

CASE STUDY

A1 Housing Process Review

Client: A1 Housing
Project: Housing Sector – Improve
Purpose: Find savings & improve processes within the Decent Homes Programme.



The Challenge

CWC were commissioned in January 2009 to find savings and improve processes within the Decent Homes programme working within the Client and their two partners, Bullock and Connaught.

What CWC and A1 Did

A1 Housing have a stock of 7,500 properties in North Nottinghamshire of which 4,500 are below the Decent Homes Standard. A1 Housing are into the second year of their programme and are refurbishing around 900 properties per annum with kitchens, bathrooms, heating and rewires being the main elements.

CWC committed to make savings of at least £140,000 per annum and when they completed their work had found over £350,000 worth of savings inside both Contractors and the Client. The main areas identified were Preliminaries and quality costs. CWC achieved their work by interview, using their vast experience across the social housing market working with many different Clients and Contractors nationwide and using their Cost and Performance Toolkit (CAP).



CAP is a 'model' unique to CWC that takes financial information and KPIs from a number of Clients and Contractors and then sorts them into groupings; for example, CWC might pull together five two-star ALMO Clients and compare their Tenant Satisfaction percentages, Tenant Refusal levels, Cost per Element (i.e. kitchens, bathrooms etc.), Preliminaries cost, Time in Property etc. This is an invaluable benchmarking tool and directs CWC's efforts toward areas that will reveal the best opportunity for savings.

The Benefits

In addition CWC has worked with both Contractors to reduce the Target Days of 25 for completing a three- and four-element refurbishment and is working toward 15 days. The benefits include less inconvenience for the tenant, less time on the estates and therefore an opportunity further reduce preliminaries further, a reduction in defects as the processes are improved & reduced and "waste" driven out, and more options for the Client possibly to accelerate the programme.

For further information please contact:

Paul Kirby
CWC (UK) Ltd
Warwick House
25 Buckingham Palace Rd
London, SW1W 0PP
Tel: 07920 258 947