NEIGHBOURHUB

DEFINE | ASSESS | IMPROVE

Improving profitability in challenging times

DELIVERING SUCCESSFUL AND SUSTAINABLE NEIGHBOURHOODS

Neighbourhub is an innovative product that gives housing providers the tools, the technology and the knowledge to improve housing management performance, increase profitability and ensures that the neighbourhoods they manage are sustainable in the long-term.

Cover image statistic — 80% of our neighbourhoods have improved.

Housing providers in the UK are facing unprecedented challenges. Low levels of house building, a growing population, budget cuts, welfare reforms, a booming private rental sector and an uncertain economy are all having a significant impact on individuals, families and communities. Providers are having to work harder than ever to remain profitable in order to support existing neighbourhoods and continue to develop new communities.

That's where Neighbourhub can help. Developed by Places for People and Visualmetrics, Neighbourhub enables housing providers to significantly enhance both their housing management and financial performance, while at the same time reducing expenditure. Combining in-year monitoring with annual performance assessments, Neighbourhub delivers the data and analysis that enables providers to target the right interventions in the right areas to achieve maximum impact.

By effectively defining, measuring and analysing neighbourhood performance, Neighbourhub will:

- Boost profitability
- Improve customer satisfaction
- Reduce property turnover
- Reduce arrears
- Minimise void loss
- Reduce repair costs

BENEFITS OF NEIGHBOURHUB

With its powerful, interactive Dashboard and analytical insights, Neighbourhub enables you to move away from managing by averages and start dealing with the specific challenges facing your neighbourhoods.

The Dashboard identifies good and bad performance, thanks to the quality of the information and the power of its analysis and reporting functions.

It delivers specific, up-to-date data that shows precisely how your neighbourhoods are performing across a range of key metrics, such as turnover, arrears, void loss and repairs costs. It provides three years' analysis and enables trends to be identified. This in turn allows you to make better, more informed decisions and to understand the financial implications of those decisions.

By clearly defining your neighbourhoods, delivering more accurate performance data and thoroughly assessing possible interventions, Neighbourhub enables staff across your organisation to work together more effectively to improve the management, profitability and sustainability of your neighbourhoods.
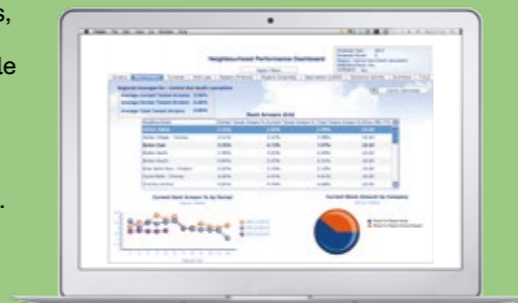
The Dashboard Interface

Neighbourhub has already delivered:

- £2.4m increase in profit across Places for People's 47 most challenging neighbourhoods
- Profitability in all regions increased by between 4% and 16%
- 50% drop in property turnover
  (Padiham, Lancashire)
- £994 reduction in repairs spend per property
  (Norfolk Park, Sheffield)
- 45 days to 11 days — fall in re-let times
  (Manor, Sheffield)
- £784 increase in surplus per property
  (Clayton Brook, Lancashire)
- Increase in customer satisfaction from 58% to 92%
  (Kingsmere, Eastbourne)

"The Neighbourhood Planning approach links analysis, prognosis and intervention in an innovative manner and is a sector-leading initiative."

Professor Ian Cole and Dr Stephen Green, Centre for Regional Economic and Social Research, Sheffield Hallam University

HOW IT WORKS

Neighbourhub works via a five-stage process, from defining your neighbourhoods, to identifying specific actions to improve performance.

1 Define
Breaks your stock down into defined neighbourhoods which are aligned with your existing structures and data management systems.

2 In-year Monitoring and Review — The Dashboard
Monitors the performance of your neighbourhoods against financial and management data, such as turnover, arrears, void loss and repairs costs. This information is accessed via an easy-to-use Dashboard, which enables you to compare current performance against previous years.

To see a fully-functional model of the Dashboard in action, visit www.neighbourhub.org.uk/view-demo.aspx

3 Annual Assessment
Assesses your neighbourhoods against key performance indicators (KPIs):

- Surplus per property
- Turnover
- Repairs cost per property
- Future investment needs

The Assessment provides a three-year comparison to quickly identify any trends or anomalies. Neighbourhoods are banded as Green, Amber or Red, according to their performance. This makes it easier to identify and deliver appropriate interventions in underperforming neighbourhoods (e.g. Neighbourhood Planning and Option Appraisal).

4 Neighbourhood Planning — Amber Areas
Neighbourhood Planning is used to identify and address the key issues facing Amber neighbourhoods, so they are sustainable and viable in the long term. This is supported by a detailed workbook to guide staff through the process.

5 Option Appraisal — Red Areas
Considers the options for Red neighbourhoods, such as rationalisation, disposal or investment, and provides a comparable financial analysis of each option. With a basis in hard facts and actual performance data, it often challenges conventional thinking and assumptions.

WORKING WITH YOU TO ENHANCE PERFORMANCE

Neighbourhub is deployed via a proven industry leading Project Life Cycle Process — **DRIVE**

DISCOVER and REVEAL

This is a critical stage of the project; we work with you to define your key information requirements and map these against your technical landscape. Project deliverables, scope, timescales and best fit technologies are all documented in a consultative manner during this phase.

INTEGRATE

This phase is focused on solution delivery against the agreed scope. It includes the integration of the required operational data sources into a business structured view of KPIs and the delivery of the key visualisations and dashboards. This phase utilises project collaboration software — Basecamp — allowing shared access to project actions, issues and progress updates, underpinned by Prince 2 best practice.

VISUALISE

The Visualise phase includes testing and training prior to the system going live, using the defined solution KPIs to support your neighbourhood management process and by putting into place the annual assessment. Any additional skills transfer requirements will also be delivered during this phase.

EXPLOIT

This is where benefit and value is driven out of the solution. This is primarily led by the customer's project team as it seeks to ensure that the targets which have been set are achieved and return on investment realised.

ABOUT NEIGHBOURHUB

Neighbourhub has been developed by Places for People and Visualmetrics.

NEIGHB⚲URHUB

PLACES FOR PEOPLE is one of the largest property management, development and regeneration companies in the UK.

VISUALMETRICS is a performance management and data warehousing solutions provider.

places for people   visualmetrics

Interested in learning more?

If you'd like to know more about Neighbourhub and how it could help your organisation, visit www.neighbourhub.org.uk

Alternatively, please contact: 0845 266 6640

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