

Professional Practice Session 1

1) Overhauling Core IT Systems for Digital Transformation and Growth (Michelangelo Room)

Geoff Kirk, Service Director Business Systems, WDH

2) Dealing with Digital Stress In Staff (This Room)

Louise McQuillan, Business Development Manager, TextHelp

3) Migrating to Microsoft Office 365 and Cloud Security Considerations (Bernini Room)

Chris Bartlett, Business Unit Director – Public Sector, Comparex

Tony Spruyt, Services Sales Manager, Comparex

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Professional Practice Session 1

Dealing with Digital Stress In Staff

Louise McQuillan

Business Development Manager

TextHelp

#digi18



hello,
we're texthelp

hello, i'm louise

Louise McQuillan
Business Development Manager
Texthelp

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 @TexthelpWork



Offices in UK, Boston (US) and Canberra (AU)

1996

over 20 years experience

now



140+ employees and growing

Google for Education
Partner

Microsoft Partner
Gold Application Development



INVESTORS
IN PEOPLE

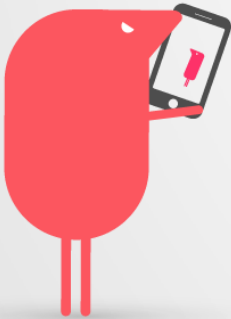


British Dyslexia
Association





digital networking



digital stress





what causes digital stress?







organisation barriers

factors preventing organisation from using digital:

- cost of Implement
- fear if it goes wrong

translation costs:

those in urban areas having to pay much more for translation services than those in rural areas

housing staff struggles

main time stealers for housing staff

- replying to emails,
- report writing

staff using multiple devices



Have you used one of these websites in the last 30 days

The easyJet logo is displayed on an orange rectangular background. The text "easyJet" is in white, with "easy" in a lowercase sans-serif font and "Jet" in a bold, uppercase sans-serif font.The Amazon logo is centered on a white rectangular background. It features the word "amazon" in a black, lowercase sans-serif font, with a curved orange arrow underneath it pointing from the 'a' to the 'z'. Below the logo is a blue shopping cart icon with a lattice pattern.The Facebook logo is displayed on a dark blue rectangular background. It consists of a white, lowercase letter 'f' in a bold, sans-serif font.

Literacy barriers

Dyslexia - 10% population ¹

Visual Impairment - 2 million in UK ²

Visual Stress - 1 in 5 people ³

English as a second language - 8% ⁴

Cognitive Disability - ADHD, Autism, Dementia

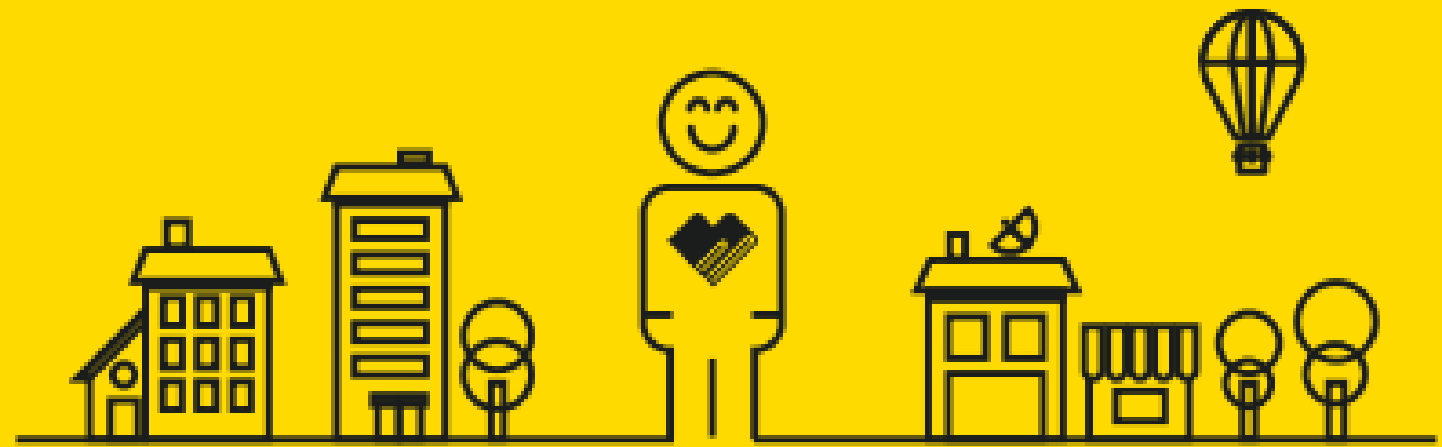
Low Literacy - 15% adults in UK ⁵

Communication preference



digital skills & literacy





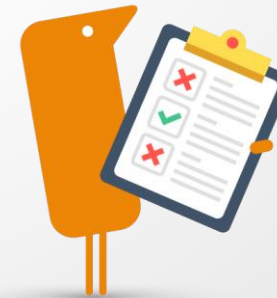
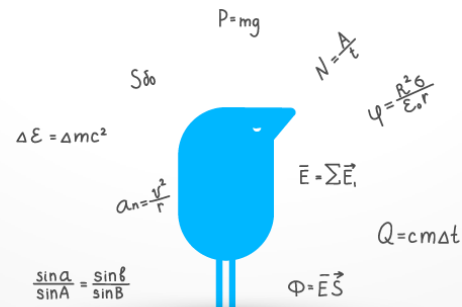
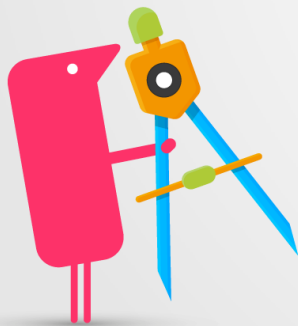
the future of literacy

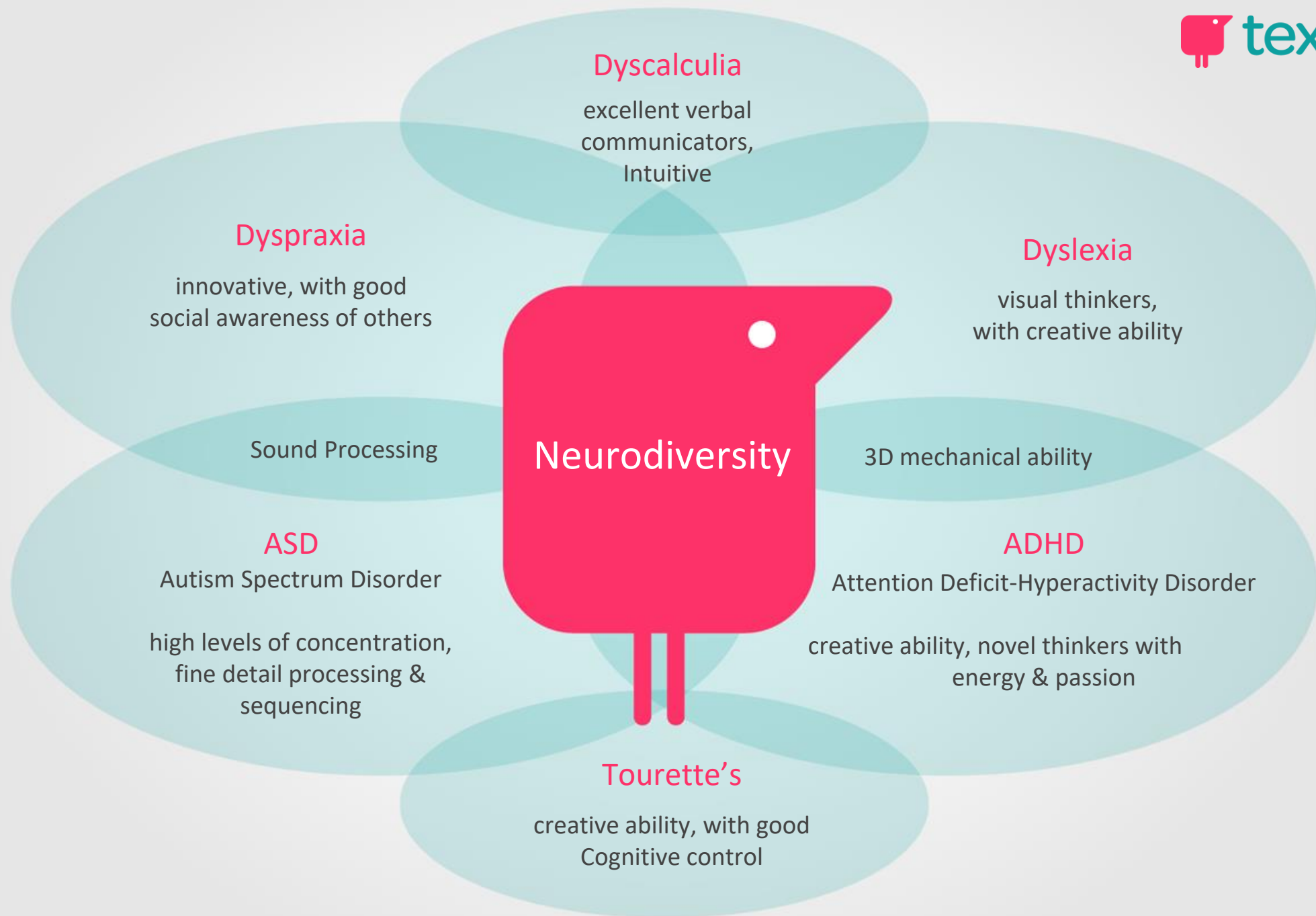
2017 Edition

“I believe we need to talk about digital literacy because there won’t be a single job in the next 20 years that won’t include it.”

Find out more: [Texthelp The Future of Literacy](#)

diverse talent





I am a youth leader

I have travelled the world

I make youtube videos

I have a masters degree

I am a drummer

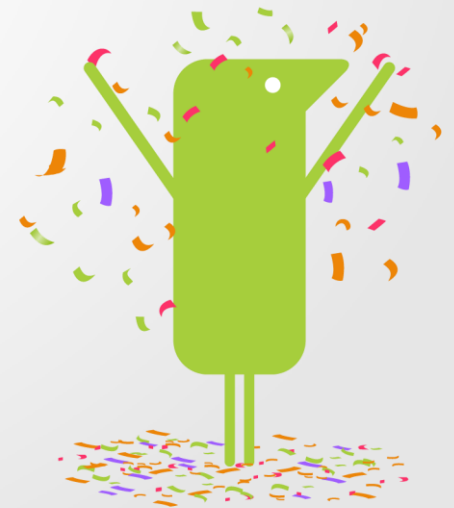
I am a jockey

I am dyslexic

I am a grandparent



digital productivity



time spent on emails

Emails received per day (on average)	30
Extra time needed to process email	3 minutes
Total time spent processing information per day	90 minutes
Total time spent processing information per week	7.5 Hours per week



how do we help?



Helping You Help Everyone





**One subscription, one sign-in, any device ...
for use in the office, at home or on the move**

helping everyone to work smarter



Composing
emails

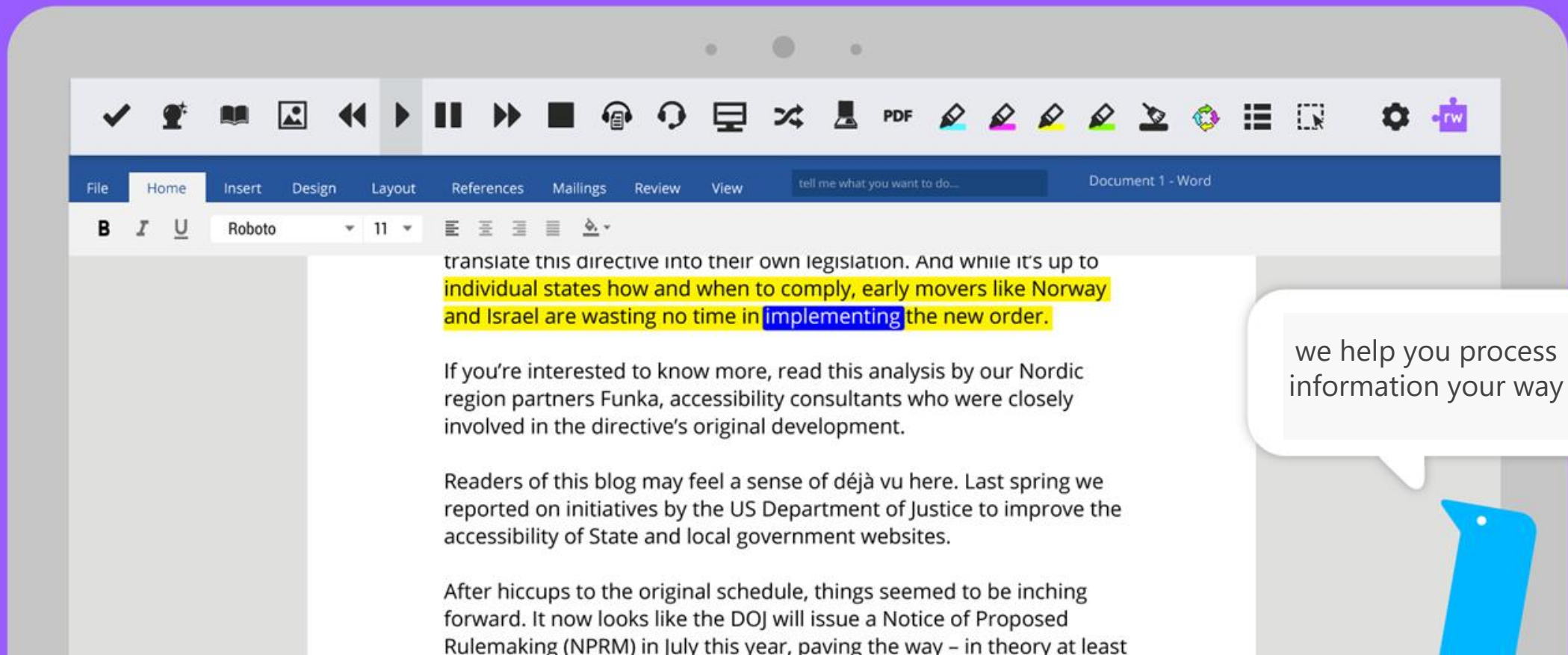


Writing reports



Undertaking
research

helping with reading, writing and research





- ✓ Increases productivity
- ✓ Minimises time spent reading and understanding
 - ✓ Improves quality of written work,
free from spelling errors
- ✓ reduces visual stress and fatigue from reading

Source BATA survey 2013 & ITV





Business success with read&write

- Increase in staff disability declarations
- Reduction in 'reasonable adjustment' funding by 50%
- Increase in productivity
- More disability confident

Employee success with read&write

- Increased productivity, accuracy and confidence
- Feel valued and appreciated
- Stigma declaring disability has ceased to exist
- Offering peer to peer support as diversity champions

Be Agile



catch our blog in the June edition of the NHC E-Zine

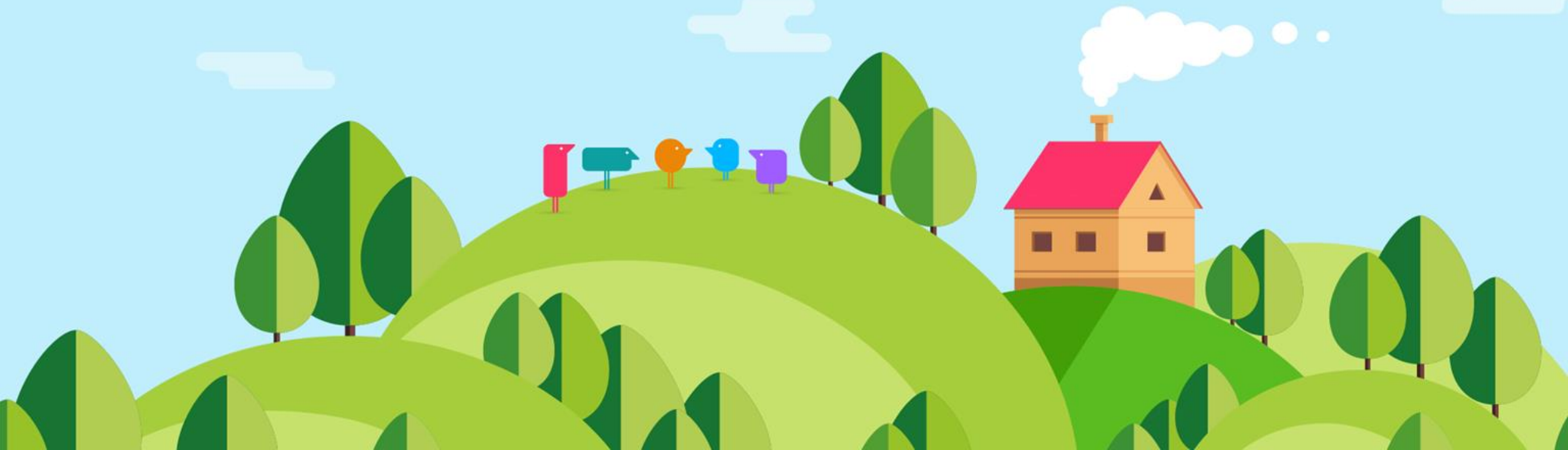


Home for good: how can housing providers boost
long-term staff retention?

Thanks For Your Time!

Any Questions?

#THHousing @TexthelpWork



Professional Practice Session 2

4) Partnership Working to Improve Digital Inclusion (Michelangelo Room)

John Fisher, Chief Executive, Citizens Online

5) HACT's Digital Data Standards (This Room)

Dr Rob Wray, Deputy Chief Executive at HACT Housing

6) Migrating to Microsoft Office 365 and Cloud Security Considerations (Bernini Room)

Chris Bartlett, Business Unit Director – Public Sector, Comparex

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Professional Practice Session 2

HACT's Digital Data Standards

Dr Rob Wray

*Deputy Chief Executive
HACT Housing*

#digi18



HACT UK Housing Data Standard

How can housing work towards better data?

Dr Rob Wray

@DrRobWray

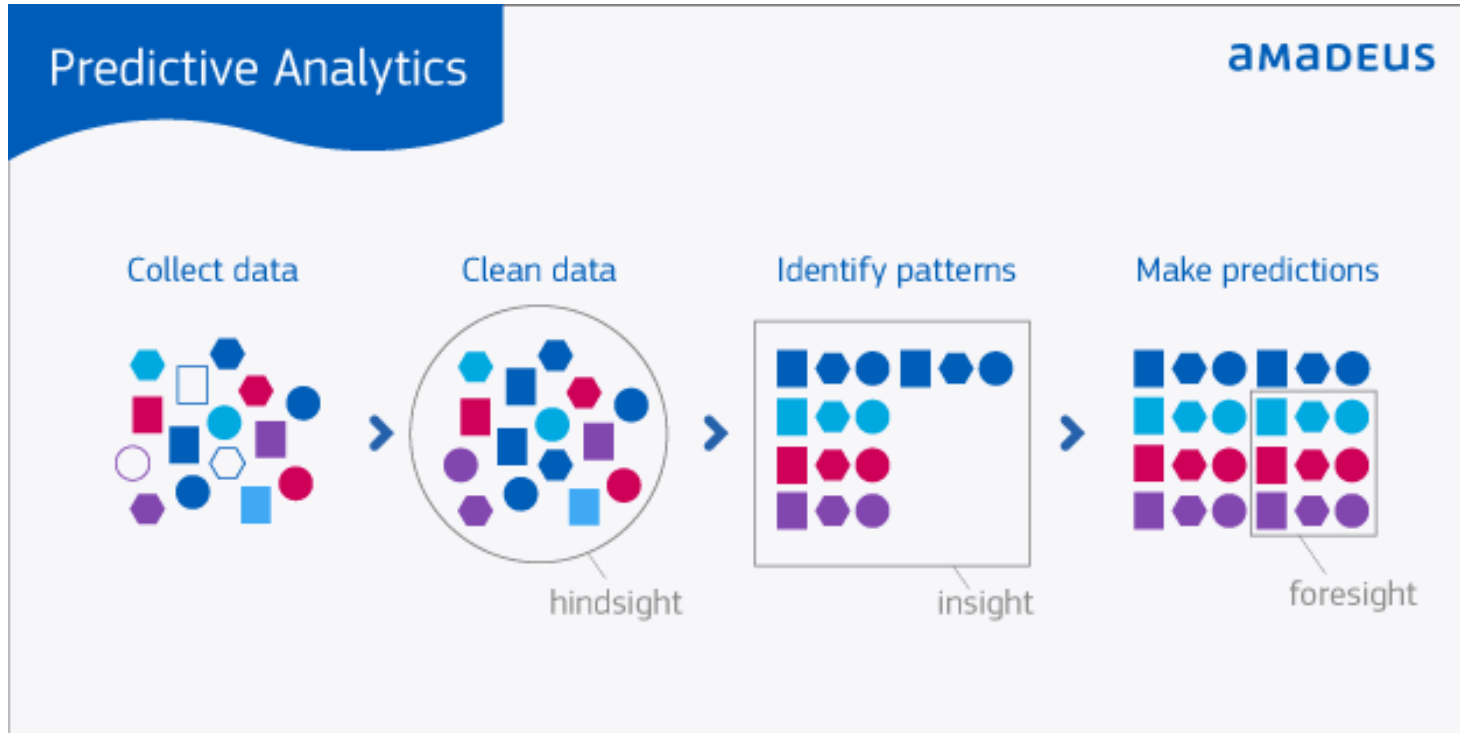
www.hact.org.uk □ www.oscre.org

Powered by OSCRE

In 2013, HACT launched a ‘Big Data’ project...



What was our vision for Big Data?



Boiler repairs
from 10x HAs

Cleanse it –
it's coming
from different
systems

X type of
boiler seems
to have Y
problem

X boiler is likely to
fail at 9 years, 2
months and 5 days
from installation

Where we thought we were



Why are we interested in standardisation & better quality data?

Why do we only have an initial for this resident?

Who is responsible for repairing the windows?

Why do we have so many 118 year old tenants all born on 01/01/1900?

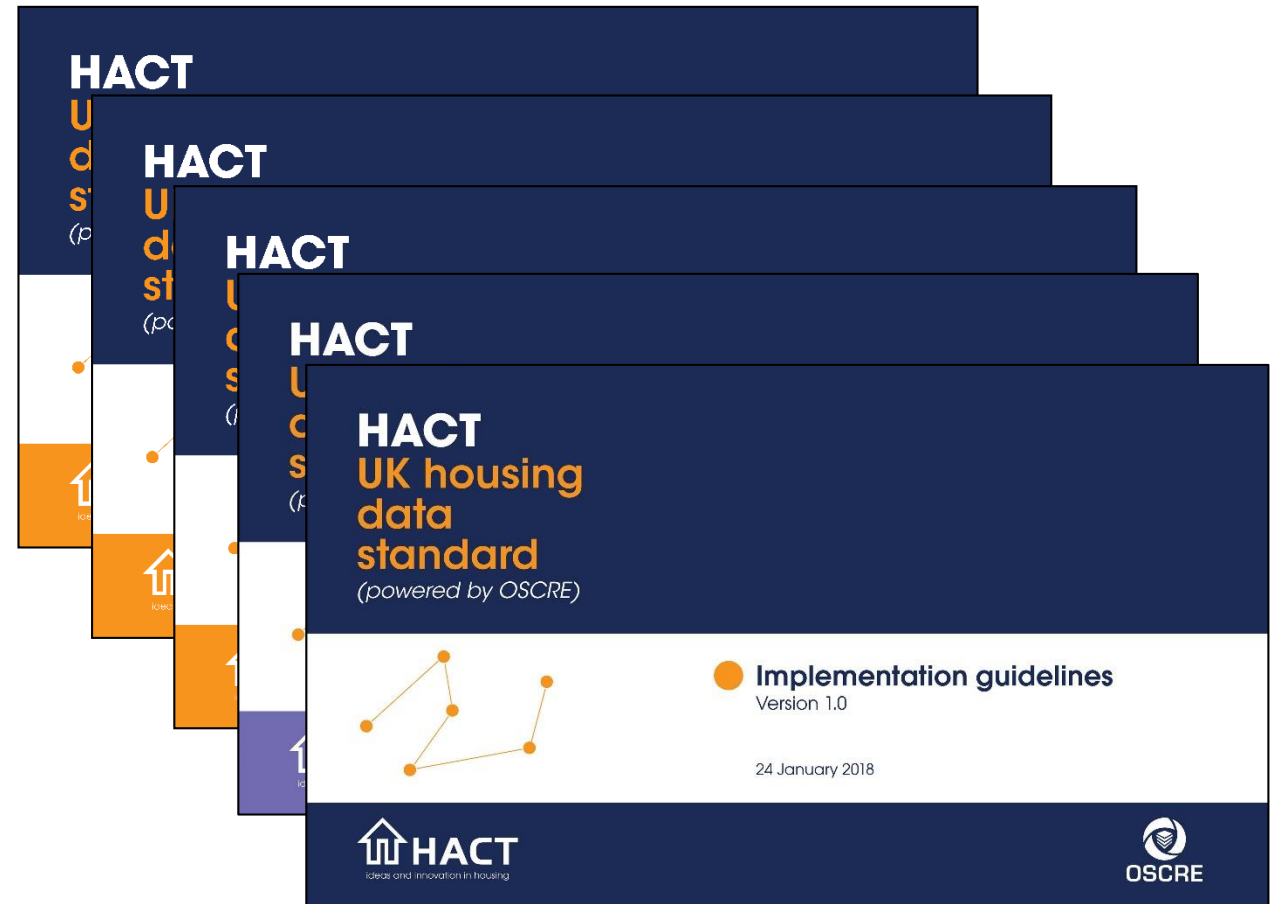


What do we mean when we refer to a “unit”?

How do I integrate the data from asset management and housing management?

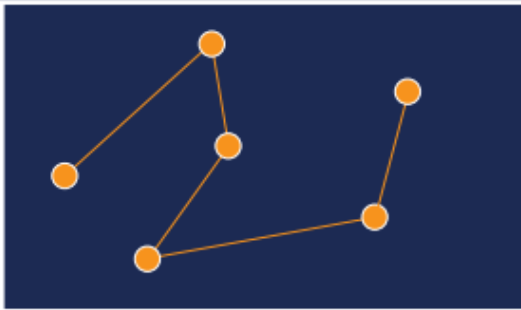
Why do our tenants have different reference numbers from different stakeholders?

HACT Data Standard for UK Housing Powered by OSCRE



Version 1.0 is live and downloadable from www.hact.org.uk/DataStandard

Our partners



Version 1.0 was funded and co-created with 17 leading housing associations.

Ten others have signed up as early adopters and supporters.

Two contractors are also working with us, recognising the potential the standard has for UK housing.

Funders and co-creators



Early adopters



Contractors



Benefits of data standards

INTEGRATE

Integrate your systems, databases, processes, lines of business and business partners

BUILD

Build your skills and capabilities to drive innovation and implementation

ENSURE

Ensure the highest possible data quality, data governance, transparency and compliance

PROTECT

Protect your proprietary data models and core capabilities in your business

LEAD

Lead the change critical for your successful shift to an information-enabled business

EXPAND

Expand portfolios, investments, markets, and your business partnerships

Business Benefit

- Contributes to improved customer data quality
- Supports single view of the customer
- Helps to mitigate risks associated with poor data quality
- GDPR and other initiatives demand more rigorous treatment of data
- Poor quality data can contribute to downstream negative impacts
- Easier to consistently analyse process and financial data

Key Entities

- Person (tenant, household member, service user, shared home owner, complainant, etc.)
- Organizations (including contractors)
- Consents
- Alerts, ASB and Vulnerability Details
- Economic Status and Affordability
- Contact Details and Preferences

V1.0 – How is it being used so far?



We're looking to implement the standards to allow data to underpin the technology estate and to enable us to give an accurate picture of the business to enable growth

Using a Master Data Management technology approach we overlaid a new data standard on to our technology and translated all current systems to match the new standard, and could then define clearly what a Customer was and therefore we were able to be much clearer with how customer data was implemented and when we describe a tenant in one system it is comparable to the same and other tenants that may be in multiple systems

So using standards helps us run more efficiently, helps us remain GDPR compliant and speeds up partnership opportunities with both suppliers and other Housing associations.

V1.0 – How is it being used so far?



**Catalyst
Housing**

“The standards provide us with a foundation to build up from, and good practice to follow when we are building up our own data artefacts. We hope to use the standards with our data champions across the business, so we can have industry standardised data definitions.”



**Halton
Housing**

“We are looking at building a new layer on our data warehouse based on the standards. This would form the data foundations for future analytics and any system we develop.”

Taking the standard forward

**Expand the standard to
new business areas**

Implement the standards

**Governance of the
created standards**



Proposed areas for development

- Repairs
- Care and Support
- Development Handover
- Income Collection
- Complaints

Housing providers funding and participating in the project will steer which areas are developed first



Take action to move towards a data driven future:

- Contribute to the process of creating future definitions
- Invest in the UK Data Standard Project to ensure it can be expanded, maintained and governed
- Implement the Standard and demonstrate the value it brings to your organisation.



Thank you

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