

Best Practice / Guidance Notes to writing Service Improvement Targets

Arrange an away day for staff. Take them away from the office environment to review Service Improvement Targets for the previous year and discuss, agree and write the targets for the next financial year. Ideally the away day should be held in January or at the very latest mid February.

Take a copy of:

Delivery and Business Plan

- to consider which of the 7 strategic objectives you will focus on to decide your improvement targets for the year ahead
- to identify the strategic reviews that Derby Homes has stated will be undertaken within the lifetime of the plan and discuss what impact these could have on an improvement you have in mind
- look at the SWOT Analysis - Appendix 7, particularly the weaknesses, opportunities and threats
- look at the PEST Analysis – Appendix 8, all sections; these may help you decide what improvement your team could have to help Derby Homes address these issues.

Service Plan - to write the review of previous year for your section. To include any improvements where targets have not been met, within the new targets if still viable to the business.

Financial Plan - to ensure that financial resources are available for any improvement identified.

Consolidated Improvement Plan - to identify any outstanding actions and include in the Service Improvement Targets for the new financial year if they are still viable to the business.

Decide on priority improvements for your section that will have an impact on the service area you deliver. It is suggested that the maximum of five per section is a manageable number and that other smaller improvements will be made along the way to achieving the target, by making good use of the key milestone section within the template.

Make sure all staff on the section has an input into the delivery of the improvement by:

- agreeing the target with them
- naming individual officers as the responsible officer for achieving the target. This gives staff ownership, accountability and a common goal.
- include the Service Improvement Target in the core work area of the individual officer at their Achievement & Development
- use the key milestone dates and actions as performance standards for the individual officer.