

Innovation


With every year that passes, technology continually advances thereby placing responsibility on businesses to ensure they are adequately equipped to deliver services effectively well into the future.

In a marketplace that is forever evolving, it is important that our Association make wise investment decisions on how, and in which particular order, to modernise our business processes. The risk of getting it wrong are high and can be costly therefore carefully planning and research is required.

With this in mind, an Innovation Group, comprising of staff from all levels of the Association, was established to review how we currently operate and identify areas for improvement. The overall aim was to appraise both the way we work and the equipment we currently use, and wherever it fell below the benchmark of where we aspired to be, and then an action was taken to address and resolve the issue for the future.



Our findings showed that whilst we perform to a high standard, we are constrained by the limitations of the weak systems we use and our ability to effectively share information amongst ourselves requires improving. In order to overcome this, the group have identified the following 5 objectives to be introduced over the next 3 years.

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- Targeted investment to improve the **customer experience** whilst visiting our offices or when we conduct visits to your home.
 - **Modernise our IT infrastructure** by migrating to a fully integrated web based platform and utilising mobile technology to both strengthen our cyber security and transform our service delivery for the long term.
 - Embrace the concept of **Agile working** by re-engineering our business processes to become streamlined and sharing of information is evident and clearly defined.
 - Dedicate sufficient time to the planning process by introducing initiatives to identify and monitor **continuous improvement**.
 - Work together to identify opportunities to **generate sustainable income** streams and implement solutions to ensure that service costs remain affordable to the benefit received.



Improving the customer experience

- Ensure reception and meeting rooms are of a high standard and are equipped with the correct level of information for tenants and customers.
- Install digital loop technology throughout our Helenvale Street office and communal areas of the Parkhead Schoolhouse to enable tenants and staff, with a hearing impairment, to feel more comfortable when visiting or working in our offices.
- Widen payment options by introducing chip and pin technology to facilitate electronic or card payments, across all offices.
- Introduce on-line portals for tenants and owners to enable them to access services via the website and for contractors to receive and submit information directly with our housing system.
- Use mobile devices with 4G technology to access housing systems during home visits.
- Maximise use of on-line forms when dealing with tenants and customer groups.
- Upgrade of Allpay solutions to reduce timeframe to process cash receipts from 10 days to 5 days from external partners.
- Work with Department of Work and Pensions to implement electronic data interfaces to significantly reduce time taken to process transactional data and less reliance on paper statements.
- Full transparency on personal information held by the Association - on how it is stored, why it is held and for how long.
- Training programme for all staff ensuring that they possess the required knowledge and skills to perform their roles effectively and opportunity to develop for the future.



Modernise IT infrastructure

- Migrate the entire IT network from an on-premises setup to being fully supported externally via web-based platforms to strengthen cyber security and business continuity plans.
- Replace housing and finance systems with a fully integrated web based software solution incorporating workflow, scanning technology and dynamic mobile applications.
- Explore new technologies to identify new and improved ways of working both in the office and whilst working remotely - at home or in the field.



Embrace the concept of Agile working

- Establish inter departmental working groups to meet regularly and review progress on shared goals.
- Flowcharting of business processes to optimize sharing of information and to link up the dependencies between departments thus reducing the duplication of effort.



Embark on a programme of continuous improvement

- Commit to register and work towards the completion of the Sustainability Standard to monitor improvement in business areas related to environment, social responsibility and governance.
- Introduce a programme of benchmarking to measure key outcomes at an operational level ensuring that they are relevant and progressive to achieving our strategic aims. For example, reduction in re-let days and refusal rate for new tenancies.
- With the introduction of new technology ensure that the redesign of our services encourage greater tenant engagement and options to provide access to their personal information.



Achieving added value for core services

- Identify funding opportunities to ensure the continuance of our wider role activities and sustained use of the Parkhead Schoolhouse and Pantry.
- Proactively use data to validate that our decision making and service delivery generate maximum benefit to tenants and other stakeholders. For example, accurate profiling of our asset management strategy, targeted investment for cash deposits and refinancing of existing loan facilities.