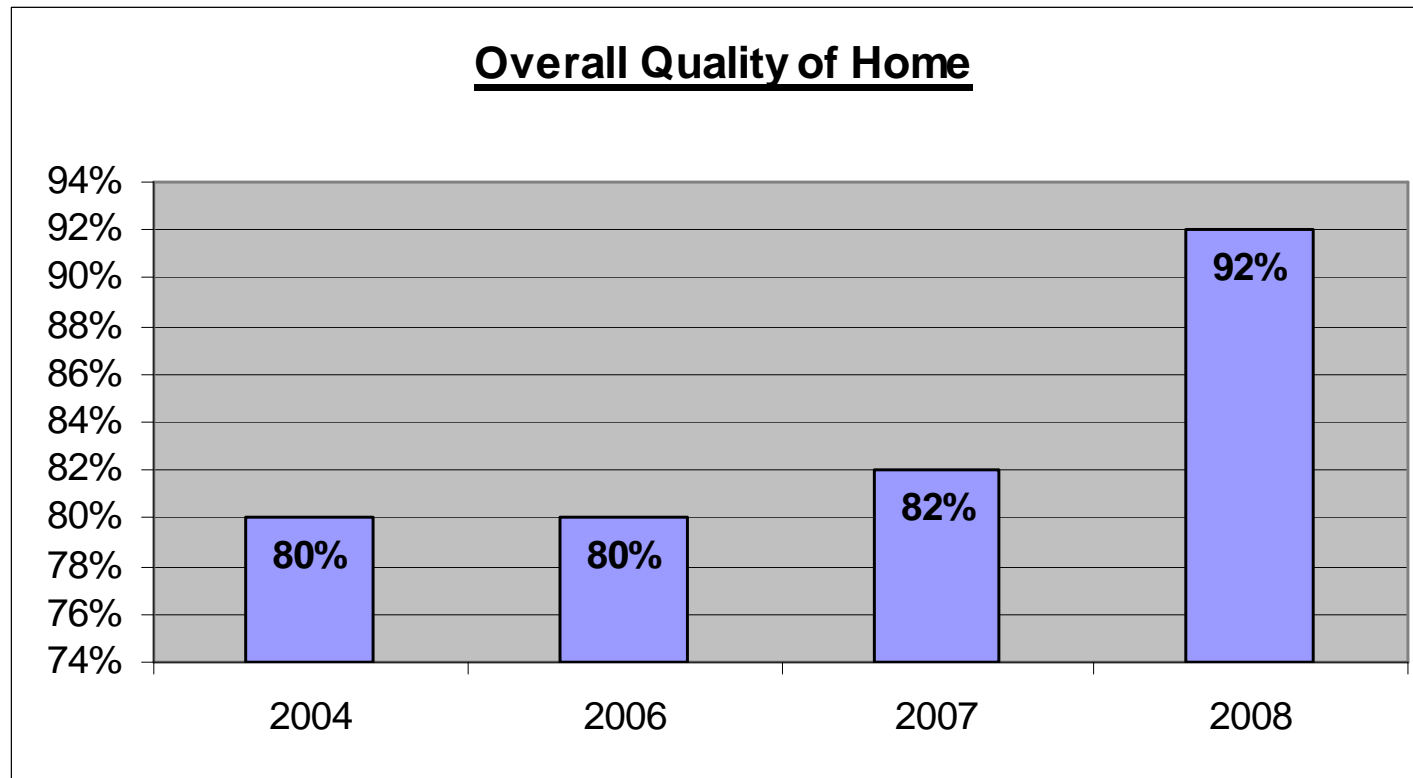
Do residents like working in this way?

# STATUS SURVEY



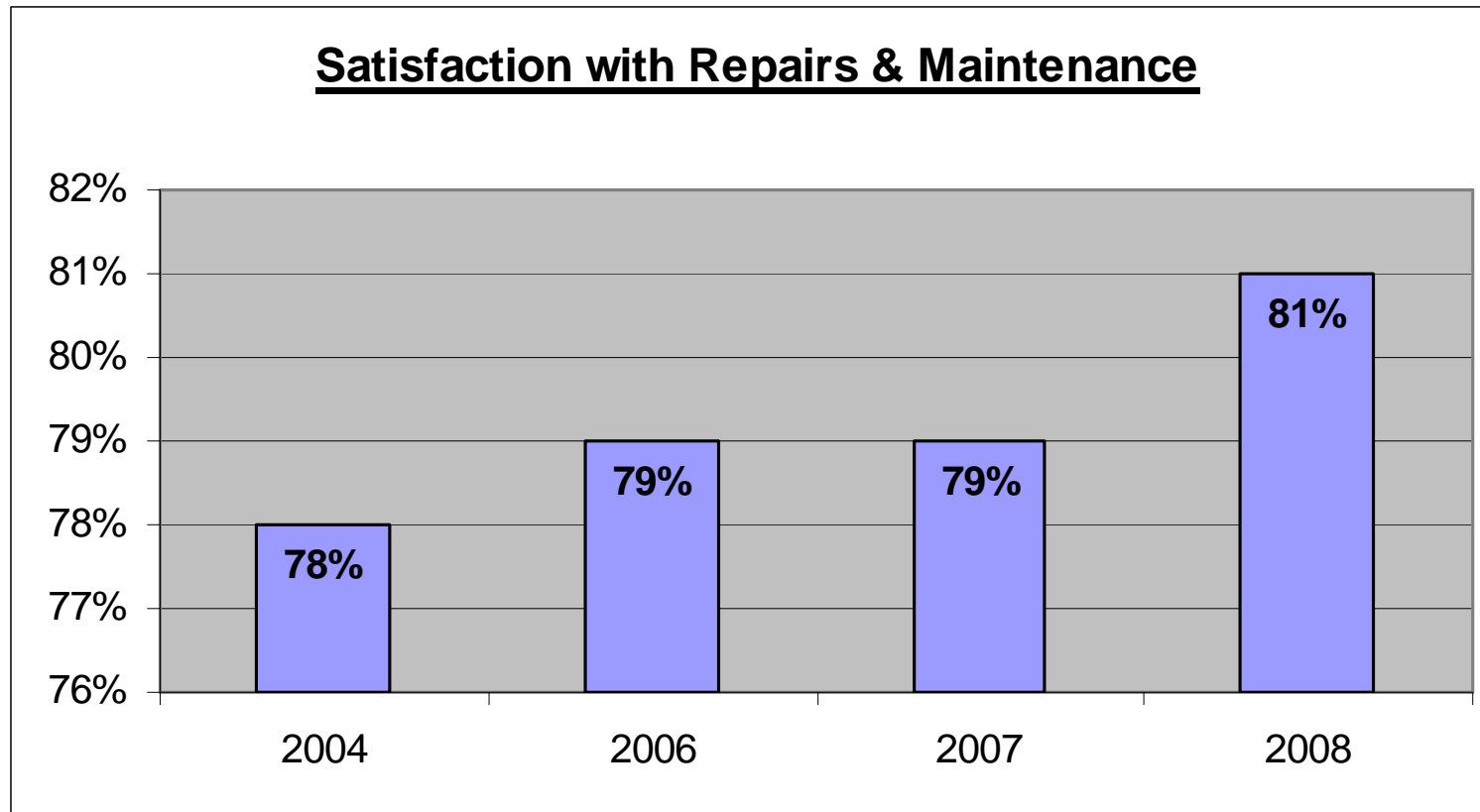
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# STATUS SURVEY



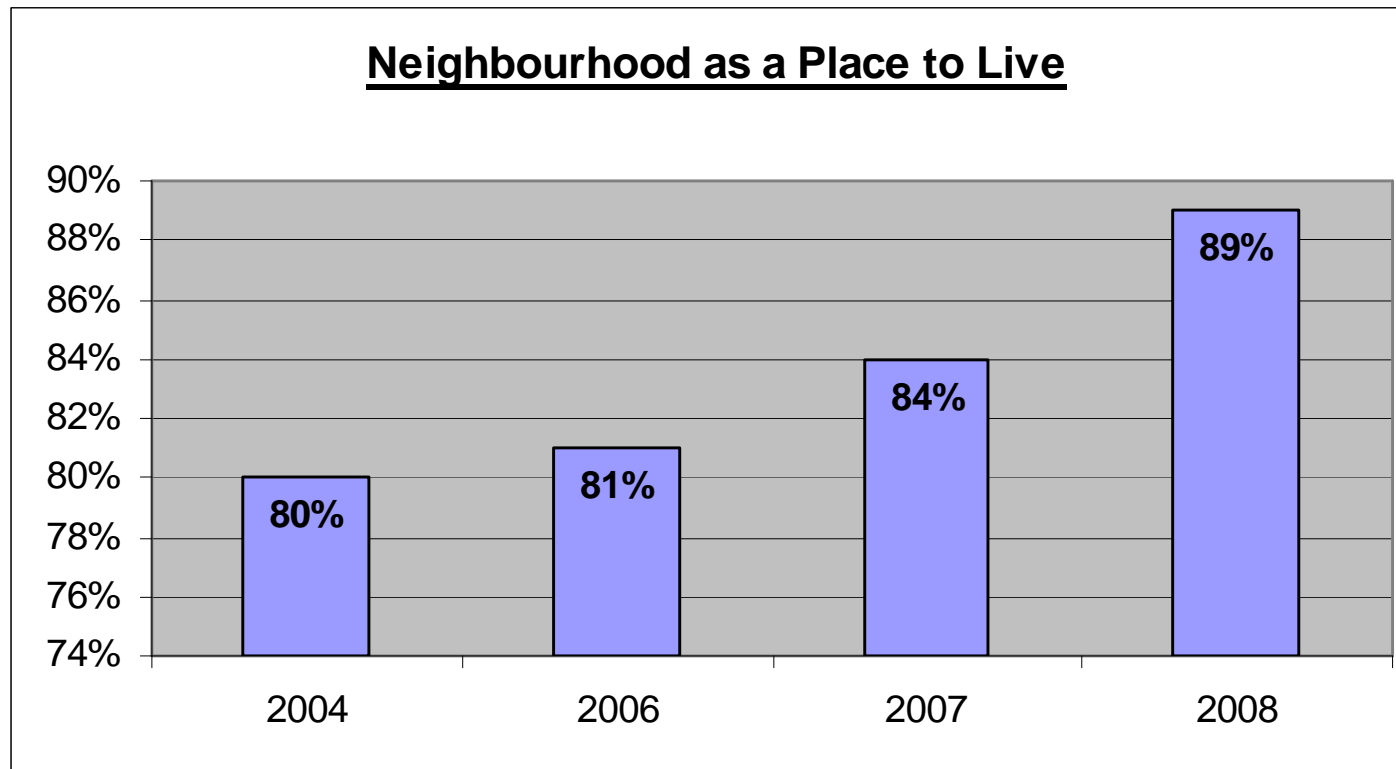
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# STATUS SURVEY



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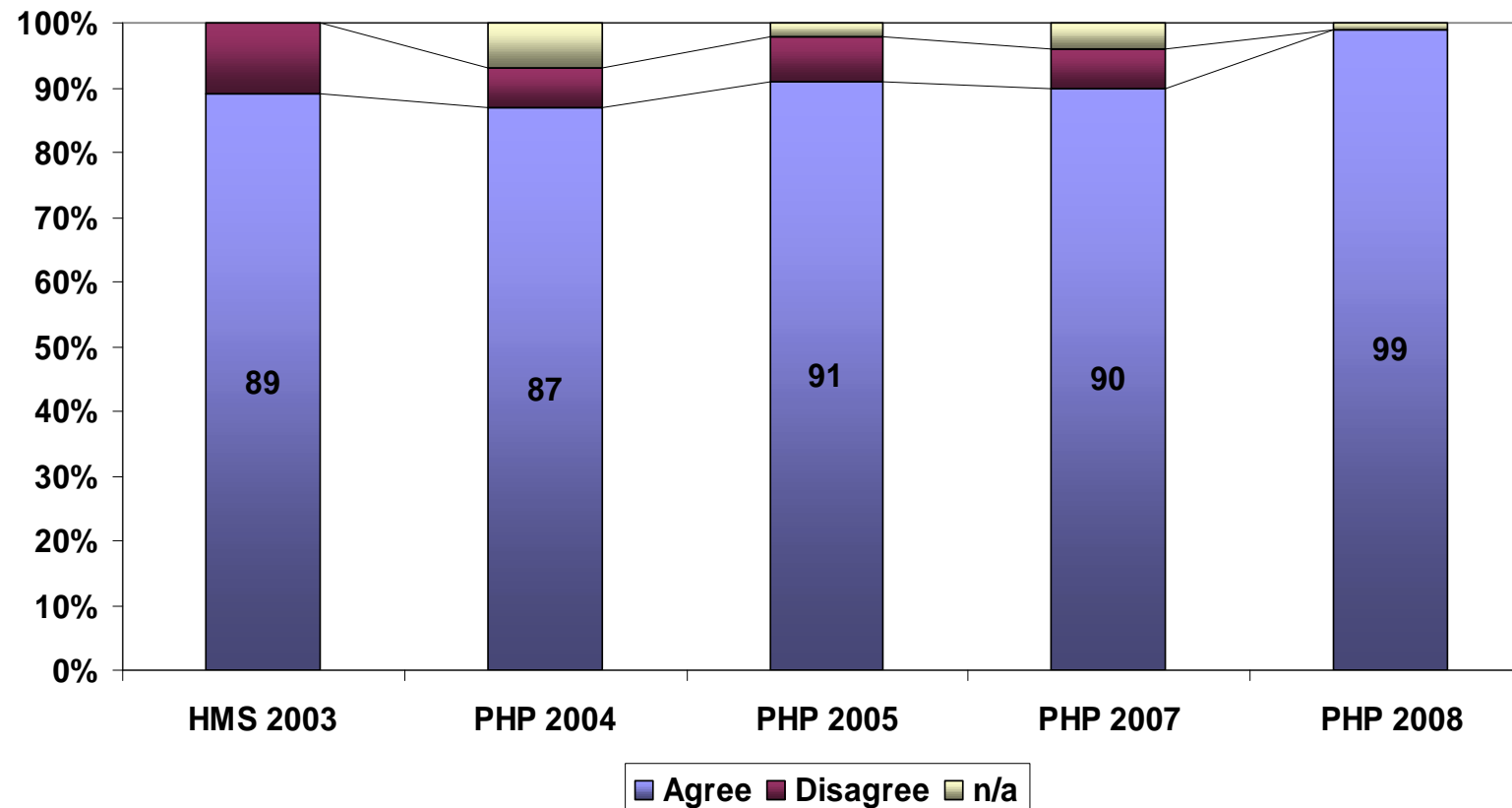


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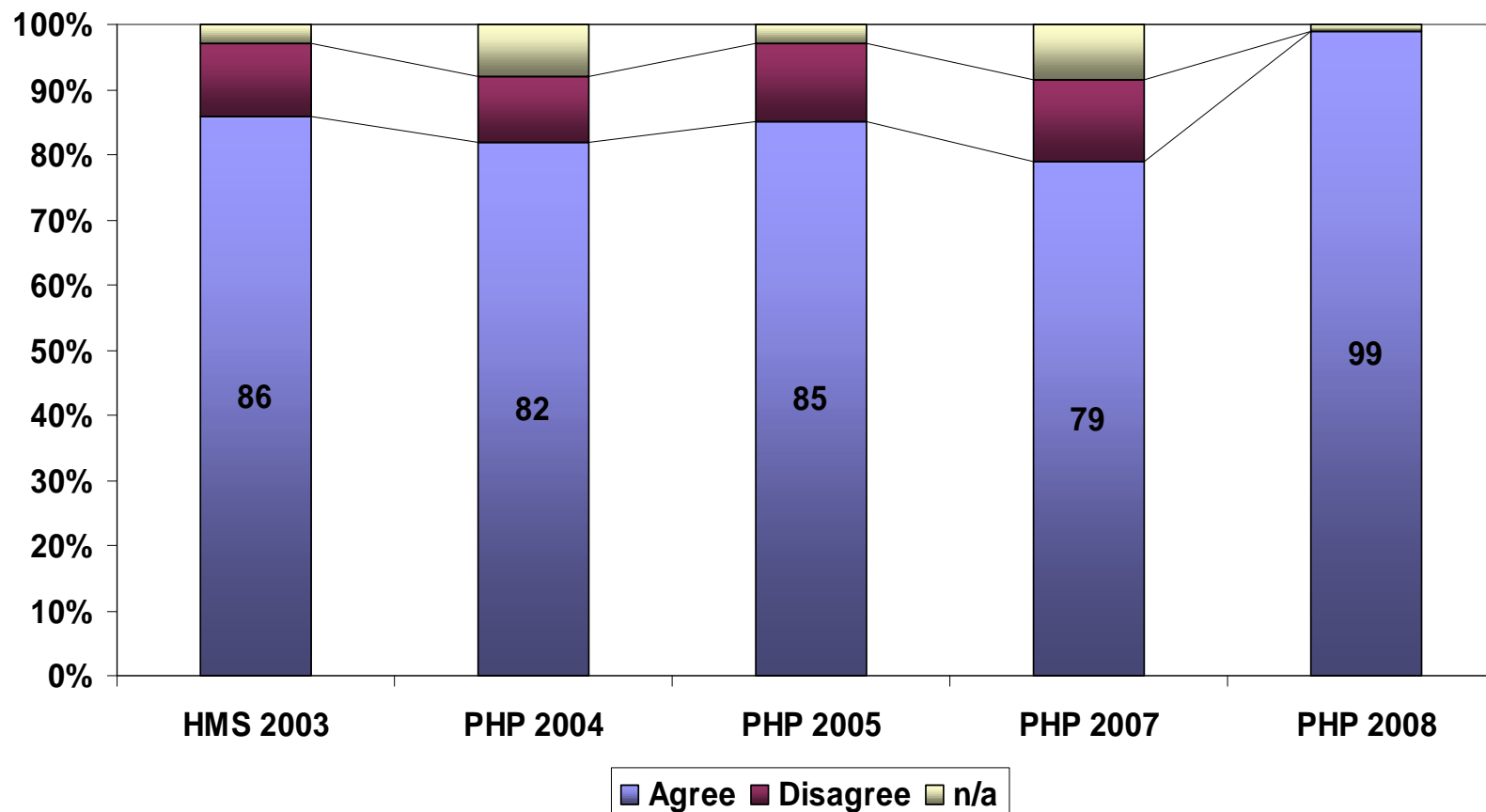
# STAFF SATISFACTION

Are staff happy working at PHP?

### I enjoy working for PHP



## PHP is a good employer



# WHO ARE OUR PARTNERS?

- Resourced Residents' Groups
  - NICE projects & Neighbourhood improvements
  - Local Fun Days and the Annual Respect fest

## Neighbourhood Improvement - New Community Garden



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LIVING HISTORY

Y.P.FORUM

MUGA

HEALTHY LIFESTYLE  
WORKSHOPS

360 TEAM

DUKE OF EDINBURGH

ABC SCHEME

PLAY AREAS

PLAYBUILDER

PRESS GANG

FOCUS FOOTBALL

FUN DAYS

COMMUNITY PAYBACK

SAFER NEIGHBOURHOOD TEAM

PARTNERSHIP AGENCIES

YOUTH CLUB

INTEREST GROUPS

RESPECT FEST

NOT IN NEIGHBOURHOOD  
WEEK

YOUTH VAN

FINANCIAL INCLUSION

CASE CONFERENCES

MEDIA  
MACHINE

FOCUS DANCE

LITTER PICK'S

YOUTH CLUB TRIPS

HALF TERM  
ACTIVITIES

EXTERNAL AGENCIES

Y.P. CONSULTATION

COMMUNITY PROJECTS

PIZZA AND CHAT

YOUTH COUNCIL

TEA DANCES

ABC+ SCHEME

INTERGENERATIONAL  
GARDENING SCHEMES

ASBOS

NEIGHBOURHOOD  
IMPROVMENTS

JUNIOR WARDENS

TIDY UP DAYS

INTERGENERATIONAL  
STORYTELLING

GROW YOUR OWN

ANTI BULLYING  
WEEK

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## Intergenerational Gardening Project Sheltered Scheme



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- **Our Cleaning contractor  
AJL (Tony Lunburg and team)**



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# PARTNERS

- Borough of Poole Leisure Services & Environmental Consumer Protection
- Safer Neighbourhood Teams
- Community Payback
- Dorset Reclaim
- HouseMark

## Healthy Lifestyle Day – Rossmore School



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# WHAT WE HAVE DONE TOGETHER

- Really focused on performance
- Everyone needs to be accountable
- Set and monitor challenging targets

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# WHAT WE HAVE DONE TOGETHER

- Demonstrate year-on-year improvement
- National benchmarking
- Action on areas of weakness

*‘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 delivery it. There are very few social housing providers who cannot learn from the example set here’*

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



Your  
PHP



Excellent  
with

Together  
we

delivered it!

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# Questions

