# Sector Challenges & the Role of Technology

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| Sector Challenges | Regulatory Focus | Our Software Solution |
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| **Lack of clear governance structures and strategic direction.** | • Boards must set clear strategic priorities.<br>• Focus on delivering high-quality services to residents.<br>• Boards need accurate, reliable, and up to date data for decision making, particularly on stock condition and tenant needs.<br>• Legacy technology creates vulnerabilities; Boards must ensure systems are proactively managed. | • Real-time data and effective reporting to support key priorities and decision making.<br>• Centralised and secure data.<br>• Access to system is granted based on the principle of least privilege, ensuring that users are only given access to the resources necessary for their specific roles. This approach minimises the risk of unauthorised access and data breaches by limiting exposure to sensitive information. |
| **Many insecure, poor-quality accommodation.** | • Stock decency<br>• Providers must manage long term stock as an asset.<br>• Stock condition surveys must provide accurate, up to date data.<br>• Data must meet regulatory requirements and support internal controls for rent setting, financial management, and safety. | • Establishing consistent and effective record-keeping practices to ensure accurate and up-to-date information. |
| **Growth of non-commissioned supported accommodation.** | • Supported housing, especially reliant on local authority funding, faces risks from fluctuating income and inflation.<br>• Supported housing faces additional risks from long-term inflation-linked leases. | • Allocation Management: Managing allocations, lettings, tenancies, and voids effectively.<br>• Financial Management: Monitoring revenues, costs and breakeven analysis based on occupancy rates. |

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| **Loss of economic independence of Residents.** | • Processes for tenants to raise concerns (e.g., damp, mold) must be in place.<br>• Boards must ensure repairs are timely and meet tenants' diverse needs.<br>• Effective system for repairs and maintenance is required. | • Technology for Independence: Enhance support delivery and access for residents to report issues.<br>• Ensuring effective management of repair & maintenance work orders and monitoring supplier performance. |
| **Lack of oversight or monitoring once residents are housed.** | • Compliance with all health and safety legislation is mandatory.<br>• Data protection risks must be managed, ensuring compliance with data security laws. | • Evidence based data to provide adequate assurance for stakeholders.<br>• Full population data audits, which can be performed remotely rather than sample-based audits. |
| **Mix of residents in the same property likely to create multiple risks.** | • Service delivery and accountability<br>• Strong governance required to ensure service delivery and consumer standard compliance.<br>• Tenant satisfaction data must be accurate, robust, and used for performance management.<br>• Tenant Satisfaction Measures must be reported. | • Monitor mix of residents based on identified risk factors.<br>• Monitor appropriate caseload thresholds for frontline staff to enable effective support delivery.<br>• Monitor staff competency, necessary knowledge, skills and experience.<br>• Information Sharing: Utilising formal methods to share information with appropriate agencies about support needs and risks. |

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