

CASE STUDY

Hillingdon Homes Continuous Improvement Support

Client: Hillingdon Homes Limited
Project: Housing Sector – Improve & Mobilise
Purpose: Continuous Improvement Support



The Challenge

HHL required external support to deliver continuous improvement methodologies on its housing refurbishment and repairs programmes. Key drivers for this requirement were those of cost, quality and tenant satisfaction. External drivers such as Gershon efficiencies and National Audits coupled with the desire to provide tenants with a first-class service led HHL to pursue the C-CIT option. HHL were keen to implement performance improvement techniques, not only to deliver savings in terms of time, cost and increased specifications, but also to employ a robust system that clearly demonstrates the delivery of an efficient project performing to maximum potential. The application of C-CIT addressed key drivers such as quality and satisfaction whilst delivering tangible efficiencies to the overall projects and frameworks.



What CWC Did

The application of C-CIT built upon the work already done with the Main Decent Homes and Acquired Properties programmes of work, expanded the scope of support to include further programmes of work & included management and administrative processes associated with the planning & delivery of the works. In the first round of C-CIT the focus was on the delivery processes of the Main Decent Homes and Acquired Properties programmes of work. This case study covers the areas highlighted for the next phase of C-CIT activity:

- Surveying and Programming
- Match Team
- Defects
- Direct Labour Organisation (DLO)
- Cyclical Decorations
- Gas Servicing and Boiler Replacement

The Benefits

The Maintaining Change programme for both Cyclical Decorations and Gas Servicing & Boiler Replacement started in April 2008 with the first three Maintaining Change workshops chaired by CWC. The next three workshops were chaired by members of the Partnering Teams under the mentoring of CWC with the aim of the Teams' being able to manage the process themselves from that point. To date all improvement ideas resulting from the workshops have been taken on board within the timescales allocated by the Teams. The net result is that the Partnering Teams are continuously improving the efficiency of delivery of their work programmes.

For further information please contact:

Andrew Thompson
CWC (UK) Ltd
Warwick House
25 Buckingham Palace Rd
London, SW1W 0PP
Tel: 0207 592 1152