

Community Housing and Regeneration Business Plan

Annex 2 - Customer need

Our wide range of services means that we draw customer needs information from many sources. Key sources and the messages from them are outlined below:

- **The Joint Strategic Needs Assessment, demographic trend information** and the **Valuing Diversity research** show an increase in the number of older people, and population diversity, and the inequalities that exist within the population.
- **The Ipsos MORI residents' survey** found that decent affordable housing is a high priority and that good job prospects have increased in importance.
- **Continuous customer feedback on services** is gathered through satisfaction monitoring as part of the process for services delivered direct to the public.
- **Housing Market Assessments** commissioned by the Partnership of Urban South Hampshire (PUSH) provide information on housing need. This is supplemented with Portsmouth Housing Register data to identify for social renting.
- **The Local Economic Assessment** conducted in 2010 has provided us with robust employment, skills, and socio-economic data to describe the needs of the community.
- **Private housing stock condition surveys** and **energy efficiency surveys** are used to assess housing conditions and the means available to improve them.
- **Ongoing research** maintains our insight into the effects of the economic downturn on people's housing situations, business survival and employment rates.
- **Supporting People service reviews**, organised as a continuing rolling programme, are used to direct ongoing provision to those in most need.
- **Self Assessment reports, learner voice and feedback, and learner satisfaction surveys** within Adult and Family Learning
- **Local and national data** identifies the type of community learning, and the support people need to help them obtain employment. We use satisfaction and outcome monitoring methods, with the involvement of learners and people supported into work, to ensure that the services meet the user's needs.
- **Business needs surveys**, to provide us with information on the needs of businesses such as access to land and skills and barriers to growth.
- **Customer surveys** are used by the Enterprise Centres to inform improvements to tenants' services, resulting in improvements such as business support on site, and the Smarter Working centre which opened in July in 2010.
- **Engaging with the business community** on a continuing basis through employer networks and federations. The Local Enterprise Partnership will become the focus for the needs of the businesses in the region, with the Business Leaders Group, established from the 'Shaping the Future of Portsmouth' strategy being the local forum for this.
- **Developer and Commercial Agent's feedback** on the provision of sites and premises for employment uses.