



Career Profile

1970 -1976	Kent County Council Social Services Dept	:	Various clerical and junior administrative posts
1976 -1980	Gillingham Borough Council	:	Departmental Administrative Officer to the Housing Dept
1980 -1994	Westminster City Council Housing Department	:	Tech Services RTB Officer/ Principal Admin Officer
1994 -2000	Westminster City Council Housing Department	:	Service Development Manager
2000 -2004	CityWest Homes ALMO (Arms Length Management Organisation)	:	Special Project Officer (Best Value & Benchmarking)
2004	Pinnacle Housing Limited	:	Senior Project Manager
2004	PPCR	:	Principal B V Consultant
2004 to date	Housemark	:	Consultancy Associate.
2005 to date	Pinnacle Housing Limited	:	Senior Project Manager
2004/5/6/7	Self Employed Housing consultancy Service.		

Management Profile

- Experienced in alternative ways of providing services, including externalisation.
- Prepared for inspection by the Audit Commission Best Value Inspectors, including undertaking dummy inspections and mystery shopping exercises.
- Produced mission statements, position statements and action plans as part of the build up to being inspected.
- Provided independent external scrutinisation of Best Value Reviews.
- Project managed Best Value Reviews of service delivery areas either under review or approaching Inspection.
- Organised individual benchmarking projects as part of the Best Value Reviews or as independent drivers to improve service delivery in areas of acknowledged weakness.
- Undertook resident consultation on either externalisation or alternative methods of service delivery.
- Assisted Best Value Review Managers, co-ordinated review timetable, programme and activities. Organised relevant Benchmarking projects and handling resident and member involvement in the review process.



- Liaison with Government departments - ODPM, Audit Commission, etc.
- Completed 6 month major Mock Inspection of Northern Ireland Housing Executive
- Carried out Best Value Review of TMOs in L.B. of Camden **(PPCR)**
- Acting as Customer Services & Benchmarking Associate for HouseMark visiting customers in S.E England & London
- Completed Fundamental Service Review of Caretaking & Security for First Choice Homes Oldham (ALMO)
- Rewrite of technical procedures for West Kent HA.
- Performance and procedural review of St Leger Homes of Doncaster and helping them prepare for Audit Commission inspection, including gap analysis and rewriting policies and procedures.
- Support to Nottingham City Homes (ALMO) – gap analysis, interim management, support on policy issues, complete review & restructuring of Tenant Participation & Involvement, complete review and restructuring of caretaking and cleaning and general service improvement planning. Preparation for inspection in relation to performance against the KLOEs.
- Validation exercise for NFTMOs of their new governance Kitemark exercise
- Review of SLAs for Rochdale Boroughwide Housing (ALMO)
- Audit of KLOE position for North Norfolk HT
- Facilitating HouseMark's Estate Services Benchmarking & PI club (ongoing)
- Most recent project - Review of Estate Services function and Future Costed Options Appraisal for Sheffield Homes.
(2008)