Decision Time
See. Know. Do.

Parkhead Housing Association - Customer Story

Established in July 1977 as one of Scotland's first community-based Housing Associations, Parkhead Housing Association (PHA) has a strong track record of development, innovation and fantastic work in the local community.

From its first acquisition in 1977, it now has a total stock exceeding 1700 units and also provides a factoring service to around 350 local owners. The stock comprises of both pre 1919 sandstone tenement properties and new build energy efficiency houses and flats.

Challenges

Parkhead Housing Association shares the challenges they faced when trying to manage their governance, including conducting meetings, controlling risk and tracking strategic objectives:

- Using a paper-based system to organise meetings and track goals was tedious for the team.

- Constant administrative burden when printing and distributing meeting packs, with time and resources taken to plan meetings for boards and subcommittees costing between £27,000-£30,000 a year.

- Switching to a DIY electronic system was still time-consuming and clunky to use.

- Tracking strategic objectives was difficult with a lack of version control.

At a Glance

VALUES
Parkhead aim to be an excellent landlord and factor providing good quality affordable homes within the area and its wider community. Parkhead promote the involvement of their stakeholders in their decision making so that they can be sure that their services meet stakeholder's needs.

SECTOR
Housing

LOCATION
Glasgow, Scotland

SIZE
57 Staff and
1700 Properties

DECISION TIME USERS
28 Meeting Licences

15 Risk Licences

15 Goals Licences

Something Had To Change

When reviewing the cost of doing business for the organisation, Parkhead decided to look for a more efficient, functional and time-saving system for their board and subcommittees. Managing a secure section on the Parkhead website to collate board papers as an alternative to paper was still proving to be difficult for the team to use.

Matthew Reid, Corporate Services Manager at Parkhead Housing Association, shares the steps the organisation took in order to streamline their governance process.

"In 2018, we conducted an in-depth review of our governance structure and engaged with an external consultant. We looked at several areas across the board and were looking to streamline a number of operations that were reduced to a number of subcommittees and meetings at the time. So, once we cut down on our subcommittees and the number of board meetings a year, we then needed to move to a more strategic, high-level way of reporting performance information, managing meetings and controlling risks for our organisation."

Decision Time in a Nutshell

- Easy to use, highly intuitive software ensures adoption by the board.
- Last minute changes are easy to incorporate so packs are distributed earlier.
- Capture, evaluate and manage risks and opportunities of any type in one place and under a single flexible framework
- Assign strategic objectives to specific owners and map to organisational themes and structure.
- Mitigations, controls and responses are all clearly captured separately from actions and future plans giving a better understanding of the current state and the target position.
- Clear and more transparent audit trails for risk registers.
- Exceptional training and support allows for a seamless transition.

The Solution

After assessing their governance structure, Parkhead Housing made the decision to implement a system that would be secure, reliable and have everything in one place. The organisation adopted Decision Time meetings and goals modules as a way to reduce time and resources that would have been spent by staff in the past.

Matthew said, "We first heard of Decision Time when we were at a housing conference in Scotland. We were on the search for a scorecard approach to performance information and a more manageable way to conduct meetings. We were also looking for a way to create a more in-depth and intuitive risk process. When researching various software providers, we discovered that the Decision Time product offered all three modules in one place, which made it easy for us to choose this solution."

Once Parkhead Housing implemented the full platform, Matthew shared how they personalised the system to best suit their approach to governance. "Initially, we went through a process of building the system up to meet our needs and customising it in terms of users, agendas and templates. Once we managed our meetings module, we added all our risk and performance information to the system, which proved to be a seamless and straightforward process."

Keeping in line with compliance and governance processes is crucial for any housing association. Parkhead Housing found that using a unique all-in-one system like Decision Time allowed them to reduce the administrative burden of a paper-based system.

The Outcome

Matthew shares how each module has played a role for Parkhead Housing, and keeping these tools in one place has allowed the team to focus on making the right decisions.

"In terms of integrated governance, having meetings, risks and performance management tools all in one place is really beneficial and has worked well for us as an organisation. We no longer waste time, energy and resources on building up board packs. The information with goals has changed completely too. We have moved from long-winded and drawn-out reports to high-level performance data."

Understanding the importance of strategic objectives has allowed Parkhead Housing to have a clear performance overview. "As a board member, I have noticed a tendency to let key performance information slip within the housing sector. Organisers will create reports between 10-15 pages long; only 10% of that is pertinent in strategic performance. For me, that lacks assurance as people don't focus on the exact detail because of the endless pages and pages of information. Having a dashboard where we can assign, track and review key performance indicators has played a large part in our growth and strategic approach to governance."

From saving resources for board packs to saving time making decisions at meetings, Matthew gives an insight into how Decision Time has helped him. "I can't stress enough how much as an organiser that the product has helped when servicing the board and the subcommittees and producing performance and risk information, whether internally from the leadership team or for the board meetings as well. When you get that initial implementation done and set up in a way you're comfortable with, the amount of time and effort saved is unmeasurable."

Support

"The support we have received from the Decision Time customer success team has been second to none. Thanks to the seamless implementation and team's help, we could work together in transferring our data from our old system to the Decision Time platform. To put it into perspective, we are light years ahead now."

Want to know more about Decision Time?
Request a demo by emailing **info@decisiontime.co.uk** and we'll guide you through all the helpful ways our software can transform your organisation for good or visit our website at **www.decisiontime.co.uk**