

Hold fire on new procurements! Making the most of what you have

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Why is it blue?



The screenshot shows the Nottingham City Homes website interface. At the top left is the logo and name. To the right is a search bar with a "Go" button. Below this is a dark blue navigation bar with "Contents | Exit" on the right. A blue banner below the navigation bar reads "Please select a category from the list below". On the left side, there is a vertical list of blue buttons with icons and text: "Basket empty", "Emergency repairs", "Gas escapes", "Asbestos", "Carbon monoxide", "Information", and "Repairs Handbook (pdf)". The main content area is a grid of 27 white boxes, each containing an illustration and a category name: "Basins and sinks", "Baths and showers", "Communal", "Doors", "Drainage", "Electrics", "Floors, walls and ceilings", "Garages", "Gutters and downpipes", "Heating and hot water", "Kitchen units", "Locks and fittings", "Meter cupboards", "Outside the property", "Pest control", "Roofing", "Stairs", "Toilets", "Water services", "Windows and glazing", and "Damp medic".

Contents



- Who are Nottingham City Homes?
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Nottingham City Homes



- We are an ALMO
- Manage 27,000 homes
- Built 500 affordable homes

- Empowering residents
- Universal Credit
- Employability



Challenges we faced

- Lots to do to update
 - limited budget
 - limited resource
- Not in a position to
‘sell more widgets’
- Prioritisation was key



Approach we took

- Business Drivers
 - Business review
 - synergies
 - interdependencies
 - Validate the process
 - Developed a roadmap



Approach we took

- IT Drivers
 - Systems Review
 - supplier engagement
 - supplier health-check
 - independent expert
 - Data quality
 - User understanding



Results

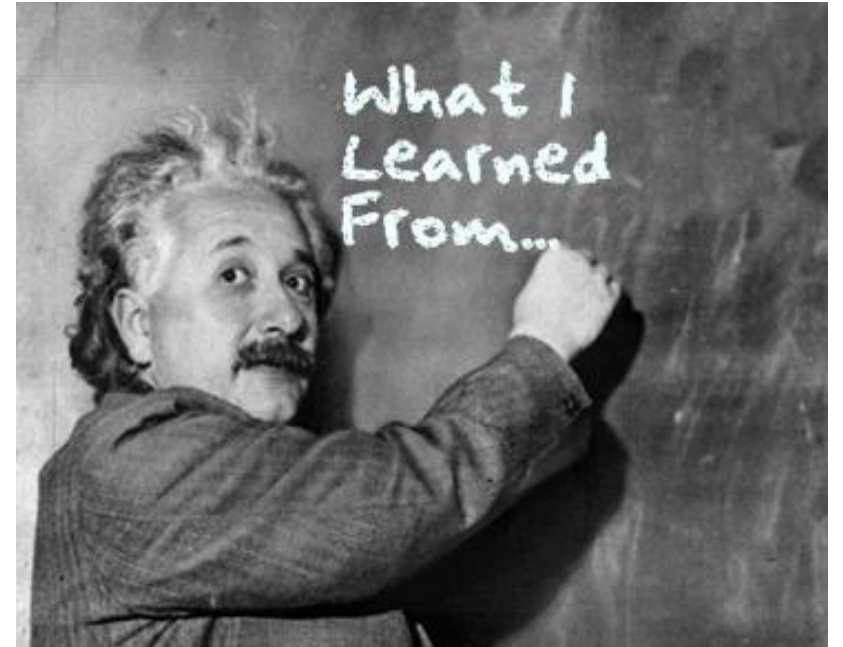


- 12 months later:
 - 4 system upgrades
 - Aligned policy / infrastructure
 - Flexible working
 - Asset refresh programme established
 - Move to Office 365
- Trained the users! And keep training them!
- Keep talking to the suppliers



Learnings

- Constantly question
- Regularly check process adherence
 - ‘drift’ happens
 - training!
- Understand ‘what’ not ‘how’



Summary



- Understand
- Incremental changes
- Keep people on-side
- What not how
- Both challenging and supporting
- Continuous validation of 'blocks'



Thank you !

.... Questions ?

