

# Excellence

**Ron Dougan**  
**Trent & Dove Housing**

# Trent & Dove Housing

- Set up in 2001
- 5,000+ homes
- £40 million improvements
- Promises + much more!

# Why Excellence?

- 2005 – 2 stars promising prospects
- What next?
  - High standard
  - Holistic
  - Compare with other housing associations *and* sectors
  - Genuine improvement

# How did we go about it?

- Internal Excellence Champion
- Cross department assessment
- All staff invited to contribute views
- ‘Reality check’ with tenants panel
- Improvement action plan!
- Board commitment
- External assessment

# What has been achieved?

- Top quartiles performance across the Board
- Staff, tenants, Board involved
- ‘Joined up’ action plan
- Reputation
- Pride



investor in excellence

Trent & Dove Housing  
is recognised as an Investor in Excellence

Award October 2008

# What do you aspire to?

- *More strengths than weaknesses*

● or

- *Excellence*