

How to Contact Us

Customer Services Team - Tel: 01736 331799 Fax: 01736 331647
E-mail: contact@penwithha.org.uk
www.penwithha.org.uk

Repairs Hotline - FREEPHONE 0800 592238

PHA Emergency line - FREEPHONE 0800 592238 (5.00pm to 9.00am)

Rent Arrears - FREEPHONE 0800 0279880

Energy Advice - FREEPHONE 0800 7837226

Head Office

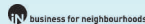
Penwith Housing Association Ltd
67 Morrab Road
Penzance Cornwall
TR18 2QJ

More Information on Continuous Improvement

More information on Continuous Improvement is available on our website and publications available from us:

- PHA Tenants' Handbook and Repairs Handbook
- PHA Information Leaflets
- PHA Newsletters
- Tenancy Agreement
- The Housing Corporation's Tenants Guarantee

We can provide translation of the information contained within this leaflet



What is Continuous Improvement?

Continuous Improvement aims to make services better by learning from Best Practice developed by other social landlords and from complaints received by PHA. Improvements can be to the processes used to deliver services or the introduction of new services. The ultimate aim is to improve customer satisfaction whilst ensuring that efficiency targets are met.

How do we achieve Continuous Improvement?

Each year the Association carries out a number of Best Value reviews which, over a five year period cover all the Association's activities. These are major reviews which aim to achieve major changes in service delivery.

In addition, the business unit managers have a plan of Continuous Improvement activities that they deliver with their staff and other managers. Some aspects of Continuous Improvement are difficult to measure but PHA sets targets for overall improvement in customer satisfaction and financial efficiency.

What does it mean to you?

Continuous Improvement involves a number of groups, primarily staff and customers. As a member of PHA staff, you may be asked to organise a review or undertake consultation as part of a review process. Additionally, you may contribute to Continuous Improvement through the Staff Suggestion scheme.

As a customer of PHA services, you can become involved in Continuous Improvement exercises through the Association's Involvement Register or as a Board member or a member of a Resident Involvement group. Leaflets on joining each of these groups are available from PHA.

How do complaints help Continuous Improvement?

PHA encourages dis-satisfied customers to complain if a service is delivered in an unacceptable way. In some cases, these complaints are about how processes are delivered and, in these instances, complaints are used to make the processes we follow better.

Who monitors how well we are doing at Continuous Improvement?

Ultimately, it is tenants and service users who determine through their levels of satisfaction how well PHA is doing. Within PHA, the Board monitors progress against Continuous Improvement plans and a special 'Doing Things Right' group reviews how the Association should learn from complaints.

Externally, the Audit Commission orinally inspects the Association's customer-facing services to ensure that Continuous Improvement is being delivered. In addition to this, the Housing Corporation and Supporting People also ensure that systems for delivering Continuous Improvement are in place.

How do I find out more?

If you would like to contribute to the Association's Continuous Improvement programme please contact the Customer Services team on 01736 331799.