

Case Study

DTP

Suffolk Housing Society

Brixx Training

Suffolk Housing Society is a housing association with 2,800 homes in East Anglia.

Objective

Suffolk Housing Society had been working with Brixx for a few years, but due to staffing changes there had been no handover of the plan. They required a mini review of the existing plan, followed by on-site training.

What we did

We reviewed the original plan for any issues and made some recommendations for changes to the plan prior to a two-day visit. During the visit it was decided to start afresh with a new plan which we jointly developed with the two members of staff; an effective practical way of training people on Brixx.

What we achieved

We were able to get the new plan to a position where the two members of staff were confident of finalising and updating with some ongoing support from ourselves. The support was given via a retainer for the year, which resulted from the Suffolk Housing Society's satisfaction with the training received.

Suffolk
Housing

DTP delivered concise and practical training on what, at first glance, can be appear to be a very daunting task. It was a huge benefit to have training focussed on our particular business rather than the generic guidance available elsewhere. The continued support allows us to contact DTP with any issues as they arise, with responses received in a very timely manner. Overall, an excellent service.

Anna Casbolt, Finance Director

A different perspective