

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

STRATEGY

INFORMATION TECHNOLOGY

Passed:-

26/07/2023

Review Date:-

July 2028

All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us at enquiries@nvha.org.uk

1.0 Introduction

- 1.1 Digital technology is advancing exponentially, at the same time the social housing sector is facing a challenging economic environment and significant housing and welfare reform. North View Housing Association's IT Strategy sets out how we intend to respond to the challenges envisaged over the next few years. As well as addressing business challenges, the plan also recognises the important role that technology can play in shaping the future of the organisation.

2.0 Purpose/Scope of this Strategy

- 2.1 Our IT strategy has been developed to address the following objectives: -
- Transform the capability of our IT systems creating new ways of working to allow us to fully exploit the benefits from new and emerging technologies.
 - Focus on creating a modern IT organisation and corporate culture that views technology as the way to enable people to constantly adapt and learn, continually create new solutions, drive change, and develop new ways of working.
 - Interact and engage with tenants and stakeholders in a variety of new ways including low-cost online channels and mobile apps.
 - Equip staff with mobile solutions, enabling them to provide a timely and more effective response to tenant needs.

3.0 The Challenge

- 3.1 Consumer technology has transformed the way that the public expects to interact with business.
- 3.2 Increasingly our tenants and stakeholders expect more flexible ways of interacting with us, and to be able to exploit the benefits of Internet and mobile technologies. Our staff need new technologies that support new processes and service delivery.

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NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:-
enquiries@nvha.org.uk



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4.0 Investment

- 4.1 The Association has already made significant investment in the last 18 months in our IT infrastructure with the:
- HomeMaster (cloud-based housing management system).
 - North View app.
 - North View property inspection app.
 - Cloud data backup.
- 4.2 With this investment the Association has placed itself well to remain up to date with an ever changing environment.
- 4.3 The Association will continue to invest in its IT systems in the coming years, adding new modules to our Housing Management system such as Factoring and Planned Maintenance streamlining our current out of date processes. We will also continue to invest in our Microsoft platform where necessary.

5.0 Improving Capability

- 5.1 The Association is focussed on a modern future IT service that anticipates and supports the needs of the tenants, staff and stakeholders.
- 5.2 The Association promotes the development of its core IT systems.

6.0 Delivering our Strategy

- 6.1 Our IT infrastructure will evolve and adapt to meet the needs of the Association, tenants, staff and stakeholders.
- 6.2 We will ensure our technology is agile and flexible. We aim to exploit new and emerging solutions and capabilities that maximise business benefit and return on technology investment to deliver value for money (vfm).
- 6.3 Our IT Systems will provide the flexibility to support staff engage with service users and deliver services.
- 6.4 We will enhance our website and mobile apps to provide an effective gateway for tenants and stakeholders to engage and share information. We will work with our vendors to optimise processes to facilitate greater self-service for tenants and partners



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6.5 We will transform service delivery through process automation – reducing the number of interventions and manual handoffs to partner organisations (for example repair orders), which will improve the timeliness of service delivery and reduce administrative overheads.

6.6 We also aim to improve our use of social media to contact our tenants and to collect and analyse customer sentiment and feedback

7.0 Agile Working

7.1 Mobilising our staff will enable them to work from any location and not tie them to the office. Providing new flexible working capability will transform service delivery that via modern methods will build interaction and confidence with our tenants, other service users, partners and Stakeholders.

7.2 We will equip our staff with the tools to access our housing management systems and network and initiate (and complete) processes and deliver a high-quality timely service to tenants via the use of laptops and smartphones.

8.0 Support of Services

8.1 We will continue to work with our IT partners and service providers to support services to minimise disruptions to our IT platforms and to be responsive to future IT demands of the business.

8.2 We will also work with our services providers and support services to ensure that we have the skills, capabilities, processes, and technologies required to deliver and support IT services in the future.

9.0 IT Security

9.1 IT security is of utmost importance in today's digital age It safeguards personal, financial, and business data from unauthorised access, theft, or misuse. Please refer to the Associations IT security policy for further information

10.0 Summary

10.1 The Association has created a solid foundation for future. It will adapt its focus and ways of working to allow it to quickly respond to an ever changing landscape.



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- 10.2 We will seek to maintain core service, growing internal capabilities by using specialist knowledge from suppliers as and when required.
- 10.3 We will evolve new ways of thinking, working and engaging with tenants, staff and stakeholders in order to maintain our strategic objectives.
- 10.4 The overall goal is to of this Strategy is optimise the value of IT assets and refine this strategy on a regular basis so that it continues to support the needs of the Association.

End of Policy

reviews and amendments:-

26/07/2023 – Policy reviewed



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