



WHITE PAPER

Housing Roundtable

Hosted by Hitachi Solutions
and Cadence Innova

Hitachi Solutions and Cadence Innova were pleased to host several high-profile Housing Associations and Local Authorities, discussing the challenges faced in the UK providing housing services that meet an ever-changing regulatory landscape and customer needs.

As lockdown continues to challenge the standard operating practise of being on site and physically located at properties, the attendees shared their approach to adapting their business models.

Understanding residents needs and communicating effectively with them, were high on the list of priorities with these factors driving the resourcing needs, as organisations planned to get their teams back out into the community, and prepare for the move towards consumer regulation.

This was particularly true of ensuring statutory requirements around fire and gas safety were carried out, alongside routine maintenance. Participants highlighted that there has been a significant rise in the number of residents reluctant or refusing to have people in their homes to undertake these works. The challenge for organisations is making sure that they do not fall behind on statutory activities, inspections, or their asset maintenance schedules, whilst being mindful of their residents' concerns about safety at the current time.



With more people working at home, residents' needs have certainly shifted during the pandemic. This has resulted in increasing energy consumption in the home, alongside a desire from both residents and organisations to move to greener energy supply. For many of the organisations present, this has seen the [Power Agenda](#) finding its way to the top of the risk register, as we commit to green energy across the UK.

Keeping on top of changing dynamics, between organisations and their residents, is an essential part of managing these 'new' risks. Many of these problems identified rely on technology and data to provide the insights and information required to support business decisions, with the sharing of information across organisational teams essential. As housing teams digitalise, the roundtable attendees felt, that bringing their staff on the journey was a high priority, and that of course includes their residents.

As we see the country opening again, the group shared their experience of getting their people back to the office (or equivalent) with discussions highlighting that a more flexible and staggered approach had proved the most successful. One reason being some individuals had more of an imperative to get back to the office, often due to their own housing situation and working conditions.

So, what might the future hold?

There was a real sense of balance between using data insights, digital and technology solutions and ensuring insights from residents' feedback was actively sought after and used. Resident engagement was raised as a critical factor in defining what is next for residents, through a continued and deeper understanding of their needs. Equally important was finding the best way to deliver services. With participants seeking to take advantage of the 'Internet of Things' to enable remote monitoring where possible, including:



Fire safety detectors that automatically trigger when not working



Water meters that raise the alarm if no water has been used for 24 hours



Innovations that could help support their vulnerable residents



Broadband for whole blocks rather than connectivity in individual homes



Digital services for booking repairs and maintenance

These changes are not seen as future gazing ambitions, instead they are real solutions that the attendees are exploring now, to ensure that they continue to support their residents, their communities, and their businesses. The pandemic has propelled people and organisations forward quicker than ever before, and it was the group's sentiment that the accelerated approach of digitising and transformation is maintained.

About Us

Hitachi Solutions

Hitachi Solutions understand what it takes to digitally transform organisations, harnessing the power of the latest technologies and seamlessly integrating them into the Public Sector. As a global consultancy firm, we specialise in user-friendly business applications based on the Microsoft cloud as we believe technology should be part of the solution, not part of the problem.

As the biggest Microsoft Dynamics 365 specialist in Europe, we work alongside public sector organisations, delivering a suite of solutions in the cloud including: Microsoft Dynamics 365 Customer Engagement and Finance and Operations, Microsoft Power Platform, Power BI, Data Science and Analytics, Change and Adoption Management, and managed services for your Microsoft estate.

Our team has decades of experience and a deep understanding of public sector complexities, ensuring organisations we partner with are provided with the tools and best practices to ensure efficient digital service delivery and robust cloud-based solutions for the future.

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Cadence Innova

Cadence Innova Ltd began in 2007 as the Cadence Partnership when three experienced, like-minded consultants joined forces to build a company with the kind of ethos that was hard to find elsewhere. From our roots in change and transformation, our work today helps clients to solve complex problems, design and deliver digital-by-default services that are truly user-centred, and develop effective commercial capability.

Today, the multi-award-winning Cadence Innova remains independent, and has an established, growing team of employed consultants, known as members of Cadence. Our organisational system that is designed to embody and deliver our values, so that what we say is a true reflection of what it's like to work with us, as a client, a supplier or as a member of Cadence. This 'values congruence' is key to our success.



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