

Strengths weaknesses opportunities threats analysis (Housing Management)

Annex 2

Strengths

Customer service – embraced MG training and techniques

Ownership – MG ownership and responsibility

Multi-skilled

Consistency of service delivery approach

Good reputation

Existing strategy, wide range of policies and procedures

Stock profile (age, condition, location etc)

High satisfaction, easy to contact

Good performance in some areas

Low staff turnover

Desire to improve

Dedicated staff, small and focused team, responsive to change

Good relationship with tenants

Strategic planning

Resident involvement

Weaknesses

Procedures lack customer focus

Value for money (culturally)

Limited external validation

Ineffective quality assurance (?)

Some policies not reflecting best practice

Geography – dispersed stock

No specialist staff

Voids

Estates

Home ownership (?)

Inconsistencies in service provision

Inconsistent use of partnerships (and lack of ownership)

Demonstrating RI impact and good service

Opportunities

Focus Groups (and other RI structures)

MG training and wider use of customer care skills

Inspection

Ability to react/change quickly

Group membership

Tenancy audits and census – use of data

New CBL system (cf SCHAT)

Stock rationalisation

Board commitment (eg re homelessness)

Changes to regulation

Threats

Changes to legislation

Changes to regulation (TSA etc) if not customer focussed

Poor inspection

Credit crunch – worklessness, poverty

Changing demographics (aging population, migration)

Govt demands

Changing priorities

Local housing allowance?

Becoming too big

Stock profile

Tenure de-rationalisation

Using strengths to overcome threats

Small size and responsiveness to change = changing legislation/regulation/priorities, tenure changes

Strategic planning = too big

Resident involvement = too big, poor inspection

Customer service = too big, tenure changes, poor inspection

Using opportunities to overcome weaknesses

Focus groups = inconsistencies in services, customer focussed procedures

Stock rationalisation = geography

MG and Customer care = inconsistencies in services and partnerships

Inspection = lack of validation

Group membership = specialisms

Ability to react quickly = voids, estates and other services

Using strengths to overcome weaknesses

Resident involvement and customer focus = procedures, service provision

Responsive staff, desire to improve = lack of specialists

Strategic planning = voids, estates, best practice

Customer service = demonstrating impacts

Key 'gaps' in addressing weaknesses and threats

Quality assurance

Value for money

External validation (except inspection)

Credit crunch

Becoming too big