A website toolkit incorporating the results of all Housing Forum work, and how to get involved is being developed on the Housing Forum website; www.thehousingforum.org.uk

The toolkit is structured so visitors can access relevant information by theme and by type of organisation, linking to relevant demonstrations, case studies, reports and specific toolkits.

It will be updated regularly and it is envisaged that parts of it will be accessible to Housing Forum members only.

This leaflet and design of the Housing Forum website toolkit are the results of the work of the Housing Forum Regeneration and Sustainability Working Group;

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United House

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Paul Greenwood
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Steve Trusler
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Judith Harrision
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For Further Information

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www.thehousingforum.org.uk
Innovative use of Consultants

Why? Successful projects hinge on skilled and competent consultants working at all stages of a partnership project.

What are the issues to be addressed?
1. Clients cannot achieve their expectations by assigning project management of the process to a consultant.
2. Identify and engage Consultants who are committed and detailed in partnering, will eliminate delays, disputes and extra costs.
3. Consultants and Clients both need to understand partnering prior to beginning negotiations on a partnering agreement.
4. Establish an appropriate fee structure that rewards effective and efficient consulting work and will improve the end result.

How to start: wholesaling linked projects, it may be possible to revisit clients to appoint the same consultant, perhaps on the same agreement, this will help to reduce the cost of duplicate work.

Engagement of Small Contractors

Why? Including small contractors in the partnering is a more sustainable approach to partnering the local community.

What are the issues to be addressed?
1. Clients need to take the lead in involving small contractors.
2. Clients should plan to involve small contractors and ensure work is available to direct contractors.
3. Suppliers can also look to offer discounts and bonuses for innovative products, ensuring larger contractors to consider small contractors on larger, more complex engagements.

How to start: small contractors can include small contractors as full partners, drawing on their local knowledge and experience of the community.

Customer Focus

Why? As proud as you may be of your organization and your products in general, many customers may not know how well you can help them meet their needs and expectations.

What are the issues to be addressed?
1. Standardize customers needs through individual research.
2. Identify customers in a systematic and strategic way.
3. Ensure people are available to process customer feedback into future designs and business plans.

Why? Customer expectations are higher than they have ever been and are obtaining results from the process involved and what they can expect will help manage those expectations during the development process.

Whole Life Costing

Why? This importance of Whole Life Costs is illustrated by the Royal Academy of Engineering who have that the typical costs for owning a building are in the ratio of:
1. 1 for construction costs
2. 4 for maintenance costs
3. 2 for building operating costs

What are the issues to be addressed?
1. With a 70/30 product life cost split, stripping and planning a project is extremely important.
2. Eco-solutions have become a key benefit of the 30% product cost, including long term energy savings could be made from exploring product costs.
3. Standardization and pre-assembly may improve longevity and reduce costs.
4. Use the same supply chain for initial cap costs, as well as programmed and responsive repair programmes.
5. Ensure the property is worth spending money on by involving Housing Management and residents.

How to start: build a model that includes Whole Life Costing at commitments stage.

Innovation in Products and Processes

Why? Direct involvement in Long Term Housing and Maintenance, innovation will increase competitiveness in the marketplace and improves the end product.

What are the issues to be addressed?
1. Organizations need to create an environment where innovation is encouraged, rewarded and a part of the normal way of working.
2. A dedicated innovation centre where partnerships understand risks, skills and capacity and political and governance issues.
3. Reward innovation, the engenders loyalty and encourages people to suggest new ways of working.

How to start: Small contracts can include small contractors as full partners, drawing on their local knowledge and experience of the community.

Outcomes from the £22billion

Why? The Construction Industry has the worst safety record of any industry in the UK.

What are the issues to be addressed?
1. Undertake a risk analysis of all construction activities.
2. Health and Safety induction is essential and required to be completed by new recruits.
3. A culture where existing protective clothing, safety harnesses etc. is the norm.
4. Protect residents and the local community as well as site workers.

How to start: minimize good health and safety practices, each towards, highly equipped and work professional will help reduce the risk of work environment.

Network with others in the industry. Use networks to gather information on the transparency and probity of similar projects and benefits realized by other clients.

Performance Measurement

Why? Measurement is the starting point to identifying action to increase productivity and develop innovation and best practice.

What are the issues to be addressed?
1. Use the customer feedback key performance indicators, established in 1999 to compare year on year performance against the industry averages.
2. The early value of measurement is achieved when the results are interrogated to identify areas to be improved and feedback is given to the workforce effectively and to incentivise the workforce.

How to start: measure performance against those key performance indicators and receive proactive feedback to improve efficiency and to incentivise the workforce.

Inclusion of Repairs and Maintenance

Why? Repairs and Maintenance are increasingly being included in capital works where it is important to long term partnering in the social housing sector.

What are the issues to be addressed?
1. Repairs and Maintenance are increasingly being included in capital works where it is important to long term partnering in the social housing sector.
2. A customer care ethos, right first time attitude and tenant involvement will improve customer satisfaction.
3. How to start: Network with others in the industry. Use networks to gather information on the transparency and probity of similar projects and benefits realized by other clients.

How to make the most of the £22 billion allocated in “Sustainable Communities: building for the future” to improve the nation’s existing housing stock.

Partnership and Supply Chain Integration

Why? Large sections of the industry are not involved at design stage, where key management processes and product decisions are made, despite a willingness to participate by those in all part of the supply chain, who also have a considerable contribution to make and the work process.

What are the issues to be addressed?
1. Early engagement of the supply chain ensures research on suitable for building design, efficiency and storage.
2. Engaging the supply chain will result in cost saving, improved product selection and higher levels of satisfaction.
3. Incorporating other peoples existing knowledge into a participative decision making process will improve the product.
4. Introduce a culture of continuous improvement, by build in the process the lessons learnt from completed projects or work in progress.

How to start: Establish a no blame culture. This engender trust in the partnership and will help break down barriers between the supply chain and contractor.

Client Leadership

Why? Strong client leadership and partnering achieves cost effective delivery of the required outputs.

What are the issues to be addressed?
1. All levels within the organization must be signed up to making the strategic relationships work.
2. A clear set of objectives based on market needs.
3. All levels within the organization must be signed up to making the strategic relationships work.
4. A strong culture of continuous improvement, by build in the process the lessons learnt from completed projects or work in progress.

How to start: Establish a no blame culture. This engender trust in the partnership and will help break down barriers between the supply chain and contractor.

Best Practice

What are the issues to be addressed?
1. Ensure you have the right people.
2. Introduce a culture of continuous improvement.
3. Identify and engage Consultants who are committed and detailed in partnering, will eliminate delays, disputes and extra costs.
4. Identify and engage Consultants who are committed and detailed in partnering, will eliminate delays, disputes and extra costs.

Why? Identifying the best practice of similar projects and benefits realised by other clients.

How to start: involve Housing Management and residents.

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