

ACE FOR Homes Resident workshops

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Overview

- MHP and Ace for Homes Four Cornerstones
- Resident Workshop Objectives and Plan

MHP's Four Cornerstones

Customer First

- Put customers at the centre of what we do, and respect their diversity
- Find out about their needs and aspirations – don't make assumptions
- Involve them in ways that are appropriate to them
- Design and deliver services that are personal and personalised
- Clear and consistent service standards
- Easy access to the service and good communications

- Do the same for less, or more for the same
- Get the most out of our suppliers
- Reinvest surpluses in front-line services
- Protect the underlying viability and stability of the Partnership
- Manage risk proactively
- Grow without compromising viability or quality of services

Best Quality

- Embed quality in our processes
- Do the best we can with available resources
- Compare ourselves with other organisations
- Aim for best in class, not just best in sector
- Service delivery out-performs the rhetoric

- Give staff the tools to do the job
- Take the pain out of the back office admin
- Support staff with training, learning and development, and career progression opportunities
- Improve staff satisfaction
- Establish MHP as an 'Employer of Choice'

Business Effectiveness

Concern for Staff

ACE for Homes

Customer First

- 'Right first time' service delivery
- Customers get to speak to the right person
- Seek customer feedback in a consistent manner
- Minimise time spent on administrative tasks
- Increase Customer Satisfaction
- Flexible service to meet local needs
- Self-service access to services for customers

- Consistency of process and performance monitoring
- Streamlined policies and procedures;
- Transparency of responsibility within MHP and its processes;
- Risk management embedded in processes
- Visible and impactful performance information
- Improved performance in peer comparison
- Savings and efficiencies reinvested in front-line service

Best Quality

- Consistent service standards across MHP's businesses
- Internal and external benchmarking supported by P&P
- Procedures based on best practice
- Demonstrating what quality looks like
- Learning from what works elsewhere
- Services tailored to the needs of residents' individual needs

- Give employees right tools to provide excellent service
- Clear procedures in a visual form
- Continuous feedback on performance
- Simplify process for inducting new employees and temporary staff
- Providing good support to employees

Business Effectiveness

Concern for Staff

Resident process workshop Objectives and Plan

- Residents are already invited to participate in the **Ace for Homes programme** Chart and Challenge workshops being held in MHT, Spirita, Granta, Clapham Park Homes
- **In addition to this** we would like to invite residents to a “**Residents only Challenge workshop**” to be held in November which will seek to challenge the current provision of services and help to influence and improve the services
- People will then be invited from this “Resident Challenge workshop” to participate in the “MHP combined business challenge workshop which in turn leads into the “Change Phase” of this programme.
- This programme is seeking maximum resident input and participation to help improve the services we provide you