

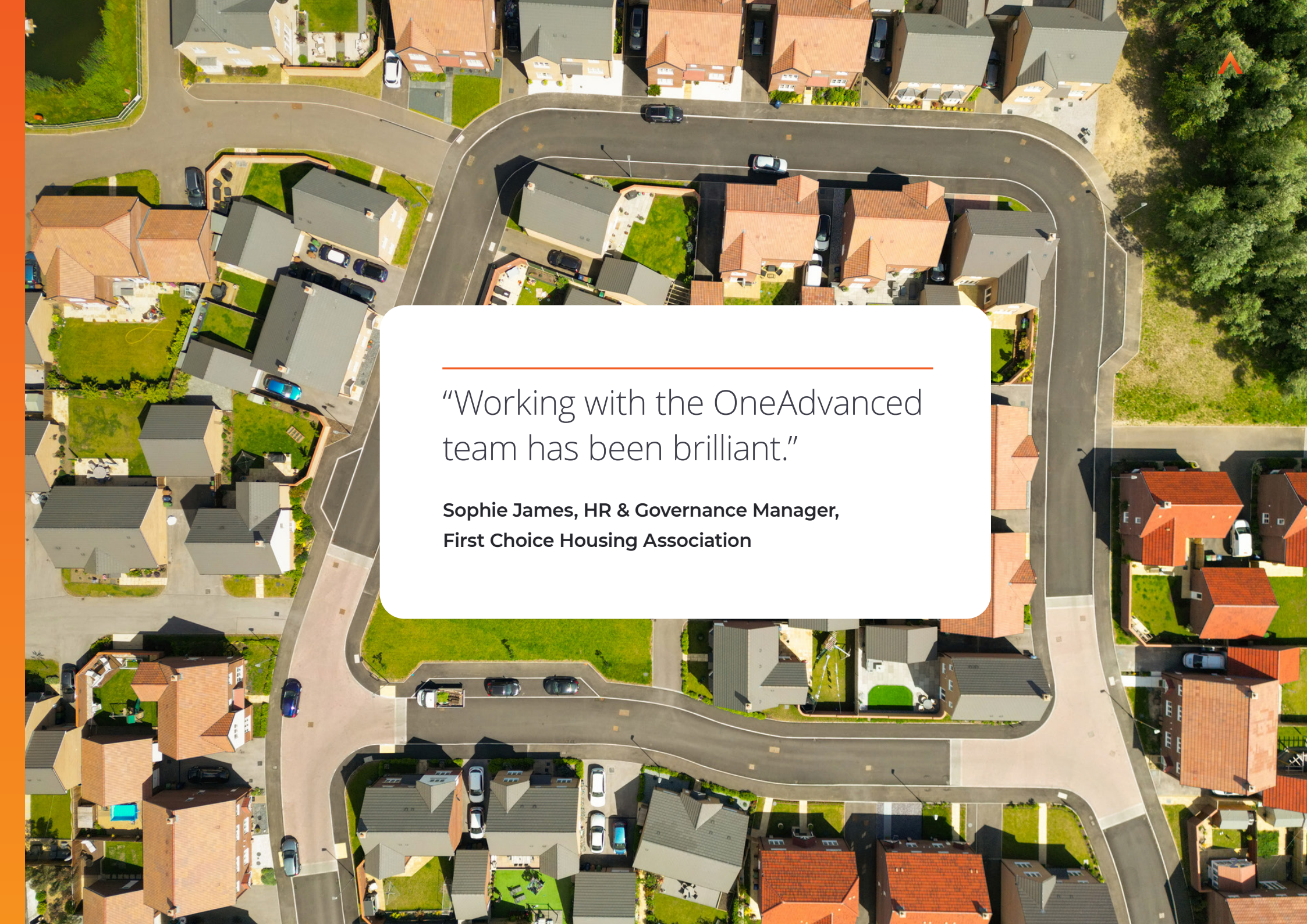
oneAdvanced

CASE STUDY

First Choice Housing Association

Strengthening board meetings and
governance with OneAdvanced



An aerial photograph of a residential neighborhood with a central white text box. The neighborhood features a mix of houses with red and grey roofs, green lawns, and paved roads. A central road curves through the middle of the image. The text box is white with a thin red horizontal line above the text.

“Working with the OneAdvanced team has been brilliant.”

**Sophie James, HR & Governance Manager,
First Choice Housing Association**



Client

First Choice Housing Association

Industry

Housing

Project

Governance and Risk Management

Introduction

First Choice Housing Association (FCHA) delivers high quality, bespoke homes, working closely with local authorities and health boards to support people living with physical and/or learning disabilities. With more than 1,000 tenants across Wales, Shropshire and Telford, the organisation promotes independent living, empowering individuals to live confident, fulfilled lives within their communities.

Strong governance underpins this mission, with board members required to engage effectively, make informed decisions and maintain clear oversight of risk, performance and compliance.



The challenge: modernising board governance

Before implementing OneAdvanced's Governance and Risk Management solution (previously known as Decision Time), First Choice Housing Association relied on a paper-based approach to board meetings. Board packs were printed in full, placing a heavy administrative burden on staff and contributing to lengthy meetings.

Board members often reviewed papers for the first time during meetings, meaning significant time was spent on clarification rather than constructive discussion and decision making. Audit actions and risk information were managed separately, typically through spreadsheets, making reporting slow and cumbersome.

As governance requirements increased and expectations around efficiency, auditability and sustainability grew, FCHA needed a more streamlined and robust approach.





Why OneAdvanced

OneAdvanced's Governance and Risk Management solution is well established within the housing sector and supports core governance activity across boards and committees.

From a user perspective, the system is intuitive and easy to adopt.

"The software is really easy to use, and self-explanatory," says Sophie James, HR & Governance Manager at First Choice Housing Association.

The platform is now embedded as the central system for governance at FCHA, used consistently by board members and senior leaders.



Implementation and onboarding

Onboarding and adoption of the governance platform have been straightforward across the organisation. Board members use the system as standard, and new users are introduced to it as part of induction.

“Onboarding was really, really easy,” Sophie adds.

The intuitive nature of the platform means minimal training is required, allowing users to get up and running quickly and confidently.

The solution: governance and risk management

First Choice Housing Association uses OneAdvanced Governance and Risk Management to bring together its governance activity in a single, secure system.

The platform supports:

- Board and committee meetings
- Digital distribution of papers
- Pre-meeting review, comments and questions
- Risk management
- Audit actions
- Fast, accurate reporting

This approach ensures governance information is easy to access, easy to manage and consistently up to date.



Outcomes and impact

Clearer oversight of risk and compliance

Risk management and audit actions are now tracked within the platform, rather than across disconnected spreadsheets. This improves visibility, compliance, and confidence at board and committee level.

More strategic board meetings

By allowing board members to review papers, comment and ask questions ahead of meetings, valuable time is saved during meetings themselves.

“We are saving an awful lot of time... the meetings can now be more strategic,” Sophie explains.

Meetings now focus on discussion, insight and decision making rather than clarification.

Significant time savings

Time savings extend beyond meetings themselves. Reporting, audit tracking and governance administration have all become far more efficient.

“The ability to produce reports quickly has been a massive advantage,” notes Sophie.

For senior leaders, reports that previously required manual spreadsheets and extensive preparation can now be generated quickly and reliably.

Reduced paper use and cost savings

The move away from printed board packs has reduced printing costs and paper consumption, supporting more sustainable working practices in alignment with FCHA's decarbonisation initiatives.



Working with OneAdvanced

First Choice Housing Association describes its experience of working with OneAdvanced as consistently positive, particularly when it comes to support.

“The help desk have been really responsive... I couldn’t speak more highly of them,” says Sophie.

Clear communication around system updates and availability has also helped build confidence and trust in the partnership.



Would they recommend the solution?

Yes – without hesitation.

“I would recommend the software to anyone,” says Sophie.

Beyond its own use of the platform, FCHA has demonstrated the solution to peers, impressing both fellow housing professionals and auditors.






Powering the world of work

OneAdvanced has a long track record of supporting housing providers across the UK with innovative solutions that streamline operations and strengthen organisational resilience. Alongside our widely adopted governance and risk software, the OneAdvanced Housing portfolio includes powerful, AI-embedded solutions spanning finance, procurement, resource scheduling and people management.

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