

Research and evaluation services for housing providers

Helping you to address challenges
and develop innovative solutions with
robust research and collaborative
working.

www.hact.org.uk/research



Why HACT?

Are there research questions you need answering? Do you need an evaluation conducted by an independent party? Do you want to collaborate with other housing providers to understand more? Would you like to work with an organisation that has both research and in-depth housing expertise? HACT can help!

Innovative and robust research

HACT is committed to conducting in-depth, credible research that has practical application in the businesses of social housing providers. We use trusted and robust methods, whilst also pushing ourselves to try new ways of working and new methodologies in order to produce innovative results.

Collaborative approaches

Working collaboratively, housing providers are involved in research design, along with participating in advisory panels and working groups that test the application of research and evaluation in their everyday businesses. They have early access to emerging findings and guide our promotion of results. We work best when we work together, sharing knowledge and good practice.

Partnership working

We have relationships with leading universities, research institutes and think tanks, other third sector organisations and housing providers. HACT currently works with SImetrica, University of Birmingham, University of York, Social Regeneration Consultants, and CDFA. With established relationships with different types of organisations and housing providers, HACT is uniquely placed as a think tank to deliver housing-relevant research. HACT is also an active member of the SROI Network.



Our expertise

HACT's award-winning research team has extensive, broad-ranging experience in various research methods. We have **quantitative expertise** with approaches to social impact measurement, wellbeing valuation, data science and statistical analysis.

We have **qualitative expertise** with in-depth fieldwork and ethnographic methods, including interviews, focus groups and participant observation, as well as literature reviews, secondary analysis and thematic analysis. We can undertake evaluations of a broad range of activity, interventions, and community investment programmes reporting on both customer experience as well as providing strategic information for managers and boards.

Participatory methods are the cornerstone of HACT's engagement and collaboration with housing providers. Our staff are able to deliver workshops, employ action learning approaches and facilitate group-centred problem-solving approaches.

Our staff have broad expertise in both practical application and with academic qualifications, across a range of thematic areas, including:

- Housing policy and practice;
- Community investment and community development;
- Social impact and Wellbeing Valuation;
- Health and housing; housing with care and support;
- Data analytics;
- Public policy and policy evaluation;
- Urban regeneration, neighbourhood planning and sustainability.



Research services

Evaluations of programmes and projects

HACT conducts quantitative, qualitative and mixed-methods evaluations of programmes, projects and interventions **as a trusted partner within the housing sector and an independent body**. External evaluations of your programmes provide a robust and unbiased analysis that can be employed as evidence to demonstrate the value of a programme, argue for change, and/or provide a framework for future projects. For example, we are currently progressing on a decent homes evaluation of a £150m stock improvement programme. We often involve academic partners, including the University of Birmingham and the University of York, in these and other large-scale projects.

Develop evaluative frameworks and tools

Using our substantive research expertise, we evaluate the existing evidence base in a particular area and develop robust evaluative frameworks. **We are already working with several organisations to provide comprehensive social impact evaluation based on our Social Value Bank of community investment activities**. We are extending this to cover core housing activity and homelessness. We can work with you to develop a framework or tool in these or other areas, helping you improve measurement and evaluative mechanisms within your organisation.

Develop toolkits and resources

Whether you want to develop a toolkit or framework for the sector or for your organisation, HACT can help. **We have worked with the sector on everything from employment and welfare reform, social enterprise and micro-finance projects to digital inclusion**. Our Community Investment Framework – an interactive online document that provides practical advice and resources to help housing providers plan and organise their ideas – has been downloaded by hundreds of housing professionals.

Analysis of new approaches across the sector

Two research publications launched in 2014 were part of collaborative projects with a number of housing providers. **Projects utilising case studies and other comparative methods facilitate an exploration of different approaches within the sector**, thereby adding substantive analytical value to the research. If you would like to explore how your approach or model compares to other organisations, HACT can help.

Develop strategies with you

HACT have helped housing providers develop community investment strategies and mental health and wellbeing strategies. We apply our extensive experience in participation, research and evaluation, to underpin strategy development. **We provide guidance and support in implementing and embedding your strategy within your organisation**, whether you are starting from a blank page or revising an existing strategy.

Consultancy services

HACT offers consultancy, working to get to know you, your team and your capabilities, and curating an approach tailored specifically for your organisation. In addition to helping housing providers develop strategies, we are currently working with housing providers on a range of projects, from **helping them make best use of resources, setting up charitable foundations, to conducting reviews of strategic partnerships**. We will work with you to find the best approach for your organisation.

Get in touch with us today and let's talk further about how we can help you!

Contact us at info@hact.org.uk or call 020 7250 8500.



Examples of previous research

'Approaches to tenancy management in the social housing sector: Exploring new models and changes in the social housing sector'

This report, completed by HACT and funded by Yarlington Housing Group and Trafford Housing Trust, explores different models of tenancy management, ranging from light-touch approaches that enforce core tenancy conditions through to those that are far more hands-on. In questioning the impetus and business case for some of these newer models, the report also explores the expertise required to implement these new models, how the sector has responded, and what these models mean for the tenant-landlord relationship.

The full report can be downloaded for free from <http://www.hact.org.uk/latest-research-reports>.

Social Value Bank

HACT, working with Daniel Fujiwara, has created the largest bank of methodologically consistent and robust social values ever produced. The values can provide a basic assessment of social impact, to compare the impact of different programmes or be used within a full SROI or Cost-Benefit Analysis. The Social Value Bank represents a major step forward in the quality of resources available to those seeking to place a social value on community-focused activity.

It is available for housing providers to use at no cost and can be accessed at <http://www.hact.org.uk/social-value-services>.



What our clients say

'HACT co-ordinated a complex research project in an efficient and highly collaborative manner. The project arose through HACT's wide ranging contacts and understanding of the challenges facing the social housing sector. But more than mere intellectual curiosity they were committed to pursuing the idea thorough to a practical outcome, rigorously testing and shaping the findings that emerged into a useful tool.'

Phil Miles, Director of Regeneration and Communities, Affinity Sutton

'HACT are directly addressing key questions faced by the sector with robust methods and are pushing boundaries of research with fresh thinking and innovative approaches.'

Steve Russell, Head of Research and Public Affairs, Midland Heart

'HACT is a collection of open minded people who are alive to possibilities and who genuinely welcome new ideas. This is not easy to find. HACT is a place where you can discuss a concept over a coffee, with only the vaguest of notions about how it might work and where, a few months later, a highly skilled and experienced research team has been constructed around your idea and before your eyes, it starts to take shape. HACT give you space to think, are generous and patient, and will rigorously test your hypothesis with finely tuned expertise. It might not turn out the way you thought it would, but this is true research.'

Mark Jory, Community Investment Manager, Helena Partnerships



Contact us to see how we can help you!

Whether you've got a project in mind, a question you want answering or just want to have a chat about our research, get in touch with us!



Call: 020 7250 8500

Email: info@hact.org.uk

Visit: www.hact.org.uk