



Metropolitan
Housing Partnership

ACE for Homes - Programme Brief to NRG

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27th June 2009

Working with residents for better homes and stronger communities

Why are we doing this?

- Resident feedback
- Resident satisfaction
- Staff feedback
- Staff satisfaction
- Quality
- Cost

What is the MHP Vision of this programme

To create the MHP way of delivering best in class Housing services for residents and other recipients of Housing Services

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

Business Effectiveness

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'

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

Business Effectiveness

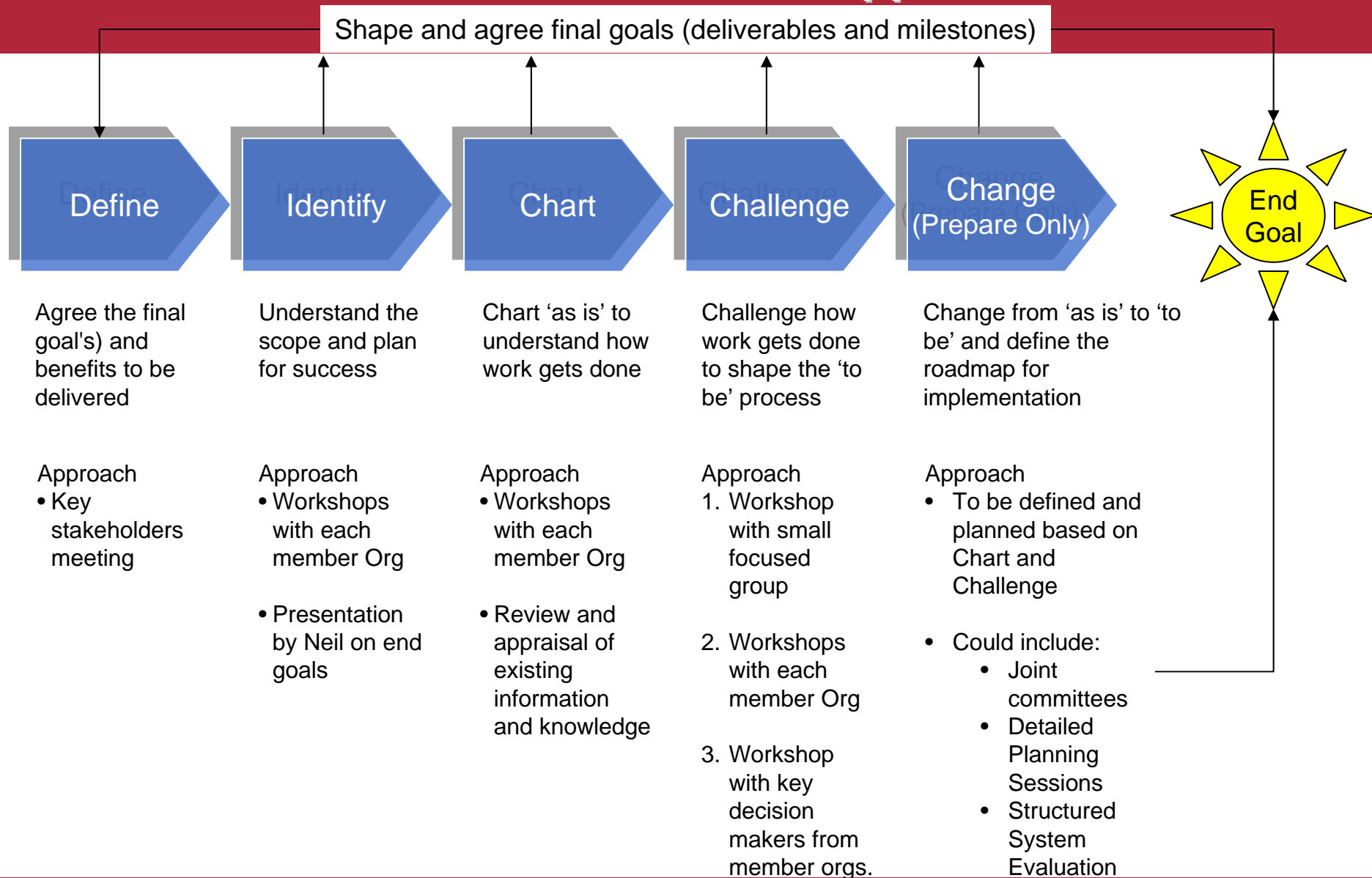
Best Quality

- 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

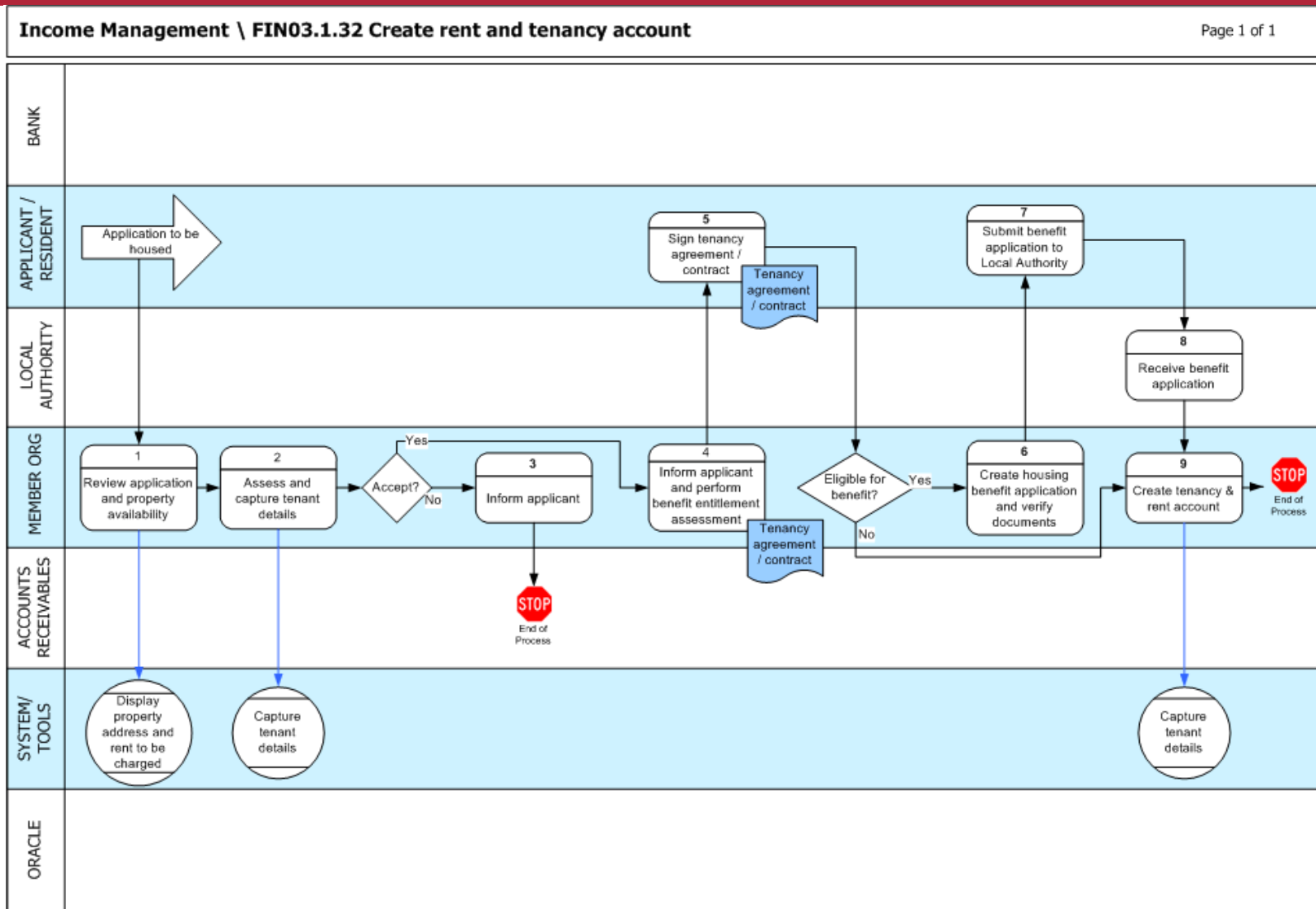
Concern for Staff

How we'll deliver it: Approach



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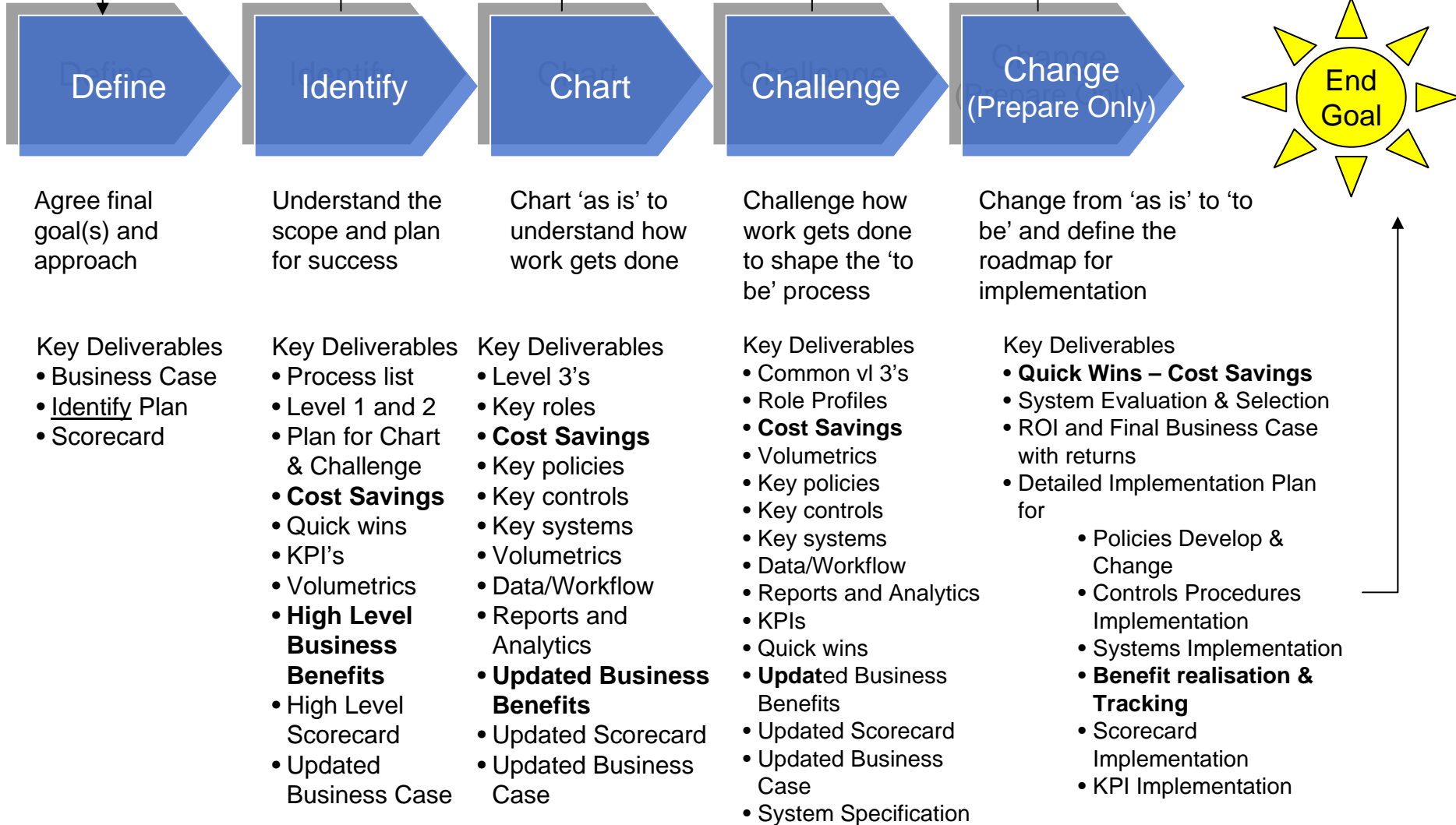
Procurement Process Map Example



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Key Outputs

Shape and agree final goals (deliverables and milestones)



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Resident Process Workshop Objectives and Plan

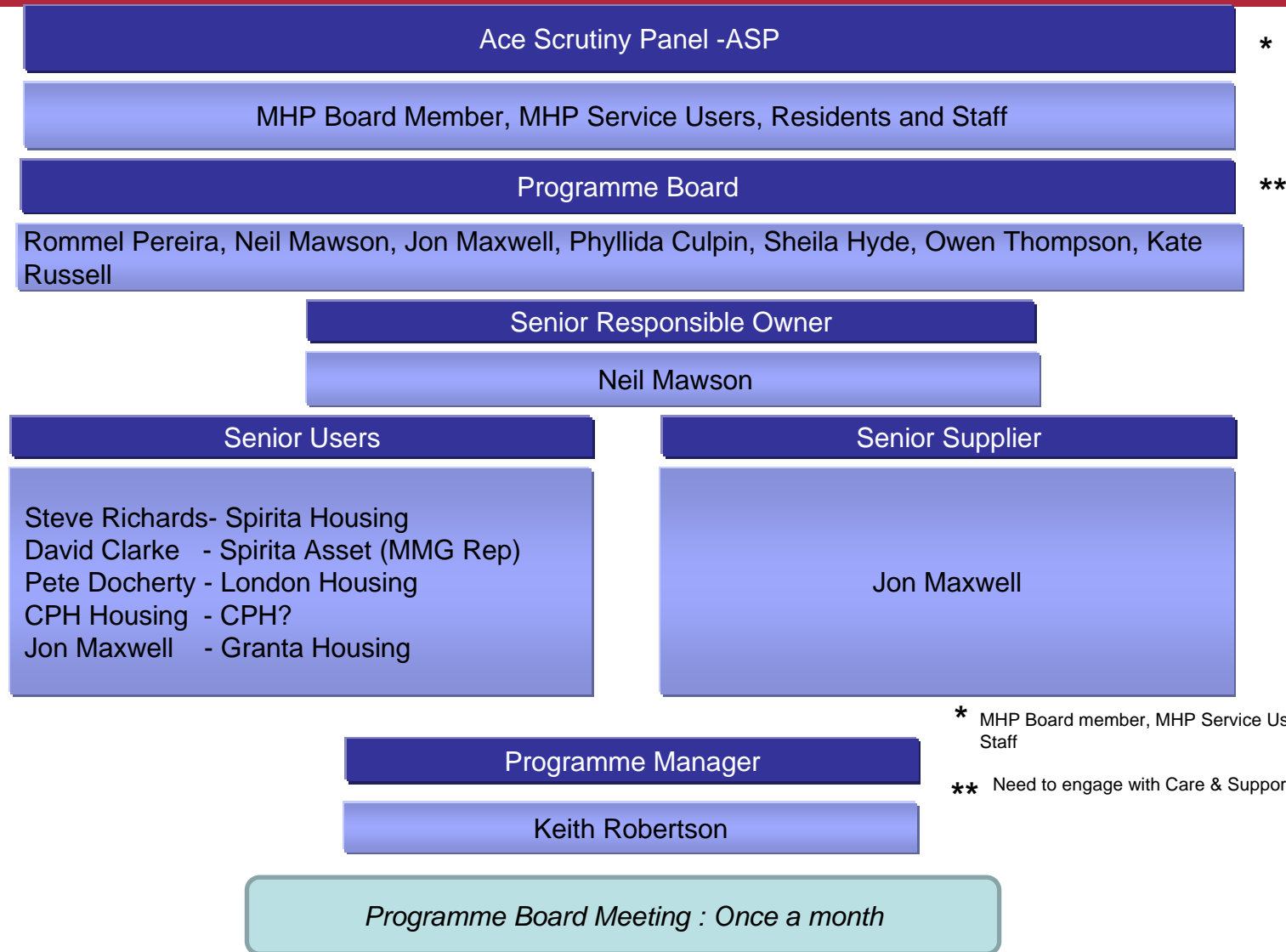
- Residents are already invited to participate in the **Ace for Homes programme** Chart and Challenge workshops being held in MHT, Spiritia, Granta, Clapham Park Homes
- **In addition to this** we would like to invite residents to a “**Residents only Challenge workshop**” to be held in November which 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

Initial High Level Plan

| High Level Programme Plan | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | |
| Define | █ | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify | | █ | █ | | | | | | | | | | | | | | | | | | | | | | | |
| Chart & Challenge | | | | █ | █ | █ | █ | █ | █ | █ | | | | | | | | | | | | | | | | |
| Change - Prepare | | | | | | | | | | | █ | █ | | | | | | | | | | | | | | |
| Change - Implement (Phased) | | | | | | | | | | | | | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ |
| Support | | | | | | | | | | | | | | | | | | | | | | | █ | █ | █ | |

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Governance



* MHP Board member, MHP Service Users, Residents and Staff

** Need to engage with Care & Support parallel programme

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