



EXEC SUMMARY:

Neighbourhub is an essential tool in identifying & delivering the critical operational savings required to survive ongoing statutory austerity demanded across social housing. Neighbourhub empowers social housing providers with the tools & knowledge required to transform their approach to housing service provision, focusing upon the commercial performance of neighbourhoods as the fundamental building block of your operation. Neighbourhoods can rise or fall in attractiveness, sustainability and therefore profitability. The Neighbourhub approach measures, assesses and drives action to improve commercial performance, because for your customers their neighbourhood, together with their home, is what you provide.

CHALLENGE:

Housing providers in the UK are facing unprecedented challenges:

Continued pressure on funding:

- 1% year on year reduction
- Universal Credit
- Bedroom Tax
- Right to Buy
- Pay To Stay

Drive towards commercial efficiency and away from service driven performance goals

Increasing importance of long-term investor confidence

Need to generate surplus to protect stock and reinvest in social housing aims & objectives

Providers are having to work harder than ever to remain profitable in order to support existing neighbourhoods and continue to develop new communities, and that's where Neighbourhub OnPremise can help. Developed by Places for People and **visualmetrics**, Neighbourhub OnPremise enables housing providers to significantly enhance both their housing management and financial performance, while at the same time reducing expenditure.

Neighbourhub OnPremise delivers the analytical capabilities that enable providers, both large & small, to target the right interventions in the right areas to achieve maximum impact, empowering your organisation to:

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

SOLUTION:

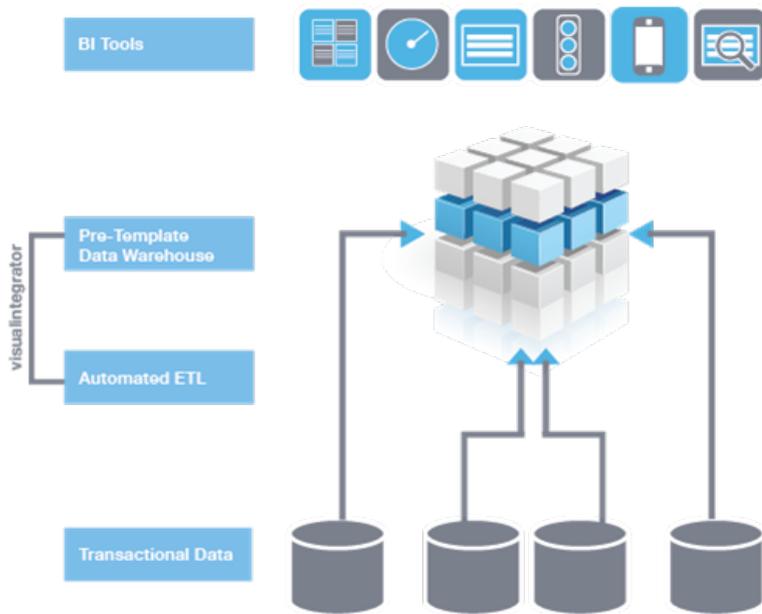
Neighbourhub OnPremise subdivides into two key components: Neighbourhub Application & Neighbourhub Methodology. Neighbourhub OnPremise is delivered by our experienced Project Management team, using leading practices & project management tools, to ensure streamlined implementation & transformation success.

Neighbourhub OnPremise Application

A best-practice Analytical Application template, which brings together all of your vital housing and financial data, and provides the trusted information by which you can measure the commercial performance of your neighbourhoods on any device, anywhere.



Neighbourhub OnPremise Application key features:



- Pre-built connectors automate the integration of data from your key sources: Housing Management System, Finance Application, Asset Management etc
- Pre-built Neighbourhub Dashboard & drill-to-detail Reports delivered using market leading tools dramatically reduce the time to go-live
- Information that is securely stored, managed and continually backed-up
- Deliverable using your existing software investments & skills
- The entire Neighbourhub OnPremise solution is robust, supported, proven and continually being enhanced

Neighbourhub Methodology:

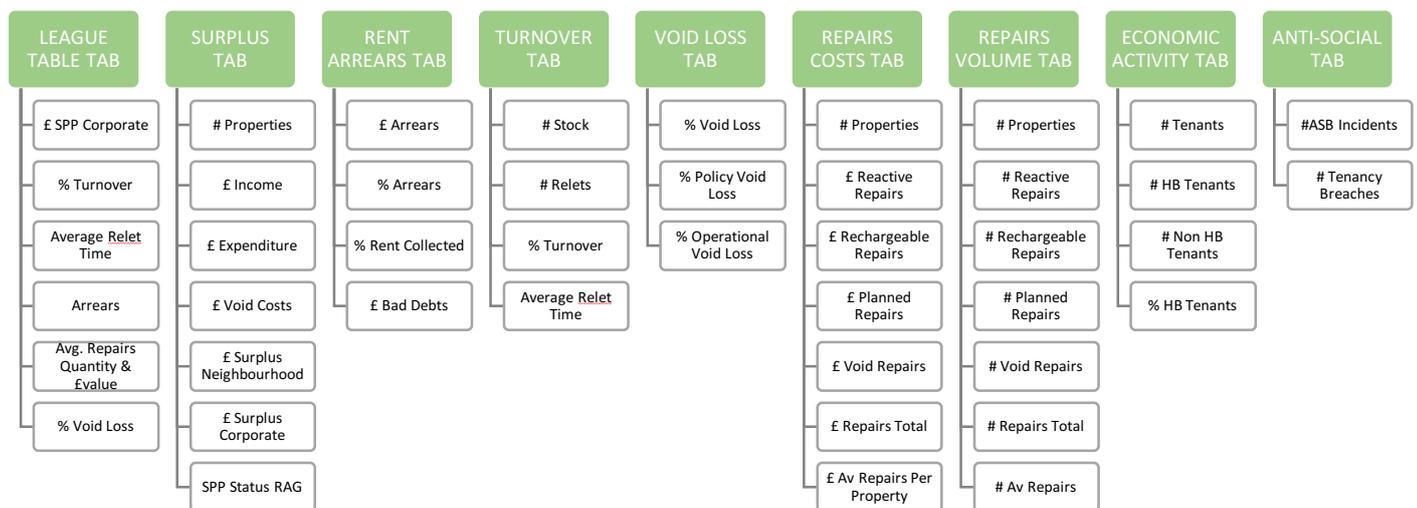
A unique five stage approach for sustainable neighbourhood management, delivered through a suite of business coaching services:

1) Define:

Breaks your stock down into defined neighbourhood units, or products, aligned to your business processes and the assets you manage

2) In-Year Monitoring and Review:

Exploiting the Neighbourhub OnPremise application, monitor the performance of your neighbourhoods against the KPIs that drive neighbourhood sustainability:



3) Annual Assessment:

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.

BENEFITS:

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

- See precisely how your neighbourhoods are performing across a range of key metrics, such as turnover, arrears, void loss and repairs costs, and plan accordingly.
- Spot the trends in performance across valuable years of analysis and predict action that needs to be taken.
- Make better informed decisions to understand the financial implications of actions.
- Focus your limited time and resources where it can drive the maximum return
- Empower your staff to work together across functions in ensuring profitable, sustainable neighbourhoods, where tenants want to live.
- Mitigate the key risks your organisation and our industry faces:
 - 1% Year on Year Reduction
 - Universal Credit
 - Bedroom Tax
 - Pay To Stay
 - Right To buy

Neighbourhub has delivered an average **£639** increase in Surplus Per Property per year.

Places for People’s current **Surplus Per Property is up 30%** using Neighbourhub – just its 30 most challenging neighbourhoods delivered an **extra £2.6m** in surplus last year alone.

TESTIMONIES:

**Sheffield
Hallam
University**

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

**Professor Ian Cole & Dr Stephen Green - Centre for Regional Economic & Social Research
Sheffield Hallam University**

“Neighbourhub offers something unique to Rhondda Housing... a truly end-to-end solution that spans both the delivery of the information required for confident decision making, as well as the knowledge of how to interpret and exploit that information to drive improved neighbourhood outcomes.”

**Luke Takeuchi - Housing Services Director
Rhondda Housing Association**

