Decision Time

See. Know. **Do.**

Silva Homes - Customer Story

Silva Homes is an independent, not-for-profit housing association. They manage over 6,500 rented properties, 1,000 shared ownership properties and 2,500 garages in south-east England. Silva Homes have rented, leasehold, shared ownership and independent living homes, giving over 14,000 people an affordable place to call their own.

Silva Homes share that their purpose articulates why they exist and the benefits that flow from what they do. They go on to share that it is their reason for being and against which they benchmark their decision making. Silva Homes summarise by saying their purpose is to benefit communities through their investment in homes and support for people.

Old System Challenges

Although Silva Homes were already using a risk management system, it was apparent that the team were still reliant on spreadsheets and word documents to manage their risk.

- The old system interface was too complicated and clunky for the team to navigate and use regularly.

- Not being able to update reports and risks in real-time meant the team had to wait for 24 hours or more for changes to be made to the system.

- Lack of communication and reliable customer support made sharing concerns and fixing problems in the software difficult.

- Constant changes were requested with the old system that should be standard for a risk management solution.

At a Glance

VALUES

Silva Homes vision and values are to build trust as a thriving social business by: Creating safe and secure places to live, Delivering excellent services to customers, Forging strong and successful relationships, Embracing diversity, sustainability and growth.

SECTOR

Housing

LOCATION

South-East England

SIZE

14,000 residents

DECISION TIME USERS

22 Risk Licences

Something Had To Change

A clunky, complicated and unreliable system meant that the team needed to look for new solutions. The Decision Time risk management solution was introduced to Silva Homes by team members who have used the software in previous housing associations. Dena Barnes, Company Secretarial Assistant (Risk and Insurance at Silva Homes, shares why the organisation needed to evolve and look for a new system. "When you're trying to drive a risk management program, you need to have the right tools and you need those tools to be effective. Our old system did not meet our needs so it was time for us to look for better and more effective solutions."

Out With the Old, In With the New

One of the main issues for Silva Homes was the lack of real-time changes that could be made to the previous risk management system. Decision Time has not only saved a large amount of time with instant changes, it has also saved the team stress and worry when it comes to reporting promptly to the board.

Dena shared her initial thoughts on adopting Decision Time for Silva Homes, "The real time change feature was a big selling point for us because of the functionality and ease of use. The support we have received from the Decision Time team is exemplary, something we haven't experienced enough with the old system. It has really saved time for myself and relevant colleagues when preparing reports for the board."

Decision Time in a Nutshell

- Easy to use, highly intuitive software helps to ensure adoption by the board.
- Capture, evaluate and manage risks and opportunities of any type in one place and under a single flexible framework
- Assign risks 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.

The Outcome

The Decision Time risk management system is now used regularly at Silva Homes.

"I don't think anybody would question the efficacy of the system as we have it now. And we have received really good feedback from users on various features like the alerts and tasks which makes our process more sophisticated. That is really helpful in my point of view."

Dena finishes by sharing the difference Decision Time has brought to the organisation compared to the old system.

"I would hate the thought of returning to what we were doing before. I would recommend Decision Time for so many aspects, the support, the functionality and the ease of use. So to summarise, it has really helped us to embed our risk management culture at Silva Homes."

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