NSA National Conference – The Work Programme

NATIONAL HOUSING FEDERATION

Adapting to New Environments

Gordon Keenan

Head of Funding & Partnerships NHF

DWP introduction to the Work Programme on website

NATIONAL HOUSING FEDERATION

- ‘‘The Work Programme represents a step change for Welfare to Work in this country, creating a structure that treats people as individuals and allows providers greater freedom to tailor the right support to the individual needs of each customer.

- It has replaced previous programmes for unemployed people.

- ‘‘The Work Programme will also ensure good value for money for the taxpayer by basing payments largely on results, and paying providers from the benefits saved from getting people into work. It is very much a partnership between Government and providers from across the public, private and third sectors - including social enterprises.’’

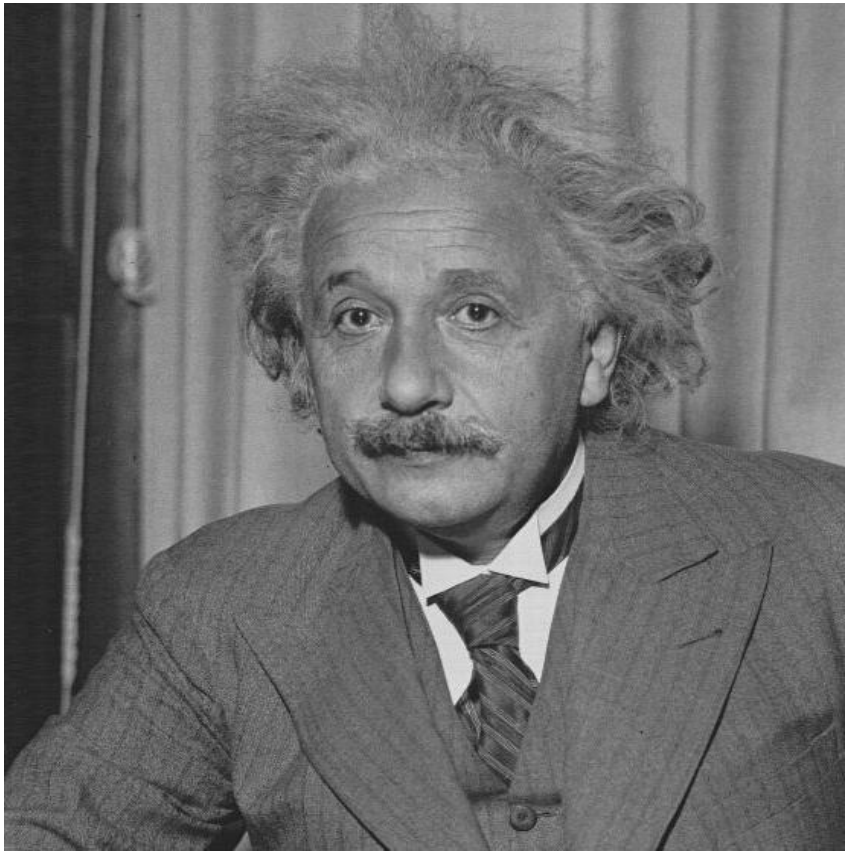
What's Changed ?
What hasn't Changed ?

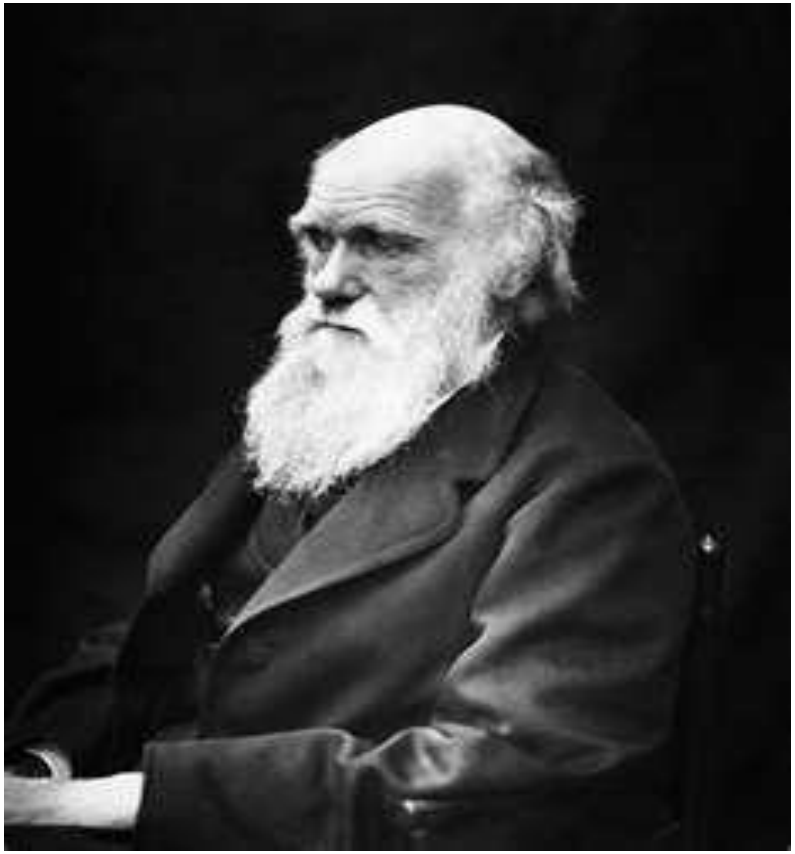
NATIONAL HOUSING FEDERATION

- A Framework of Suppliers – The Gate Keepers !
- A Merlin standard – Promoting Supply Chain Excellence
- Minimum Service Delivery - Self defined as opposed to a universal minimum service for all
- A single Stream of Funding - as opposed to previous multifarious streams !
- Payment By Result

Payment by result

NATIONAL HOUSING FEDERATION





Does it take a genius? Or is it simply a case of ‘Survival of the Fittest’?

How to adapt

NATIONAL HOUSING FEDERATION

- Building new relationships
- Finding Common Ground - between Primes & Housing Sector .
- Establish Genuine Partnerships built on shared values or something else ?
- Get a good lawyer & seek transparency
- Recognise the value that you bring & clearly express it

Issues

NATIONAL HOUSING FEDERATION

- Timeframe of Connectivity with client – apparently extended. But only if in a job. Right to ongoing support or funds effectively withdrawn.

- Lack of Accountability of primes . Holding onto market share rather than releasing fair share of funds

- Concern of possible drive to the bottom – Apprentices without Pay, Interns, Volunteers

- Over reliance on Private Market place & Growth – as opposed to creating demand through Housing

Contact

NATIONAL HOUSING FEDERATION

Gordon Keenan

Head of Funding & Partnerships

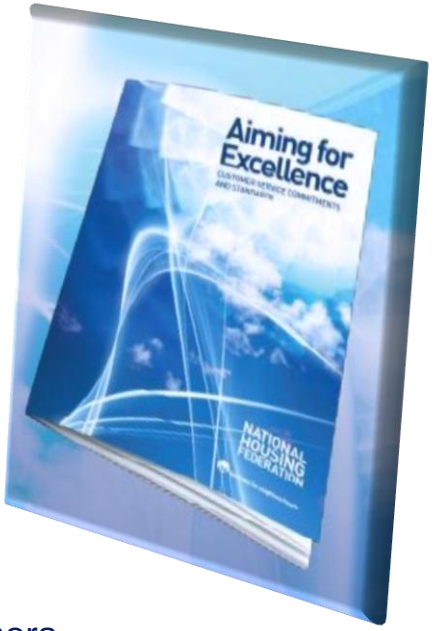
Gordon.keenan@housing.org.uk

020 7067 1142

Customer service charter

NATIONAL HOUSING FEDERATION

We support and promote the work that housing associations do and campaign for better housing and neighbourhoods.
The Federation is committed to providing a professional and responsive service to all customers.



We are committed to:

- Treating our customers with respect, courtesy and friendliness
- Providing equal and easy access to our services
- Improving our speed of response to enquiries
- Integrating good customer service into all areas of our work and reviewing this regularly
- Enabling our customers to provide feedback easily.

We are always looking for ways to improve our service by listening to our customers and monitoring performance. This charter is our promise to customers regarding the excellent levels of service that you can expect from the Federation.

Our *Aiming for Excellence* booklet can be downloaded from **www.housing.org.uk**