



"HACT's approach allowed us to see what has worked and how we can continue to improve performance."

For more information contact:
Rob Wray
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Driving value through data

HACT Business capability and design service

Your data can unlock your potential so you can confront future challenges, create the right conditions for change and drive value across the business.

The issue is how you can realise this ambition.

Our approach will help you uncover your business capability and design needs, providing you with a tailored package so you can become the data-driven organisation you aspire to be.



HACT Business
capability and design
Tailored to you



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A year we will never forget

The role of social housing organisations changed fundamentally in 2020.

You have been exposed to new challenges, discovered new capabilities and harnessed new energies. You have had to be agile, to operate at pace and embrace change.

The challenge now is to embed and normalise this change, so that you can confront future challenges, however complex they might be. So that continuous improvement becomes your business as usual. So that you can become the housing association you aspire to be.

This starts with your data.



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We understand the business of social housing

We understand how housing associations work, the external demands they face and how their internal dynamics operate.

We want to support their social purpose, to help them to build new capabilities, work collaboratively and be more impactful for their customers and their communities.

Our role within the sector supporting and facilitating innovation and change, as well as acting as a critical friend, makes us uniquely positioned to support your business capability and design needs.



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Our model is different

Our business capability and design service combines our knowledge of the social housing sector with specialist external partners to create tailored solutions so you can optimise your capabilities and create the conditions for durable change.

It's flexible and scalable.

It combines our sector expertise with our specialist network.

It's tailored to your specific needs to accelerate change from your starting point.

It's cost effective.

And critically, it accounts for the interdependencies of data capability and culture.



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Your needs come first

Unlike single-issue consultancies, our service recognises how interconnected your work is: we know, from experience, that the best CRM in the world won't work without the right people, the right performance data and the right processes.

Getting all elements to work in tandem, rather than in isolation, is one of the key issues faced by many housing associations.

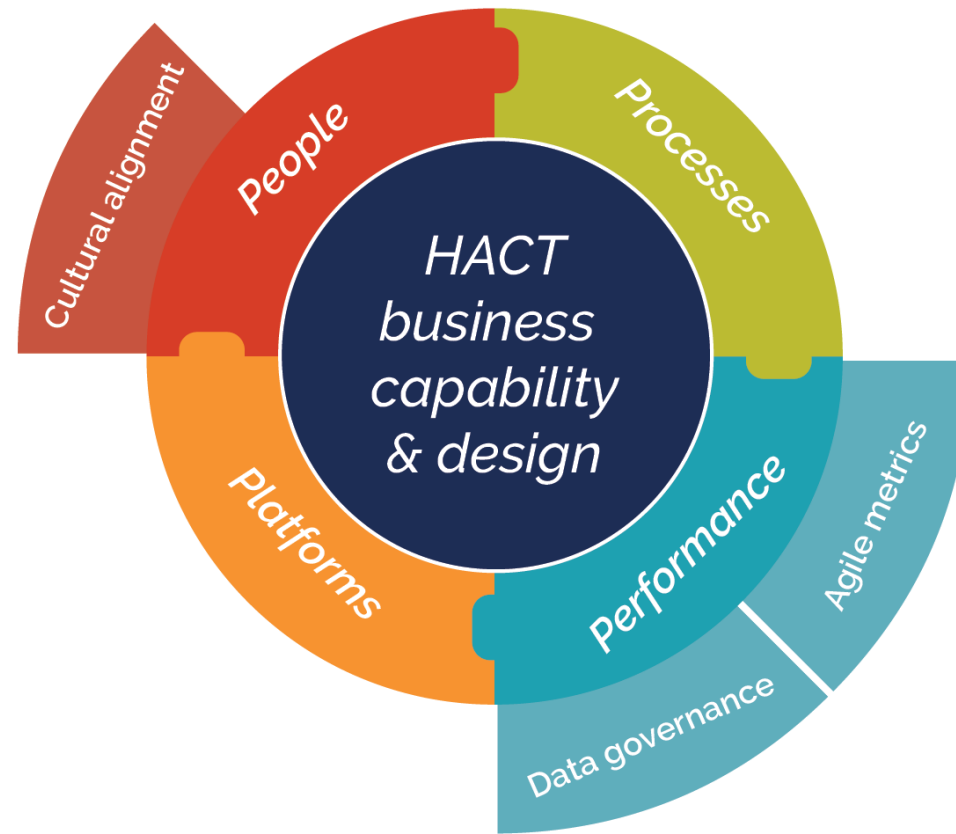
Our service overcomes this problem.



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Our first step involves a diagnostic evaluation of your specific needs.

For client A, our diagnostic evaluation pinpointed data governance, agile metrics and cultural alignment as their business pain points.

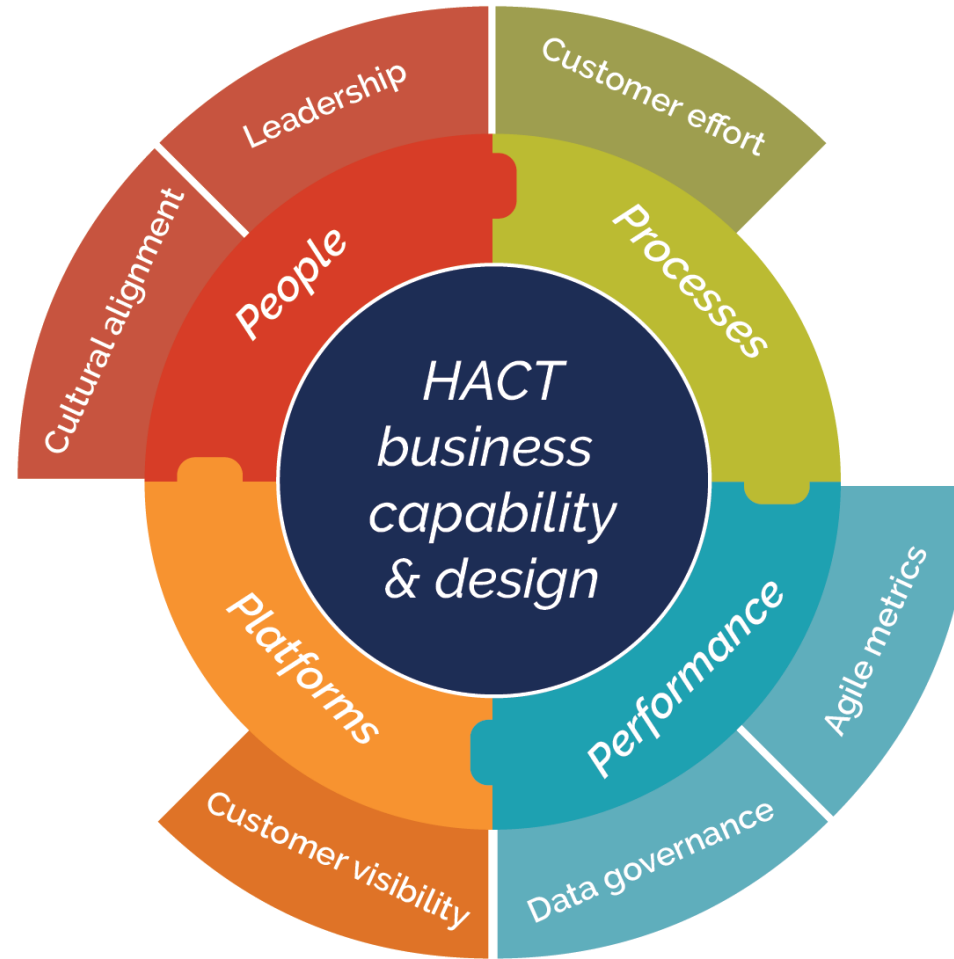
Our tailored package helped them overcome these data-related issues, so they could unlock their potential and realise their ambition.



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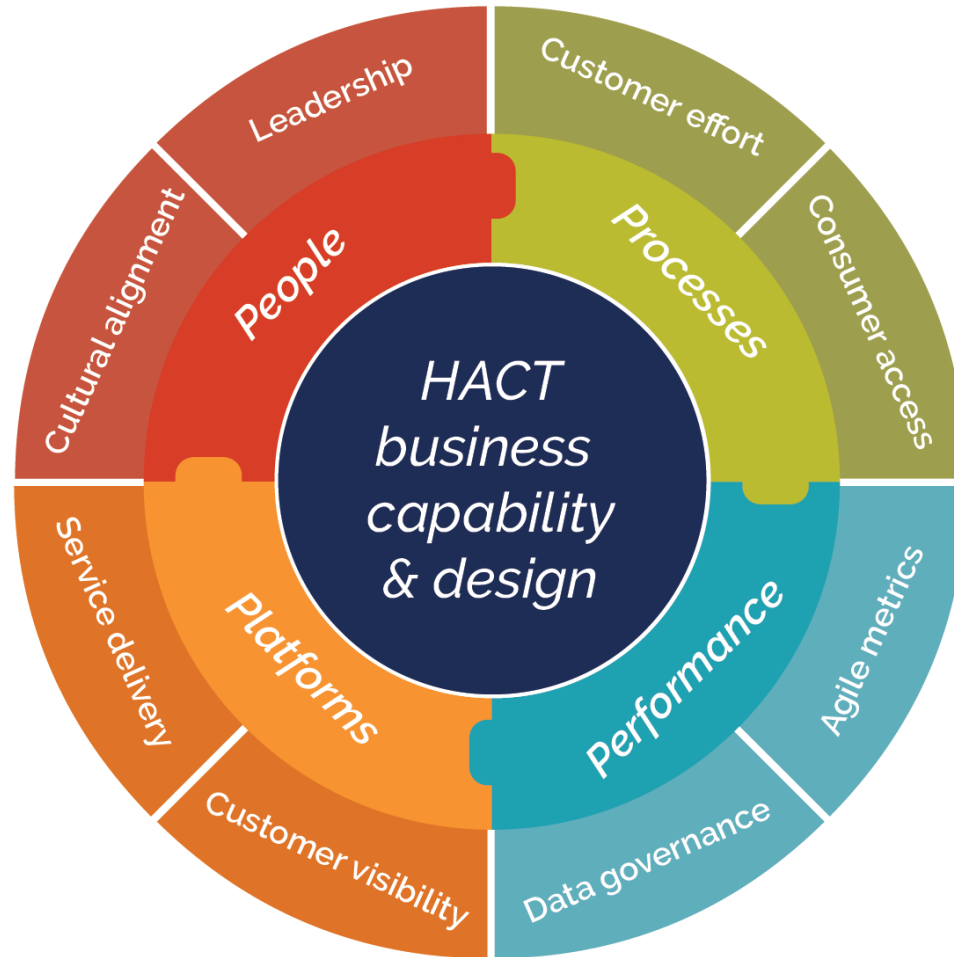
With their data capabilities overcome and culturally aligned, they were then able to confront future challenges in customer effort, customer visibility and their leadership.



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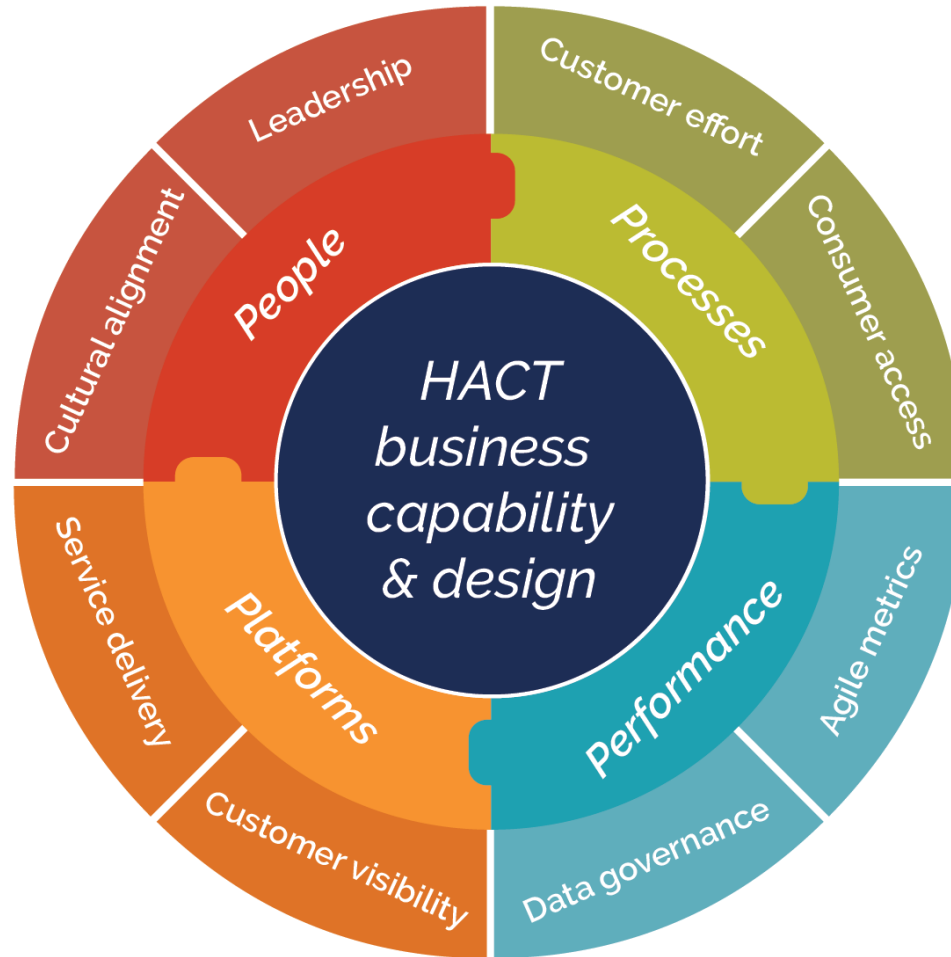
Our business capability and design service helped them create the right conditions for change and drive value across the business.



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Your requirements will, no doubt, be different.

You might already have data governance and customer visibility in place.

Your issue might be around service delivery or consumer access or leadership.

Our approach will help you uncover your business capability and design needs, providing you with a package that helps you become the housing association you aspire to be.



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Your needs, your choice

Just as your requirements will depend on your organisation's needs, so the package we provide depends on your choice of one or all of the options outlined below.

Stage 1 – You're building the case for change (typically six days @ £800/day)

- High-level diagnostic identifying current pain points and priorities
- Written report outlining the case for change

Stage 2 – You're understanding and identifying your change requirements (12 days)

- Full diagnostic, with capability review of people, performance, platforms and processes
- Evaluation of one specific aspect of your business
- Business capability and design strategy roadmap
- Written report outlining your change requirements and proposed solutions

Stage 3 – You're embedding and delivering change across your organisation (15-20 days)

- Full diagnostic, with capability review of people, performance, platforms and processes
- Business capability and design strategy roadmap
- Building a change management office
- Tailored evaluation, for example, around performance framework
- Learning modules on introduction to research, data governance or process reviews
- Bespoke change tools, including a benefit tracker that measures progress and returns



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Clients

Organisations we've worked with on their business capability and design include:

Thirteen
Lewisham Homes
Golding
Alliance
Hammersmith United Charities

Next steps

To find out more about how we can support you to become the housing association you aspire to be in 2021, please contact:

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