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Clúid Housing - Customer Story

clúid housing

Client
Clúid Housing

Industry
Housing

Project
Meetings & Board Management

About
Over 240 staff and 21,000 residents across Ireland

Introduction

Clúid Housing was established in 1994 and has grown to become the largest housing association in Ireland, working across the entire country and managing nearly 9,000 of the 27,000 homes provided by housing associations in Ireland. Clúid's vision is a society where everyone has a great place to live and it aims to achieve this vision by providing quality housing and services that enable people to create homes and thriving communities.

Clúid's Board of Directors comprises members with diverse business and professional interests who bring an external perspective to Clúid and who are strongly committed to its vision and mission. The Board meets six times a year and consists of 10 independent members. It is supported by the work of four standing committees:

• Finance and Audit

• Growing Our Business

• Serving Our Customers

• Building Our Capacity

Challenges

Like many organisations administering a paper-based system for the development, collation and distribution of their board/governance meetings, Clúid was faced with issues replicated across countless organisations. These seemed to revolve around the issue of time, generally the fact that there was never enough of it!

Problems commonly faced included:

- The management of many contributors to the creation of the final board pack, often with huge electronic files containing images and requiring collation prior to printing.

- The sometimes late receipt of board papers having a knock-on effect to the planned production of final board packs.

- Managing the increased risk of confidential board packs not being destroyed safely.

- Meeting preparation and research restricted to the manual searching of historic, physical paper documents, stored at the board member's external office.

- Managing the increased risk of confidential board packs going astray within a low security, physical distribution process that relied on external postal services.

A time for change

To improve the situation, Clúid decided to investigate the introduction of a paperless meeting management system. Their goals were to improve efficiency of the administrative process by increasing the time available to staff and to reduce the increasing costs associated with running a paper-based process.

The solution

After a review of the marketplace, Meetings & Board Management was selected because of its very broad range of functional capabilities, its ease of use and importantly, for an organisation like a housing association where cost management is crucial, it's very keen pricing model.

Since its implementation it has been used for both internal and external meetings. Very quickly the benefits of using the governance platform were apparent as the system proved extremely intuitive and simple to use. Board papers were suddenly being collated much faster than before and administrative staff found time pressures usually associated with managing meetings were declining, as were their stress levels.

Meetings & Board Management overview

- Easy to use, highly intuitive software ensures adoption by the board.

- Well prepared and informed attendees produces more engaged and productive meetings.

- Better focus due to the smooth running of meetings.

- Last minute changes are easy to incorporate so packs are distributed earlier.

- Reduced administration saving significant time for the meeting organisers.

- Exceptional training and support allowed for a seamless transition.

The outcome

The introduction of Meetings & Board Management delivered all the benefits that were hoped for when Clúid embarked on the review of their board meeting processes, and administrative staff are especially pleased with additional time they have gained.

In the first 6 months of use it is estimated that over 18,000 sheets of A4 paper have been saved, along with the costs typically associated with production and distribution of paper board packs.

The software has been well adopted by board members and various management teams across the organisation. More than 30 users now regularly access the system.

"Meetings & Board Management takes away the last-minute rush of producing hard copy papers for board meetings and makes it so much easier to collate and produce meeting packs. If you have a lot of papers for meetings the software will make your life much easier."

Maria Patterson, Executive Assistant, Clúid Housing

"The introduction of the software to our Board and Executive Team meetings has proven to be a worthwhile decision. Not only is it an efficient and user-friendly system which reduces costs and time pressures, it has also removed the distraction of paper shuffling at meetings!"

Brian O'Gorman, Chief Executive, Clúid Housing

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Powering the world of work

Want to know more about Meetings & Board Management?
Speak to our team or contact your Account Manager.

Get in touch