



Mock Short Notice Inspection Summary

April 2010

Background

The Trust hosted a mock Short Notice Inspection in April 2010. This was carried out by BaildonDeanTambe (BDT), a team of consultant who are trained as housing inspectors by the Audit Commission. They previously completed the mock inspection of the Trust shortly after transfer in May 2006

During the mock SNI the team were on site for four days and looked at the following services:

- Responsive Repairs
- Void Repairs
- Allocations & Lettings
- Anti-social Behaviour
- Aids & Adaptations
- Gas Servicing
- Access & Customer Care
- Diversity
- Value for Money

Prior to arriving on site the inspectors completed a document review and carried out some mystery shopping. Whilst on site the inspectors spent time with customers, employees and Board Members. They also visited our estates, a number of empty properties and our local housing offices.

Inspection Findings

For each of the areas inspected a judgement was provided by the inspectors on how the services were delivered. This is expressed in terms of how the strengths and the weaknesses of the services related to one another. Judgements that could be awarded are:

- Weaknesses outweigh strengths
- Strengths and weaknesses are in balance
- Strengths outweigh weaknesses
- Strengths significantly outweigh weaknesses

The table below outlines how each area was judged by the inspectors and how this compares to how those services were judged during the 2008 full inspection.

How good is the service?	2008 Audit Commission Inspection Assessment	2010 SNI Judgement
Access and Customer Care	Balance of strengths and weaknesses	Strengths outweigh weaknesses
Equality and Diversity	Weaknesses outweigh strengths	Balance of strengths and weaknesses
Responsive Repairs	Weaknesses outweigh strengths	Strengths outweigh weaknesses
Void Repairs	Weaknesses significantly outweigh strengths	Strengths outweigh weaknesses
Gas Servicing	Strengths significantly outweigh weaknesses	Strengths outweigh weaknesses
Aids and Adaptations	Balance of strengths and weaknesses	Strengths outweigh weaknesses
Anti-social behaviour	Strengths outweigh weaknesses	Strengths outweigh weaknesses
Allocations and Lettings	Not assessed	Balance of strengths and weaknesses
Value for Money	Weaknesses outweigh strengths	Strengths outweigh weaknesses
Prospects for improvement?		Judgement
What is the track record in delivering improvement?	Strengths outweigh weaknesses	Strengths significantly outweigh weaknesses
How well does the service manage performance?	Strengths outweigh weaknesses	Strengths significantly outweigh weaknesses
Does the service have the capacity to improve?	Strengths outweigh weaknesses	Strengths significantly outweigh weaknesses

All the areas inspected have made progress, with some of them achieving quite significant improvements. This is particularly noteworthy when considering that the SNI process focuses in what are perceived as being the 'weaker' service areas within an organisation.

Highlights

For each of the service areas the inspectors provided a list of areas where we are delivering good services. Some of the highlights include:

- Significant cultural change has been achieved in customer and performance focus
- Staff are considered customer focused, courteous and helpful and are supportive of the Trust's aims in improving customer services
- Overall experience and satisfaction with the service is high
- The Trust communicates well and listens to customers views
- The majority of the services inspected and all three cross-cutting service areas have improved
- Transfer promises are on track to be delivered
- Customer satisfaction with participation is high and overall satisfaction is above average and has improved
- Overall employee survey results show a significant improvement between 2006 and 2009 in staff satisfaction which is high. Staff morale is high.
- Lot of work undertaken to strengthen the approach to Equality and Diversity
- Clear and detailed understanding of future plans for how customer profiling will be used to improve service delivery to customers
- The profile of Value for Money is high
- High levels of efficiency savings have been made and customers are consulted on the priorities for reinvestment
- A high number of customers agreed the Trust provides value for money for the rent paid
- Three areas of positive practice have been identified within the Trust's services

Next Steps

The Trust will use the information received from the inspectors to:

- Review the self assessments for the service areas inspected to ensure these are up-to-date and that all the key strengths have been captured
- Ensure the areas for improvement for each service area have been reviewed and built into actions plans to address any weaknesses identified and further improve the services provided to customers
- Inform our preparation plans to see how and where this can be further improved to ensure our continued readiness for any future inspections

- Build on our success and continue to improve the services to our customers

Areas for further focus

There are a number of key areas the Trust needs to focus on in the future. These include:

- Maintain performance and focus in service areas that are delivering excellent results, to ensure that they maintain their position
- Enable customers to scrutinise performance and influence the Trust strategically
- Ensure ownership of our Neighbourhoods to continue to improve the communities in which our customers live

Where Can I Get More Information?

A full copy of the report will be available via ShareIt by Friday 7th May.

If you have any comments or questions please contact either:

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