

## Nottingham City Homes journey to excellence

### 2007

- New Senior Management Team formed
- Company wide restructure to realise efficiencies and to support journey to 2 stars
- Company Mission Vision and Values refreshed
- Tenant Involvement Compact review
- Development of Foundation Plan
- Tenant led Estate Assessments introduced
- Tenant Services Inspection Team created
- Annual Business Planning, including self assessment with stakeholders and customers
- 3C's introduced, to improve customer insight
- Mock Inspection. Tenant Audit Team introduced to undertake scrutiny role
- Decent Homes priorities agreed in conjunction with customers
- Governance Review undertaken to streamline Board

### 2008

- VMS introduced
- Annual Business Planning including self assessment with stakeholders and customers supported by external challenge
- Service standards developed in consultation with customers
- Repairs contract reviewed with repairs forum
- Inspection
- Introduced ISO9001:2004 company wide
- Culture Change Programme "Lets Make The Difference" embedded

### 2009

- Better Practice Review
- Major push on E&D
- Performance Management Review in consultation with NCC and customers
- Accreditation to ISO9001:1994.
- Expanded the scope of Tenant Services Inspectors programme
- Reviewed estate assessment programme
- Carried out estates peer review
- TEM modernisation commenced
- Became the 1<sup>st</sup> ALMO to get ASB accreditation
- TSA national tenant conversation event
- Annual Business Planning including self assessment with stakeholders and customers supported by external challenge
- Tenant becomes Chair of Board
- Tenant Resource Centre opened

## 2010

- Tenant involvement review commenced
- Tenants prioritised scrutiny, involvement and empowerment for our local offer
- Aspley Pilot commenced
- Brocklewood Guardians
- Review of repair performance measures with tenants
- Establishing Efficiency East Midlands in partnership with other housing providers

## Future

June 2010	Annual Business Planning cycle commenced
July 2010	New Management Agreement
12 <sup>th</sup> Aug 2010	Communications panel to review format annual report
18 <sup>th</sup> Aug 2010	Workshop with area panels and forums to review approach to involvement and empowerment
Sept 2010	Event in Aspley locality regarding housing offers for the area
1 <sup>st</sup> Sept 2010	Self assessment review with stakeholder and customers, supported by external challenge
Sept – Mar 2011	<ul style="list-style-type: none"><li>• Lead officers to work with national standard focused forums to develop and review local offers.</li><li>• Consult with area panels, forums and home panel on self assessment outcomes and priorities for local offers for 2011.</li></ul>
Jan – Mar 2011	Develop resident scrutiny panel in consultation with customers
September 2010	Future, Engage, Deliver programme commences