

Northern Ireland Housing Executive Modernising Services

Supporting People Modernising Services & Business Improvement Project

**Housing
Executive**

The Regional Housing Authority


modernising
SERVICES

Stakeholder Involvement



- Informing Stakeholders
 - Presentations to CRISPP, SP fora & FS forum
 - Article in SP Bulletin
 - Newsletter / Website updates
- Involving Stakeholders
 - Initial Questionnaire & Interviews with representative sample of 15 Providers plus CHNI & NIFHA (July 08)
 - 13 respondents = Provider Quality Assurance Group
 - Extended Provider Questionnaire – (Sept/Oct 08)

SP Extended Providers Survey



- Online Questionnaire - some modification based on initial survey feedback
- Approx 100 providers contacted – 16 responses
- Looking for Feedback on:
 - The level of SP administration for providers
 - Current usage of ICT systems for SP processes
 - Mechanisms for Communicating with SP and receiving information/feedback
 - Commissioning & Funding Agreements
 - Monitoring & Review Framework
 - Strategy & Planning



Administration - Overall:

- 68% Satisfied - main areas: Payments & FS returns
- 13% dissatisfied - main areas:
 - accreditation
 - Performance Indicators, PRRS & VFM – manual nature & time consuming(19% answered 'not applicable')
- Prefer electronic forms & data exchange
- Prefer rationalisation of Funding Agreements



Payment Administration

- Approx 78% Satisfied - timescales, contact & accuracy
 - 22% Dissatisfied - main area: requests to make changes / amendments
- “ Overall, ..processing of SP Payments .. prompt & efficient. However, the extent of time & resources dedicated to sustain this process ...would, in our opinion, require review ”



Information & Communication

- 87% satisfied with range, contents & methods of providing information
- Prefer to receive information by e-mail (71%) & Face to Face (17%)
- 75% difficulty in contacting SP team.
- Feel least informed about
 - Funding decisions
 - Service development
 - Commissioning



Area Teams

Majority agreed that Area teams had:

- Improved working relationships (73%)
- Improved timescales for responses (68%)
- Improved quality of information received (67%)
- Issues:
 - need more time to develop potential
 - should be regular, ongoing contact



Commissioning & Funding

- Explaining basis of funding decisions
 - 68% Good / Satisfactory
 - 32% poor
 - Consultation prior to signing of funding agreement
 - 85% satisfied
 - Awareness of commissioning processes
 - 67% basic or poor
- “...It would be helpful if information about SP funding and access to it could be more widely available”*



Monitoring & Review

- High satisfaction levels in terms of:
 - Process clearly explained
 - Followed as per framework
 - Sufficient information provided
- Higher levels of dissatisfaction
 - Adequacy of feedback
 - Outcome clearly explained
 - Completed as per agreed timescales
- 70% said service had been improved or greatly improved as a result of review. None said that service worse.



Strategy & Planning

- 50% disagreed that they had been consulted on strategy
- 60% disagreed that service users were involved in SP Strategy development
- 65% used SP Strategy for future planning
- Publishing of annual plan & 3 year Strategy

Work Currently Underway



- Communications Strategy – response to consultation being prepared
- Piloting:
 - New contract arrangements
 - Outcome and Risk based monitoring
 - New QAF & Service Review Processes
- Service Review Framework
- ICT Replacement – analysis of potential suppliers.