

CHARTER MARK - SUMMARY OF RECOMMENDED IMPROVEMENTS

SUGGESTIONS FOR THE FUTURE

Charter Mark requires that organisations should make continuous progress towards raising standards in line with the expectations of the users and best practice. We therefore expect you to give consideration to further improvement in the services you provide. Annex A summarises our Suggestions. You may find the Cabinet Office web site useful; www.chartermark.gov.uk from which there are links to other sites like Best Practice. . .

We hope that you find this report helpful. Please contact the CMAS Helpline for any queries. The Helpline is staffed from 9.00am - 5.00pm Monday to Friday. The number is: 0845 3040430. Alternatively, you can e-mail us on cmadmin@group4.com.

SUMMARY OF SUGGESTIONS

Annex A

Criterion 1 - Set Standards

- You consider displaying in all housing offices your performance against the ten standards identified as important to users and you notify them of actions you intend to take should dips in performance be apparent.

Criterion 2 - Be Open and Provide Full Information

- You consider, where possible, a named contact is provided on your information leaflets and to facilitate regular review you ensure the leaflets are dated.

Criterion 3 - Consult and Involve

- You undertake a comprehensive review of all your consultation processes so as to ensure effective outcomes and prevent duplication of effort and meeting fatigue of both staff and users.

Criterion 4 - Encourage Access and the Promotion of Choice

- We have not made any suggestions for this criterion.

Criterion 5 - Treat All Fairly

- We have not made any suggestions for this criterion.

Criterion 6 - Put Things Right When They Go Wrong

- You include in your new Housing complaint procedure a stated guarantee that you will make every effort to resolve any complaint received.
- You ensure your new procedure leaflet is dated to facilitate annual review of the information given.

- You consider introducing a procedure that will allow you to capture all informal complaints received. You may wish to draw up guidelines for staff outlining what you consider to be an informal complaint.
- You introduce a coding system that will allow you to publish the number and types of complaint you receive and you display this information in simple graphic format in all housing offices.

Criterion 7 - Use Resources Effectively

You develop in simple graphic format a poster that identifies how the revenue received is allocated and you display this poster in all housing offices.

Criterion 8 - Innovate and Improve

You include a realistic costing structure for planned improvements to include in your business plans. This could strengthen managers' commitment to seek value for money.

Criterion 9 - Work with Other Providers

We have not made any suggestions for this criterion.

Criterion 10 - Provide User Satisfaction

We have not made any suggestions for this criterion.

INVESTOR IN PEOPLE - SUMMARY OF RECOMMENDED IMPROVEMENTS

Derby Homes Limited 18, 19,20 November 2002 IIP Review

Areas to consider for continuous improvement

Commitment

The majority of people genuinely believe that there is ongoing commitment. However a small number of employees feel that this is somewhat diluted as a consequence of staff shortages which results in cancellation of courses and/or induction. There is a need to be aware of the possible impact on morale and motivation.

Planning

None other than to continue with current best practice.

Action

Whilst recognising that there are a number of instances of exemplar management practice in terms of people development, it may be helpful to review the way in which management competence is measured against generic management competencies, and to explore the available options of developing the different tiers of management.

Although the Achievement & Development process is now well established there are some issues around consistency and effectiveness of implementation. It maybe helpful to review this process as a means of identifying training and development activity, and to consider a range of review options for the different levels, especially those working in isolated situations and at remote sites.

There is a need to consider ways and means of strengthening induction in terms of consistency of application and effectiveness both for new employees and those involved in job changes.

Evaluation

Whilst evaluation is an integral process at individual and team level, the impact of training and development at organisational level is not so well established. Whilst the organisation is aware of this, it may find it helpful to strengthen the linkage between development activity and overall organisational performance.

