

Case Study

Byker Community Trust

DTP

Working in partnership



Outsourcing Review

Byker Community Trust (BCT) owns and manages 1,800 plus homes in Newcastle-upon-Tyne. Working with our IT partner, 3C Consultants, we were asked to carry out a due diligence review into their service delivery.

Objective:

The review focused on plans to take tenant and estate management services back in-house; and to run a number of business services, including repairs and maintenance, through a cost sharing partnership with a housing group.

We needed to provide a review of long term financial plans; evaluate any difficulties in establishing the cost sharing partnership; provide an initial opinion on the terms of the cost sharing; and assess the capability of current ICT systems needed for the proposals.

The process had to ensure that the right technology and systems were in place to support BCT in attaining its corporate objectives and service quality ambitions over the next five years.

What we achieved:

We undertook a thorough review of all corporate plans and strategies, including IT. We also examined in detail the current arrangements and compared these to the arrangements likely to be provided in the future.

A series of workshops with directors and key stakeholders were held, to consider the financial robustness and business credentials of the proposed housing group, commenting on the likely scenarios for improvements and highlighting key areas requiring attention before embarking upon the project. The results were presented to the BCT board.



In an agreement of this sort we want to be able to predict the outcome with some confidence and be able to offer our tenants a better deal. There are lots of things to think about and having independent experts look at the key areas of operation was beneficial for us and highlighted a number of things we were able to take forward into the new agreement

Jill Haley, Chief Executive Byker Community Trust

A different perspective