



Ensuring the North secures the resources required to achieve our ambitions, and supporting housing organisations to make the most of their assets.

## HRA Review

We held meetings of the HRA group working with Members across the North to develop proposals to submit to CLG. We have had an excellent level of support from Members and have also held bilateral discussions with a range of other bodies intending to submit evidence to the review. CLG have advised that the issues the Consortium have regularly raised on HRA, on behalf of Members, are key to the review.

## Tenants Home Contents Insurance

We re-tendered our SIMPLE scheme, expanding the scope of the solution to deliver a highly tenant-focused product, a corporate risk management service and a review of underwriters. With affordable weekly premiums and flexible policy cover, the SIMPLE scheme enables Members to offer their tenants improved access to affordable insurance.

## Bill Payment Services

Our bill payment services, delivered in conjunction with allpay.net, have made it possible for participating Members to provide maximum convenience and choice to their tenants in how they pay their bills, with payment media including swipecards, internet, SMS text messaging, digital television and telephone. Our Members also benefited from the preferential transaction rates that a solution procured through the Consortium can offer.

## Credit Crunch Enquiry

At CLGs request, we worked with other regional bodies to submit evidence to the Select Committee enquiry into Housing and the Credit Crunch.



Working with Members to deliver cost-effective solutions; transfer skills, and build capacity to ensure housing organisations optimise their efficiency and effectiveness.

## Systems Thinking

Systems thinking is a service which focuses on the customer experience, and redesigning services in line with the work that adds value to customers. NHC provide this service under licence to Vanguard Consulting. In this first year we have worked with **4** members in carrying out systems thinking interventions and health checks. A further **30** members have attended workshops and roadshows to improve their knowledge of systems thinking.

## Peer Reviews

Peer reviews look at a variety of services in an organisation and assess them as a 'critical friend' using the KLOE framework. We work with members, carrying out peer reviews, providing peer review training and delivering inspection support. The organisations we have worked with have gone on to receive excellent inspection results and we are continuing to develop this service.

## Service Analysis

Our service analysis work can take on a variety of forms, depending on what Members require. This is a very flexible service and is tailored to suit the Members needs. It

essentially provides an external resource and expertise to independently assess current service provision and make recommendations for improvements. We have worked with members on a variety of services areas including customer profiling, homelessness, contact centre review and performance management work.

## Short Notice Inspection/CAA Consultation

We held a series of workshops around the three regions working with over **40** Members, following which we submitted a consultation response to SNI methodology.

## Contact Centre Network

We are setting up a contact centre network group, which will allow those involved with the customer contact side of their businesses to get together, share benchmarking data and much more. This will be launched later in 2009.

## Audit Commission

We have held quarterly meetings with the Audit Commission to discuss a range of Member issues.