



Pathways to Progress

Social Housing Transformation Health Check

Gain valuable insights into your organisation's performance and identify key areas for improvement to create a more **efficient**, **innovative**, and **resilient** social housing provider.



Introduction

Introducing the Transformation Health Check (THC), a powerful tool designed to assess the health of your organisation's transformation initiative designed specifically for social housing executives. Gain valuable insights into your organisation's performance and identify key areas for improvement to create a more efficient, innovative, and resilient social housing provider.

Regular health checks are crucial for organisations to ensure their improvement initiative is on track and identify areas for possible improvement. The social housing sector has embarked on significant improvement and change programmes over the last few years. Our THC can help you refresh and provide assurance that your programme is on track and does not need recovery.

Why Choose the Golden Marzipan Health Check?

It's customised for the social housing sector. Our questionnaire addresses the unique challenges and opportunities faced by social housing organisations.

- **Comprehensive assessment:** Covering seven key areas, from transformation strategy to performance management, our questionnaire provides a holistic view of your organisation's transformation readiness.
- **Actionable results:** Use the insights gained from the questionnaire to develop targeted action plans that drive meaningful change in your organisation.

In this guide, you will learn more about our Health Check, its benefits, how you can get started and the report you will receive, plus how we can help.

**ACCESS THE FREE
HEALTH CHECK**

1 Overview of the THC

Golden Marzipan's THC is a comprehensive assessment tool designed to help social housing providers identify areas for improvement in their organisation's improvement initiatives. It consists of seven assessment sections that cover key aspects of initiative performance, including strategy, stakeholder assessment, governance, change management, performance and risk management, and benefits realisation.



Each section is designed to help organisations gain a deeper understanding of their current performance in that area and identify potential areas for improvement. Ratings are given on a scale of 1-5, with a weighting system applied to each section to ensure that all areas are given equal consideration.

The weighting system

We will provide you with a rating out of 10 for each of the seven categories and then an overall scoring range based from 1 to 100.

- **0-20:** Significant room for improvement; urgent action required
- **21-40:** Below average performance; consider prioritizing areas with the lowest scores
- **41-60:** Moderate performance; focus on enhancing strengths and addressing weaknesses
- **61-80:** Above average performance; continue refining processes and strategies for further improvement
- **81-100:** Excellent performance; maintain strong practices and seek opportunities for continuous growth and development

After completion of the assessment, an initial report is provided, highlighting the strengths and weaknesses of the organisation in each area. This feedback can be used to develop a roadmap for improvement and track progress over time. The report is designed to provide actionable insights, with specific recommendations for improvement.

Social Housing Provider x THC sample report

This report provides the results of the GM THC conducted by Golden Marzipan. The purpose of this Health Check was to assess the current state of the social housing provider transformation initiative, evaluate its progress towards the objectives, and identify areas for improvement.

Methodology

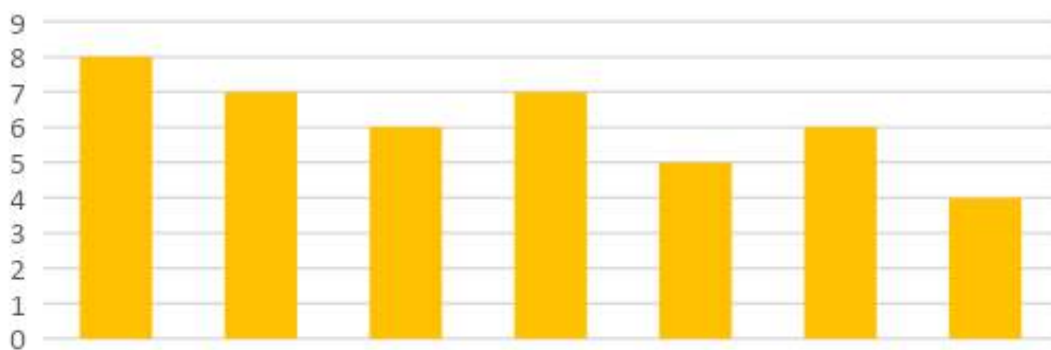
The Health Check was conducted using a set of credible and authoritative assessments/questions and a rating scale. The seven areas assessed were transformation objectives, stakeholder analysis, transformation governance, change management, performance management, risk management and benefits realisation. Each area was rated on a scale of 1 to 10, with 10 being the highest rating.

Results

The overall score for the social housing THC was 67 out of 100, which falls within the range of **Fair**. The individual ratings for each area were as follows:

- Transformation objectives: 8 out of 10
- Stakeholder analysis: 7 out of 10
- Transformation governance: 6 out of 10
- Change management: 7 out of 10
- Performance management: 7 out of 10
- Risk management: 6 out of 10
- Benefits realisation 4 out of 10

**Overall
Health Check score
67**



Sample recommendations

Based on the results of the Health Check, the following recommendations are provided:

- **For transformation objectives:** The objectives are relevant and progress towards them is being made, but more focus is required to achieve the desired outcomes. We recommend developing a clear plan with specific milestones and timelines to guide progress towards the objectives.
- **For stakeholder analysis:** The needs and perspectives of the key stakeholders need to be more clearly understood, and communication and engagement with them should be improved. We recommend conducting a more thorough stakeholder analysis and implementing a comprehensive stakeholder engagement plan.
- **For transformation governance:** The current governance structure is not effective in decision-making and accountability. We recommend reviewing the current structure and implementing a more efficient and effective governance framework.
- **For change management:** The level of buy-in and engagement from employees is good, but the change management program needs to be more effective. We recommend developing a comprehensive change management plan that includes communication, training, and support for employees.
- **For performance management:** The metrics used to measure the success of the transformation program are good, but the effectiveness of performance management systems needs to be improved. We recommend reviewing the current performance management systems and implementing a more robust system.
- **For risk management:** The risks associated with the transformation program need to be more clearly identified and managed. We recommend developing a comprehensive risk management plan that includes risk identification, assessment, and mitigation strategies.

Conclusion

In conclusion, the Social Housing THC conducted by Golden Marzipan has provided valuable insights into the current state of the transformation initiative. By implementing the recommendations provided, the social housing organisation can make significant progress towards achieving its objectives and ensuring the success of the transformation program.

By conducting regular THC, social housing providers can ensure that they are keeping pace with the evolving needs of their tenants, regulators, and other stakeholders. It can also help organisations identify potential risks and opportunities, and ensure that they are well-positioned to meet the challenges facing the UK social housing sector.

2 Benefits of the THC

The THC offers several benefits for social housing organisations.

1. It provides a **comprehensive evaluation of the organisation's performance** across various key areas, enabling executives to identify gaps and areas for improvement. This assessment helps organisations to focus their resources on initiatives that are most critical for social housing providers.
2. The Health Check promotes **transparency, accountability, and continuous improvement**. Regular assessments provide executives with a clear understanding of their organisation's strengths and weaknesses, enabling them to take proactive measures to improve performance and deliver better services to their customers.
3. The Health Check helps organisations to **mitigate risks and challenges** that are prevalent in the UK social housing sector. With the current challenges facing the sector, such as increased regulation, financial constraints, and increased customer expectations, the Health Check provides executives with a clear picture of their organisation's current state, enabling them to mitigate risks and capitalise on opportunities.
4. It helps you **optimise your resources**. By assessing the efficiency of your organisation's processes and systems, the Health Check helps you to identify areas where resources can be better allocated. This means that you can optimise your resources and get the most out of your budget.
5. It **increases operational efficiency**. The Health Check helps you to identify areas where your organisation's processes and systems can be streamlined. By addressing these inefficiencies, you can improve operational efficiency, reduce costs, and improve service delivery.
6. It enables **better decision-making**. The Health Check provides you with objective data and insights into your organisation's performance. This helps you to make better-informed decisions about where to invest resources and which areas require attention.

Overall, the THC offers an effective and efficient way for social housing organisations to improve performance, reduce risk, and enhance customer satisfaction.

3 Golden Marzipan's independent THC

At Golden Marzipan, we have designed the THC to be a straightforward and efficient process for housing executives. We recognise that some organisations will want independent assurance and so outlined below are the steps involved in conducting an independent Health Check with Golden Marzipan:

1. Initial consultation: We will work with you to understand your organisation's goals, objectives, and current transformation initiatives.

2. Assessment: Our advisor will conduct an in-depth assessment of your organisation's current state and capabilities. This will include seven assessment sections covering key areas of your organisation's transformation.

3. Analysis: Our advisor will analyse the data collected during the assessment to identify key areas of strength and weakness.

4. Feedback and reporting: We will provide you with detailed feedback and reports that highlight the findings of the assessment. This will include specific recommendations for improvement.

5. Action planning: Our team will work with you to develop a customised action plan that addresses the specific areas of improvement identified in the assessment.

At Golden Marzipan, we understand that conducting a THC can be a complicated and possibly political task for many organisations. That's why we provide comprehensive and independent resources and support to ensure that the Health Check is conducted effectively and efficiently. Our team of experts will work closely with your organisation to ensure that the assessment is conducted in a non-disruptive and collaborative manner.

The findings from the Health Check can be used to drive continuous improvement within your organisation. By identifying areas of strength and weakness, you will be able to develop a targeted improvement plan that focuses on the most critical areas of your transformation program. This will help ensure that your organisation is well-positioned to achieve its organisation's transformation goals and objectives.

Why choose Golden Marzipan

When it comes to choosing a partner for your Transformation Health Check, it's essential to work with a company that has the right expertise, experience, and credentials. Golden Marzipan has been working with social housing organisations for many years, and we have a proven track record of success.

We understand that every social housing organisation is unique. That's why we take a customised and tailored approach with each client. We'll work with you to understand your specific challenges and goals and develop a plan that addresses your needs.

Our team of experts includes experienced consultants, who have extensive knowledge of the social housing sector, as well as a deep understanding of ortransformation. They'll work with you to ensure that the Health Check is conducted effectively and efficiently and that you receive a comprehensive and actionable report.

Take the next step

Now that you understand the benefits of the THC and how it works, it's time to take action to address the challenges facing your organisation. To get started, simply visit our website and fill out the Health Check form if you want to do it yourself. If you would like an independent assessment, a member of our team will be in touch with you to discuss your needs and schedule a Health Check.

Don't miss out on this opportunity to gain valuable insights and drive continuous improvement in your organisation. Contact Golden Marzipan and take the first step towards assessing your improvement initiative.

**ACCESS THE FREE
HEALTH CHECK**

GET IN TOUCH
goldenmarzipan.co.uk
peter@goldenmarzipan.co.uk
0333 210 7531