

# Measuring performance in sheltered housing

Presented in association with HouseMark



*Developing Excellent  
People*

With an increasing national focus on service user involvement, it is more important than ever providers of sheltered housing develop Performance Indicators to measure the expectations of their customers and demonstrate the quality of their service to external regulatory bodies. Housing Associations and Local Authorities are being tasked with creating models for local services in agreement with their service users.

**The primary aim of this workshop is to offer guidance to help sheltered housing providers develop service specific, customer focused local performance measures.** This is about understanding what matters most to tenants and measuring the 'customer experience'. This workshop will explore the practicalities of developing resident-led scrutiny of performance measures. Participants will be encouraged to develop ideas for an approach that could be applied in their own organisation.

The workshop facilitator will ensure discussion on what delegates might adopt as performance measures and the purpose of those measures. The aim of this is to ensure that delegates focus on performance measures that will show how the organisation makes a difference to the service and residents' lives, linking performance measures to quality and continuous improvement. The workshop will also examine how effective measures are structured around the performance categories of: Quality; Flexibility; Dependability; Speed and Cost. The facilitator will introduce a matrix for delegates to analyse performance measures and their suitability and purpose. The workshop is highly interactive, in order to help delegates generate ideas and formulate plans to take back to their workplace.

## Delivered by HouseMark, the workshop will provide the opportunity for participants to:

- Explore the practicalities of developing resident-led performance measures
- Consider ways for residents to be involved in the scrutiny of them
- Develop ideas for an approach that could be applied within sheltered housing schemes
- Take into account the particular needs of sheltered housing residents and what they tell us is important to them

## Programme:

- Introduction to service standards and performance indicators (PIs)
- Defining a good service from a tenant perspective
- Reviewing examples of performance measures from other housing services that we might adapt
- Agreeing what is important to scrutinise
- Developing methods of engaging residents in this concept
- Involving residents in deciding what to measure and setting targets & standards
- Reporting performance
- Embedding tenant focus and adapting to their changing needs
- Evaluating success and Action planning

## Who should attend:

- Managers of sheltered housing
- Frontline support staff in sheltered housing, including scheme managers, residential support staff and floating support workers
- Anyone with an interest in performance measuring sheltered housing

## Cost:

Just £199 including a delegate pack, refreshments and a buffet lunch. 10% discount for CHS members

## How to book:

To place your booking, please complete the booking form overleaf and either fax it to 01905 727299, post it to the Centre for Housing and Support • Elgar House • Shrub Hill Road • Worcester • WR4 9EE or scan and email it to [julian.everley@chs.ac.uk](mailto:julian.everley@chs.ac.uk). If you have any questions please call Julian Everley on 01905 727271.

**This event can also be offered in-house. For details contact Gary Chick on 01905 727263**

# Measuring Performance in Sheltered Housing

## Delegate booking form



Please complete in black ink and BLOCK capitals. For multiple bookings please photocopy this form

### Workshop dates & venues - please tick the venue you wish to attend

London -   
20<sup>th</sup> January 2010

Worcester -   
4<sup>th</sup> February 2010

Manchester -   
25<sup>th</sup> February 2010

Name:

Position:

Organisation:

Address:  Postcode:

Tel no:  Fax no:

Email:

Signature:  Date:

### Address details for invoicing purposes:

Address:  Postcode:

No of Places:  @ £199 per delegate. NEW online payment option now available. To make a payment via a procurement or company purchasing card, call Julian Everley on 01905 727271.

Our Members enjoy 10% discount. Please quote your membership number if you wish to take advantage of this. This offer cannot be used in conjunction with other discounts or offers.

Purchase Order Number:  In order to be more environmentally friendly, we would prefer to send you information about this and other relevant CHS events and services by email. If you do NOT wish to receive such items, please 'X' this box.

### Name(s) and email address(es) of delegate(s) if different to the above

Name:  Email:

Name:  Email:

Name:  Email:

### Any special dietary or access requirements:

On receipt of booking, we will confirm by email (to the contact listed above) that the requested number of places have been allocated. Joining instructions will be available to download at [www.chs.ac.uk](http://www.chs.ac.uk) at least two weeks prior to the event.

**Terms and Conditions:** Cancellations made between 1-2 months prior to the event will receive a full refund less a £40 administration fee. Cancellations made between 15 calendar days and 1 month prior will receive 50% refund, Unfortunately cancellations made within 2 weeks of the event cannot be refunded. Substitutions are welcome at any time. 'No shows' will be charged the full fee. Due to unforeseen circumstances the programme may change and the Centre for Housing and Support reserves the right to alter the venue, dates, or the speakers.