

“What is the secret to delivering quality services?”

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Challenges and solutions delivered along the way.

The Need to Improve

Quality – NI195 Baseline

Cost of service – Relatively Low Cost

Residents satisfaction – Low Starting Point

Staff Morale – Low

How do we sustain success? Staff

- Six Monthly Review
- Staff Training
- Personal Development Plans

Six Monthly Review

- Looks at – inspections NI195 & LAMS
- Residents Comments – Feedback
- Sickness
- Training
- Personal Development

Pay Review

- Staff Attendance
- Training
- Personal Development
- £500 pay award every six months

Personal Development

- LGV Driver Training
- PA1 – PA6 Training
- Pest Control
- CSC