

Consortium Strengthens its Consultancy Services

The Northern Housing Consortium (NHC) recently strengthened its Performance Improvement service with the addition of two new team members. Kate Richie & David Wood join the NHC as Performance Improvement managers, and will work alongside the NHC's existing consultants on the development of their systems thinking & peer review services. Both bring with them considerable experience of public sector performance improvement work. Kate was previously employed by HMRC, and commented "Customer experience and access to services are the areas where I feel I can really help to bring a fresh perspective to the NHC's performance improvement work".

Dave, formerly with Home Group, added "This is a fantastic opportunity. I'm keen to assist NHC's members in making improvements to their systems thinking, income management, systems implementation, and in ensuring they use their reviews and performance indicators to best use."

For further information on the Consortium's performance improvement services, visit www.northern-consortium.org.uk

Ends

Notes to editors

The Northern Housing Consortium is a non-political, not for profit, member based organisation, whose members between them manage almost 90% of social housing in the North. Our main roles are:

- To provide a comprehensive range of timely, relevant and affordable services for members with a distinct focus on Northern issues
- To take a lead role in enabling the improvement of housing and organisational performance in the North
- To work with Government and other bodies to ensure the region benefits from the resources and funding available to provide safe, vibrant, sustainable communities

Our provision of support is delivered across four themed areas: Quality of Life, Quality of Place, Performance Improvement and Investment & Resources.

Further information can be found on our website at www.northern-consortium.org.uk