

## In pursuit of excellence

# Bolton at Home

*“Being an Investor in Excellence is an indicator to our customers, staff and partners of our on-going commitment to being the best organisation we can be.”*

**Sarah Richards, Business Development Manager, Bolton at Home**

### Background

Bolton at Home is a registered charity providing social housing and is a landlord to over 21,000 tenants across Bolton providing tenancy management, repairs and maintenance as well as home improvement services. The organisation has a wide customer base due to the unique contribution it makes to improving neighbourhoods across Bolton, including private sector renewal and regeneration.

Continually improving the way in which Bolton at Home delivers services for its customers is very important to the organisation and played a key factor in the recent successful transfer to status as a housing association from an Arms Length Management Organisation (ALMO) in March 2011.

This transfer brought with it many changes for the organisation and signalled the time for something new in the organisation to ensure Bolton at Home continued to operate at high standards. Having already achieved marks of quality such as Investors in People, the organisation felt it needed a broader framework that covered all aspects of their business performance to drive forward improvements.

Sarah Richards, Business Development Manager at Bolton at Home, took on the challenge to find the necessary framework and engaged the help and support of Investors in Excellence. Despite the distance between liE Ltd HQ in the West Midlands, Sarah was immediately impressed by the level of service and support made available by liE and the organisation formally committed to achieving the Investors in Excellence Standard in 2009.

The Investors in Excellence Standard is a unique framework for improvement and assessment that covers all aspects of an organisation, providing a roadmap to achieve high performance. Since committing to achieving the Standard Bolton at Home have successfully implemented the framework into their organisation and were certificated as an Investor in Excellence in 2011.

## Benefits

Bolton at Home was looking for a framework that would drive their organisation forward in a coordinated focussed manner.

“Becoming a new organisation provided a perfect opportunity to evaluate the organisation’s current position in its pursuit of excellence, to celebrate what had already been achieved as well as discover further areas for improvement. The **Investors in Excellence Standard provided a perfect framework** in which to do this.”

- Provided a framework that helped Bolton at Home assess all aspects of its organisation and continue to move the business forward and increase performance results
- External assessment and certification has provided an independent seal of approval and provided the organisation with market differentiation in their sector
- The process has highlighted the strengths of the organisation but also identified the areas for improvement and has helped the management team co-ordinate a prioritised business improvement plan
- Using a framework for excellence has engaged and motivated all members staff seeing an increase in productivity and a boost in morale
- Allowed Bolton at Home to benchmark and learn from organisations outside its own sector and benefit from best practice techniques and training used by all successful organisations

## The future

Bolton at Home view their recent certification not as the end of their journey but the start. The organisation has already seen many benefits by working with the team at IiE and using the Investors in Excellence Standard as a framework to achieve high performance as well as embedding a culture of continuous improvement within its staff.

Bolton at Home will continue to use the framework to boost performance and drive forward improvement activity to ensure that they are continually delivering excellent services to their customers and key stakeholders alike.

If you recognise some the challenges faced by Bolton at Home, get in touch today to find out how IiE can help you achieve similar successes ([click here](#) for more details).

**Investors in Excellence Limited**

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