Decision Time

See. Know. Do.

Clúid Housing - Customer Story

Clúid Housing was established in 1994 and has grown to become the largest housing association in Ireland, working across the entire country and managing nearly 9,000 of the 27,000 homes provided by housing associations in Ireland. Clúid's vision is a society where everyone has a great place to live and it aims to achieve this vision by providing quality housing and services that enable people to create homes and thriving communities.

Clúid's Board of Directors comprises members with diverse business and professional interests who bring an external perspective to Clúid and who are strongly committed to its vision and mission.

Challenges

Like many organisations administering a paper-based system for the development, collation and distribution of their board/governance meetings, Clúid was faced with issues replicated across countless organisations in Ireland. These revolved around the issue of time, generally that there was never enough of it!

Managing multiple risk registers across departments has proven a challenge when keeping track of progress, controls and actions. Departments would often make changes and save versions of the same file in various locations, resulting in an unwieldy risk management structure.

Initially, departments across Clúid were recording their strategic objectives in different formats, such as Word documents and Excel spreadsheets. It resulted in issues with inconsistency, version control and difficulties in reviewing plans at a corporate level for Clúid.

At a Glance

VALUES

Our vision is a society where everyone has a great place to live. We aim to achieve this by providing quality housing and services, to enable people to create homes and thriving communities.

We take personal and collective responsibility for ensuring that the needs of our customers are consistently met in a cost effective and sustainable way.

SECTOR
Housing

LOCATION
Ireland

SIZE
Over 240 staff and 21,000 residents across Ireland

DECISION TIME USERS
66 Platform Licences

Problems commonly faced included:

The management of many contributors to the creation of the final board pack, often with huge electronic files containing images and requiring collation prior to printing.

Using one risk register template meant it would constantly change and evolve, making it not very user-friendly with unclear audit trails.

Managing the increased risk of confidential board packs going astray within a low security distribution process or not being destroyed safely.

Inconsistency between teams when recording and managing strategic objectives created issues around version control and oversight.

Time for Change

To improve the situation, Clúid decided to investigate how they could introduce a system that would allow them not only better manage their meetings securely but also give them clear oversight of their risks and objectives in one central place. One of their goals was to improve the efficiency of the administrative process and reduce the costs associated with running a paper-based approach. Secondly, Clúid wanted a clear and consistent overview of its risks and objectives so that decisions made at its board and committee meetings were from a strategic viewpoint.

They wanted to have the data securely stored centrally, in an easy-to-use format that gave them clear auditable trails, helping them to work as one team across their wide range of departments.

Maria Patterson, Corporate Services Coordinator at Clúid shares about the reasons why the organisation needed to find a better solution. "We just reached a point where we realised that we needed to find a solution and find a system that would enable us to be more consistent and to have better version control, a system that allowed changes to our risk registers to be auditable."

The Solution

After a review of the marketplace, Decision Time was selected because of its very broad range of functional capabilities, its ease of use and importantly, for an organisation like a housing association where cost management is crucial, its a very keen pricing model.

Very quickly the benefits of using the governance platform were apparent as the system proved extremely intuitive and simple to use. Board papers were suddenly being collated much faster than before and administrative staff found that time pressures and stresses usually associated with managing meetings were declining.

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.

- Identify, map and manage risks across multiple business owners, teams and locations.

- Clear and more transparent audit trails for risk registers.

- Assign goals to specific owners and map to organisational themes and structure.

- Exceptional training and support allows for a seamless transition.

Clúid were later introduced to the risks and strategic objectives module after successfully using the meetings module for some time. Maria Patterson talks about their customer experience. "It made sense because we already had the meetings module, we spoke with the customer success team to see how the Risks and Goals modules might be able to help us. Of particular interest to all of the senior management in Cluid was the fact that the Risks module provides a very transparent audit trail of every change that you make to the system."

The Outcome

The introduction of Decision Time has delivered all the benefits hoped for by Clúid when they embarked on reviewing their governance processes, and administrative staff are especially pleased with the additional time they have gained. Maria states that, "People are much more aware of the work of each other's departments, and there's a lot less surprises. They now know what's coming down the tracks, what's going on. In addition, teams know when another department may require the resources of their departments."

Immediate effects of Decision Time were seen when onboarding the platform. Over the years that Clúid have been a customer, large amounts of paper have been saved, along with the costs typically associated with producing and distributing paper Board packs. Kate Innes, Director for Finance and Treasury at Clúid, talks about the improvement that the Decision Time platform has made for the organisation, "The tools are there, they're clear and it works really well within the meetings themselves. It just flows, papers flow down through. And you don't have that distraction, which you can get with some other systems. It allows us to be efficient in how we run our meetings and it creates that more strategic viewpoint for everyone."

Maria also shares the cultural impact that Decision Time has had within the organisation, breaking down barriers between teams in Clúid and creating a more , "There is a sense that we're all on the same page because we're all on this platform together, feeding into the information in the same way with a similar structure. What Decision Time has done is help break down some of those silos between departments, giving more of a feeling that we're all operating as one team."

Finally, Brian O'Gorman, Chief Executive at Clúid Housing summarises their experience of using Decision Time, "The introduction of the software to our Board and Executive Team meetings has proven be a worthwhile decision. Not only is it an efficient and user-friendly system which reduces costs and time pressures, it has also removed the distraction of paper shuffling at meetings!"

Support

The experience of Clúid Housing clearly illustrates the commitment that Decision Time has to providing customers with the best experience possible.
"Decision Time have really gone the extra mile. They seem to be genuinely interested in what we're trying to do. It feels like a long term partnership at this stage."

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**