

Case Study

Alliance Housing Group

DTP

Working in partnership



Service Review

Alliance Housing Group (AHG) owns and manages 6,000 homes in the West of England. Working with our IT partner, 3C Consultants, we were asked to provide a 'fit for purpose' review.

The objectives:

We were asked to identify efficiencies and ways to improve performance, as well as opportunities for growth and increased revenue. The review was required to challenge AHG to deliver some services differently by either ceasing them and/or outsourcing the delivery of others. We were also asked to look at the possibility of delivering services offering commercial returns.



What we achieved:

We undertook a thorough review of all existing strategies and associated documentation, as well as the existing IT services along with care and support and repairs arrangements.

A series of workshops with directors and key stakeholders were held to agree a menu of likely cost saving initiatives in order to produce operational recommendations for the next three years.

The report presented to the AHG Board showed the potential efficiencies the benefits technology could provide in achieving corporate objectives.

Although the Executive Team and staff at AHG have worked very hard to identify efficiencies required in the current environment, we are always open to the possibility that there is a better way of doing it and accept that there might be things we have missed. Having independent experts review our proposals adds an extra dimension to the decision making process and gives further challenge to what is a very difficult process. DTP and 3C were able to critically examine our proposals and, in some circumstances, enhance our thinking and we are always grateful for that.

Darren Hartley, Assistant Chief Executive

A different perspective