

Supporting Excellence

Overview

Established in 1996, Clyde Valley Housing Association is a Registered Social Landlord, run by a voluntary Board of Management elected by its membership.

Clyde Valley Housing Association's main aim is to continue to be a major social landlord, providing high quality, affordable housing and related services to communities throughout Lanarkshire.



CVHA Chairman Tom Campbell with Alex Neil MSP

Clyde Valley moved into their new purpose built headquarters on April 2009.

The move was not only about changing the office location but about changing the way the organisation worked. **Tom Barclay**, Chief Executive, wanted to seize the opportunity to bring about a whole culture change to transform the organisation into a 21st century operation embracing the very latest technology and practices to drive efficiencies and increase customer service. A small management team of four people was formed and the journey began...

Tom explained "By bringing three offices sites into one facility, the main aim was to improve customer services by offering tenants more privacy when they meet association staff and by providing better access and facilities for clients with special needs. The new HQ will also create a one stop shop enquiry point for all customers and reduce the association's carbon footprint, not least by cutting staff travel between offices. The facility will allow Clyde Valley to provide a 21st century service to match our surroundings".

Clyde Valley's headquarters were opened officially on Friday 12th June 2009 by the Minister for Housing and Communities, Alex Neil. Describing the association as "an exemplar of excellence" in the social housing sector, Mr. Neil said:

"My congratulations go to Clyde Valley Housing Association on the completion of their new headquarters with a one-stop-shop enquiry facility, which will ensure staff continues to provide a high level of service to tenants and stakeholders.

"The association has built over 1,200 quality affordable homes throughout Lanarkshire since its inception and I am pleased to see this process continuing, to provide much-needed quality homes for local people."

Strategy

In order to bring about significant changes in the culture of the organisation it was vital to underpin the organisation's desire to work smarter by introducing a range of technology solutions that would allow people to work differently.

The organisation was ever mindful of its environmental impact and so introduced a number of efficiency measures to reduce its power consumption.

Clyde Valley's pioneering fresh approach to working in the 21st century has already been recognised by many RSLs as the way forward.

Andy McVey, IT Manager "We identified a number of industry leading solutions that would help us work smarter and underpin the culture change. It was vital to select the correct infrastructure and ensure it was future proof. The introduction of Documotive's Document and Process Management solution was probably one of the biggest changes in working practice for our staff.

Traditionally the organisation generated and stored a huge amount of paper across Housing, Finance, Development and HR. Making the move from using paper based files to having information stored electronically and integrated to our main line of business systems has brought significant benefits. Existing paper based systems were inadequate in terms of underpinning new working practices and besides, paper takes up lots of space and is inefficient for people to access.

There are other limitations to paper based systems, such as distribution, which are a serious consideration when thinking about mobile working. All of our legacy paper documents, approximately 1 million documents, were scanned and uploaded into the Documotive system and our staff now capture inbound documents and updates

the system in a fraction of the time it took to manage the paper. We are producing less paper as outbound electronic documents can be captured automatically thus removing the need to print multiple copies.

The cost benefits are huge; not only have we freed up lots of space that would traditionally be used to store filing cabinets, we have created a much nicer and happier working environment that is uncluttered by mountains of paper"

Nareen Owens, Corporate Services Manager said "The old offices just didn't represent the values of Clyde Valley and we wanted to make a long term sustainable commitment to the community. We have adopted new ways of working that not only benefit the staff but help us to provide a better service to our tenants.

The new offices and working practices have improved significantly. In terms of people development, the building will play a huge part. When walking around each room, you feel a sense of increased motivation and job satisfaction, our people are happy to come into work"



The whole transfer of the IT infrastructure from the old offices to the new building was a 100% success and in total the whole of the IT infrastructure was back up and running in only 4 hours!

To further underpin new systems a new ISYS time recording and HR management system has been introduced which also supports holiday requests and allows field based staff to manage lunchtimes and clocking in and out.

This has a positive impact in terms of reducing travel to and from the office and has removed the manual administration processes associated with time recording.

Efficiency savings were also achieved by installing chilled water dispensers which reduce the cost of purchasing bottled water. Kettles have been replaced and on demand hot and chilled water is available directly from the mains.

Anyone can answer a phone and answer a query because information is immediately accessible and prime documents can be viewed with a click of the mouse on the Documotive system. Reception staff can access all of the information from core systems so are able to handle queries from tenants and visitors more easily. Wireless networking has been installed throughout the new building to support paperless meetings.

Clyde Valley also introduced a new minimum core competency for all staff to ensure that everyone was equipped to access and use the new systems. Training is now provided in a new purpose built IT training suite. There are also quiet time areas, people can go off and work undisturbed if they need to and are able to work from home through new improved IT systems.

A very noticeable change in the offices is the distinct lack of filing cabinets and printers!

Linda Sneddon, North Area Team Manager -"Moving to the new offices has enabled us to provide a one stop shop for all our customers. The implementation of the Documotive document management system has allowed all the Housing staff to access all of our tenants' information quickly and easily without the need to find paper files. The migration to the new system has also had the added benefit of us not having to relocate old filing cabinets to the new offices, freeing up a lot of office space.

Group Accountant, Susan Samson - "Incoming invoices to the Finance department are now scanned into the Documotive system which is integrated with our Finance system.



This allows managers to access and view invoices directly through the Finance system, reducing paper handing and producing greater efficiencies across the Group.

In addition there has also been a reduction in the printing costs.

For more information on the range of Documotive solutions and to find out how you can set yourself free like Clyde Valley please feel free to visit: www.documotive.co.uk or call us on: 0845 241 0220.

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