

Are you setting up a new ALMO?

Have you already set up a new ALMO and are now facing your first housing inspection?

If the answer to either question is 'yes' – then Housing Consultants.co.uk may be able to help you.

We are London's newest housing consultancy and yet have over 50 years housing experience between us.

More importantly, we have a successful track record of helping new ALMO's to gain that all-important Audit Commission rating – thus unlocking the Treasury investment.

Case Study

In 2003 we worked in close partnership with Brent Housing Partnership (BHP) to secure a 3 star score, with 'excellent prospects for improvement'.

This achievement was marked at the CIH Annual Conference in June 2004, when BHP received one of the coveted housing excellence awards from the Audit Commission.

Five months prior to the May 2003 housing inspection, BHP had concerns about some areas of housing management performance and service delivery.

Housing Consultants were engaged to help 'manage and improve' in these key areas.

We worked closely with BHP. A project plan was drawn up, which included;

- A series of one-to-one interviews with key staff to identify obstacles to improvement
- Appointment of Housing Consultants' Interim Manager to implement the changes required
- Regular team meetings to monitor performance and deal with areas of concern
- Focus on increased resident liaison and participation, to improve customer relationships
- Implementation of a range of changes in working practices to improve customer access and perceptions.

In addition, regular staff meetings were held to raise awareness of the 'inspection agenda', improve staff morale and provide effective leadership in the important period prior to, and during the housing inspection on site.

During the five months period prior to the inspection, a marked improvement was made in all the key areas of performance and service delivery, culminating in the successful inspection result.

We can also help you to improve your ALMO performance

We are confident that the lessons learned with BHP can be transferred to other ALMO's – the principles and objectives are the same. Often the barriers to continuous improvement are also the same.

We believe in working closely with our clients on the ground, to 'manage and improve' the situation. There appear to be many consultancies which will provide strategic advice and hefty reports with pages of recommendations.

Our approach

Our approach is to get involved at the 'sharp end' by providing practical advice and management support where it is needed.

It is important to reach a quick and accurate diagnosis of the areas which are causing concern.

To do this, we have developed a 'framework for improvement' – a process of structured analysis, which reviews the key areas of concern and sets out their causes in a logical way and identifies solutions. The review looks in each area at all aspects of delivery, from policy difficulties through management capacity & capability, to staff motivation, to systems and information provision.

To deliver high standards of service consistently, all elements in the delivery process must be in place.

We would be pleased to come and speak to you about your particular ALMO inspection issues and requirements.

We could then draw up a 'framework for excellence' which is tailored to your particular circumstances – and offer practical help to make the changes required.

You can contact us via our web-site – www.housingconsultants.co.uk

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