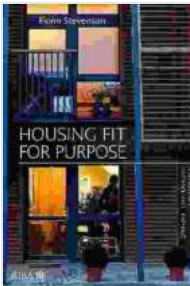


Housing Fit For Purpose: Performance Feedback And Learning - The Essential Guide



Housing Fit For Purpose: Performance, Feedback and Learning by Colm Gillis

★★★★☆ 4.7 out of 5

Language : English
File size : 17084 KB
Text-to-Speech : Enabled
Enhanced typesetting : Enabled
Print length : 239 pages
Screen Reader : Supported



Housing Fit For Purpose: Performance Feedback And Learning is an essential guide for anyone working in the housing sector. It provides a comprehensive overview of the latest thinking on housing performance feedback and learning, and offers practical advice on how to use this information to improve the quality of housing services.

The book is divided into three parts. Part 1 provides an overview of the key concepts of housing performance feedback and learning. Part 2 explores the different methods of collecting and analysing performance feedback. Part 3 provides guidance on how to use performance feedback to improve the quality of housing services.

Part 1: Key Concepts

The first part of the book provides an overview of the key concepts of housing performance feedback and learning. It begins by defining housing performance feedback as "information about the performance of a housing service that is used to improve the quality of that service." The book then goes on to discuss the different types of housing performance feedback, including customer feedback, staff feedback, and data feedback.

The book also discusses the importance of learning from performance feedback. Learning from performance feedback is essential for improving the quality of housing services. It allows housing providers to identify areas where they can improve their services and to develop strategies to address those areas.

Part 2: Methods of Collecting and Analysing Performance Feedback

The second part of the book explores the different methods of collecting and analysing performance feedback. The book begins by discussing the different types of data that can be collected, including quantitative data and qualitative data. The book then goes on to discuss the different methods of collecting data, including surveys, interviews, and focus groups.

The book also discusses the importance of analysing performance feedback. Analysing performance feedback is essential for understanding the strengths and weaknesses of a housing service. It allows housing providers to identify areas where they can improve their services and to develop strategies to address those areas.

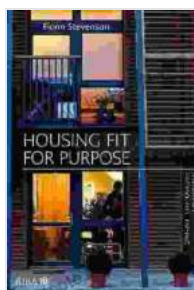
Part 3: Using Performance Feedback to Improve the Quality of Housing Services

The third part of the book provides guidance on how to use performance feedback to improve the quality of housing services. The book begins by discussing the importance of setting goals for improvement. Setting goals for improvement is essential for providing direction for the improvement process. It allows housing providers to identify the areas where they want to improve their services and to develop strategies to achieve those goals.

The book then goes on to discuss the different strategies that can be used to improve the quality of housing services. These strategies include improving customer service, improving staff training, and investing in new technology.

The book concludes by providing a case study of a housing provider that used performance feedback to improve the quality of its services. The case study shows how performance feedback can be used to identify areas for improvement and to develop strategies to address those areas.

Housing Fit For Purpose: Performance Feedback And Learning is an essential guide for anyone working in the housing sector. It provides a comprehensive overview of the latest thinking on housing performance feedback and learning, and offers practical advice on how to use this information to improve the quality of housing services.



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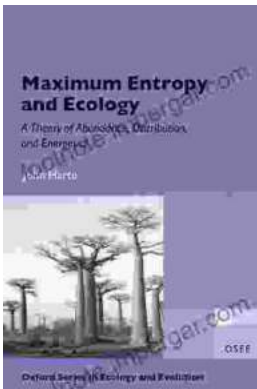
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