



Nottingham
City Homes

Nottingham City Homes

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Commercial Services

Nottingham City Homes



ALMO set up in 2005 to manage the
Councils Housing Stock

28,000 Houses

1100 are leaseholders

900 staff

Our Key Aims



To be a first class housing organisation in the eyes of our tenants and leaseholders

To be a major player in transforming the quality of life in our neighbourhoods

To be a great place to work, widely respected as an efficient and professional organisation

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Commercial Services

Direct labour organisation

357 Apprentice trained operatives

300 New Citroen vehicles

Stores & Supply

Business Reviews



We see them as an opportunity to:

Learn more about our organisation

Identify what is important or not

Understand what customers value

Engage staff in realising change

Make better use of resources

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Modernisation
The Journey}

Better Practice Review First Class First Time

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Better Practice Review

Pay New Technology

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First Class First Time

People

Systems

Culture

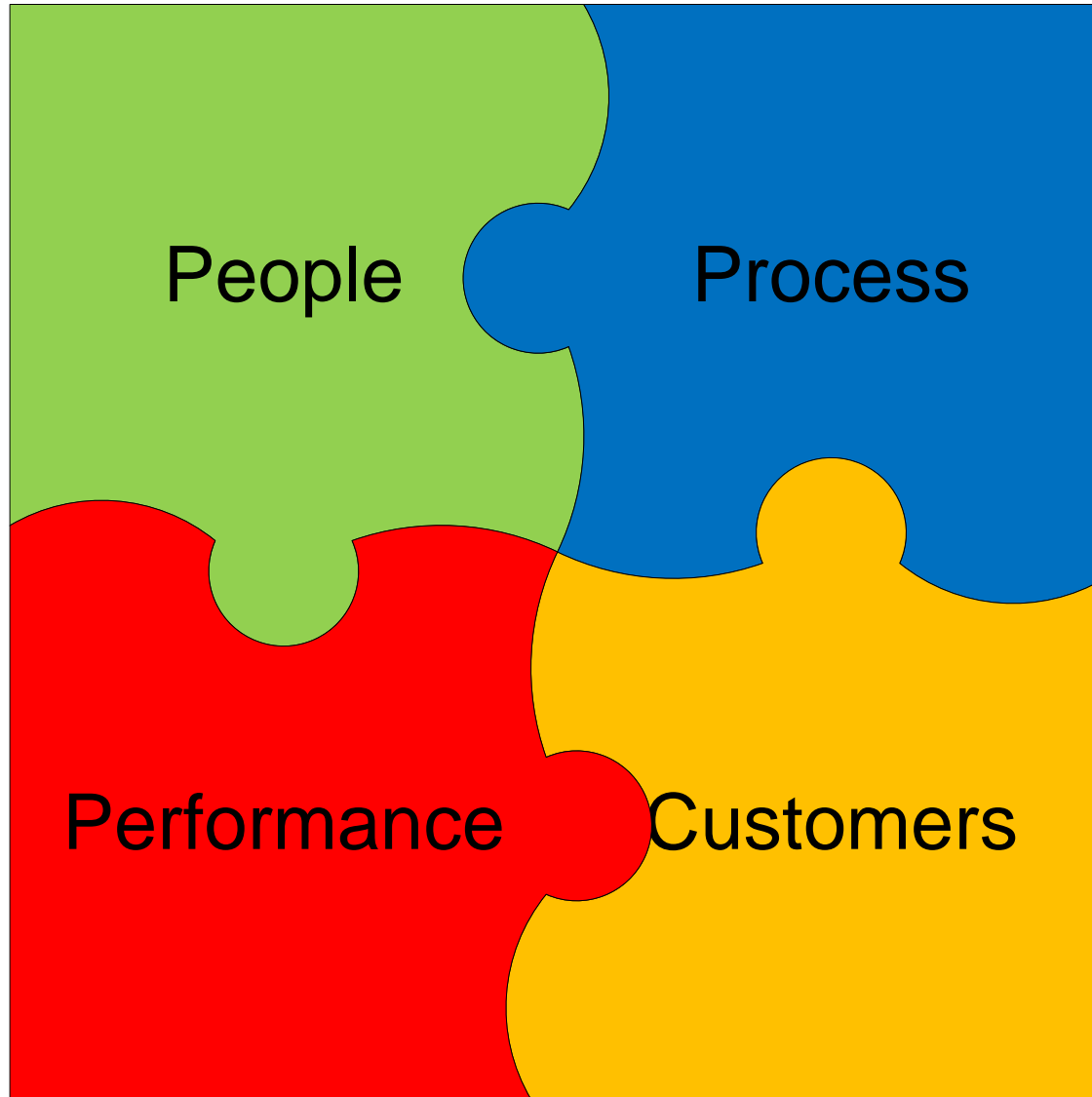
Business Planning

Logistics

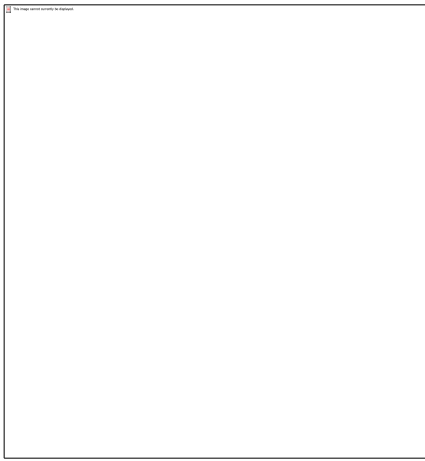




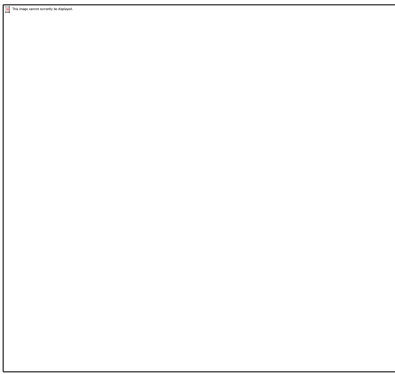
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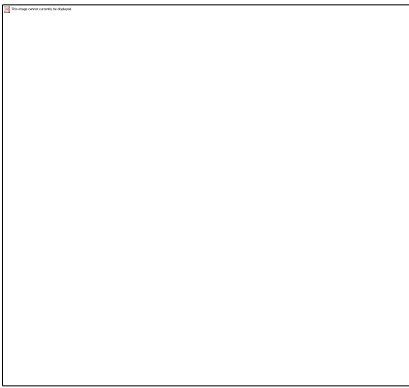
Homes and places where people want to live



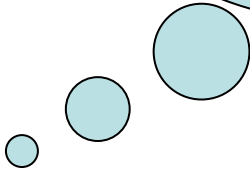
A happy
workforce is
more likely to
get results

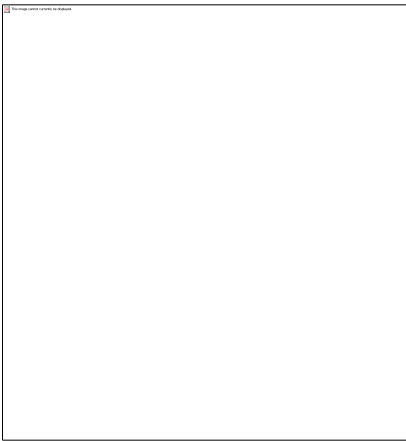


Good process
should lead to a
reliable,
consistent service



Managing performance
helps you understand
what you do well and
what needs improving





Understanding what your customer needs and delivering it will ultimately lead to some of them becoming fans

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1st class 1st time

Business Planning

Social Businesses

Creating Jobs

The Nottingham Pound

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Creating Jobs

Social Enterprises, a business with social values.

Reduce contractor spend £8 mill to £3mill

Employ local people to help deliver our business



Every £1 spent on repairs by the DLO



£1



£2.18



**City of Nottingham
£1.75**

generates £2.18 spending within Nottinghamshire

generates £1.75 spending within Nottingham city

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Local social business supporting a local service

Direct response & Less travel

Simplified tender process

More efficient direct control

Local empowerment & ownership

Do you know any?



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Dŵr Cymru
Welsh Water

eden project



Lean as a tool or a lever for change



- We recognise that to deliver lean in the most effective way that we need to embrace lean at every level in the organisation
- Lean isn't something we want to dip in and out of. Ultimately we want everyone to live and breath Lean



Questions

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