

# Sheltered housing

How does yours compare?

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[ HQN ]

## Mapping out the service

- **June** - participating organisations confirmed and booked
- **July** - data collection forms will be issued for return by the beginning of September. Telephone and email support is available during this period
- **October** - preliminary results returned
- **November** - interactive feedback sessions, following which any organisation may submit revised data. These organisations will receive their final results in late November/early December
- **December/January** - updates, briefings and full dataset of results issued
- **April** - invitations to renew subscriptions

Email service to all members throughout - for networking purposes.

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## How does yours compare?

Facing the challenge of Supporting People reduced funding, looking for efficiency savings, preparing for inspection, Best Value, stock options appraisal or simply wanting to improve your service? All of this depends on sound, reliable information, knowing what others are doing and how you compare.

Our benchmarking service gives you the data you need to deliver service improvements in this important and sensitive area of housing provision. It's now in its sixth year and we have further improved and refined the data to take account of the relevant KLOEs and key Supporting People issues. We include trends, processes and practices and a self-assessment toolkit that will help you to identify areas for review and work towards top performance.

## Tailored support

After listening to you we have refined and improved the service, including:

- Updating the questionnaire to reflect changes in sheltered housing
- A new self-assessment toolkit based on the KLOEs and the Supporting People Quality Assessment Framework
- Facilitated and interactive full-day feedback sessions covering the issues that are important to you
- The opportunity to learn from the information you and others have given to us and examine how top performers run their services
- An email networking service to find out what others are doing
- A full set of results for every participant.

**“We were thinking about reshaping provision into 'support services that were fit for the future'; the opportunity to measure ourselves against others and meet colleagues who are struggling with the same challenges really helped us.”**

**Linda Mothersole**, Head of Care & Support, Testway Housing

**“Participating in the benchmarking exercise over the past three years has enabled me to constantly challenge and review the objectives of the service; it also helped to bridge the information gap between sections/departments and facilitated the exchange of data to keep systems accurately updated. It serves as a means of identifying service deficits which have been incorporated into the business planning process. One of the main benefits for me is the ability to network with other organisations. Since joining the group I have maintained close working relationships with three complementary organisations, sharing good practice and information vital to service development and improvement.”**

**Bryan Solomon**, Supported Housing Manager,  
Slough Borough Council

## Comprehensive and responsive service

We know from running the service for five years previously that you want robust and comparable information. Participants requested:

- More emphasis on peer group feedback with opportunities to network with others
- To look at what top performers do.

For the second year running we will have full-day feedback sessions with small groups as part of the benchmarking package. This will allow in-depth discussion and provide an opportunity for you to ask questions of our support staff. You will also meet the associates who will provide email and telephone support throughout the year.

## Choice and flexibility

We offer you the opportunity to choose your unique benchmarking family from within the total membership. Your final report will show your results benchmarked against those of your chosen family.

## In-depth analysis

During the all-day interactive feedback sessions following the data collection you can work with colleagues and our associates to establish what works and what doesn't.