



Getting smart about capacity





Outline

- Share some thinking about an evolving issue
- Look at environmental changes
- Explore drivers to new ways of doing things
- Pose a challenge: take control
- Offer thoughts on the role OCH could play



Control or KAOS: what's your approach?





The climate is changing: a pest view

Politics

Planning for the Future, growth supply, regulation, most in need, reform, efficiency, sustainability, rents, tenure, common access partnering, mergers

Economics

Housing demand, private sector, ability to raise finance, NRAS, access to skills, rental market, delivery costs, funding vehicles

Society

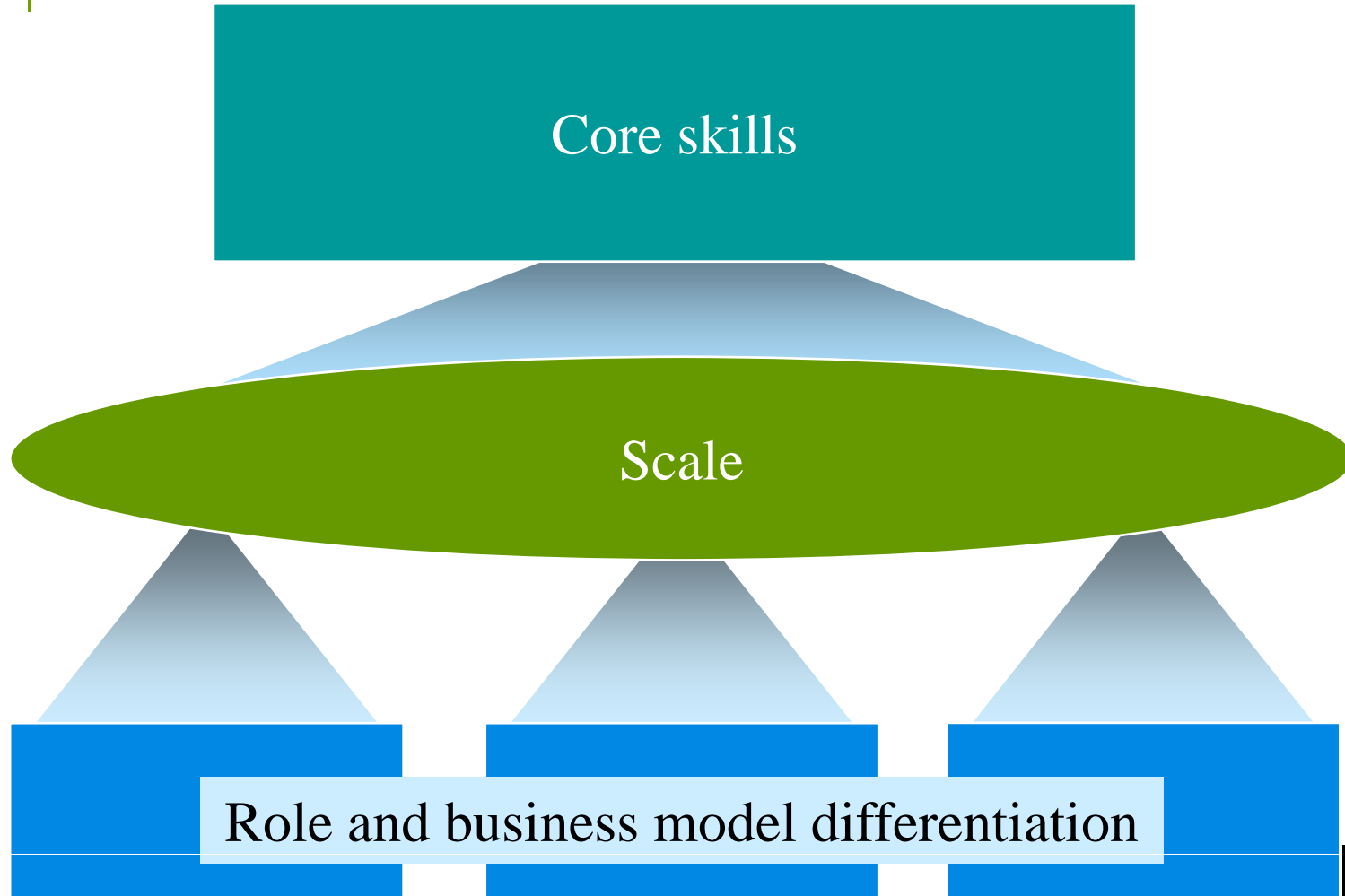
Changing demographics, smaller households, support for tenants, choice?

Technology/Innovation

IT, call centres, contracting, bulk purchasing, tax status, business model, focus, influence, corporate services

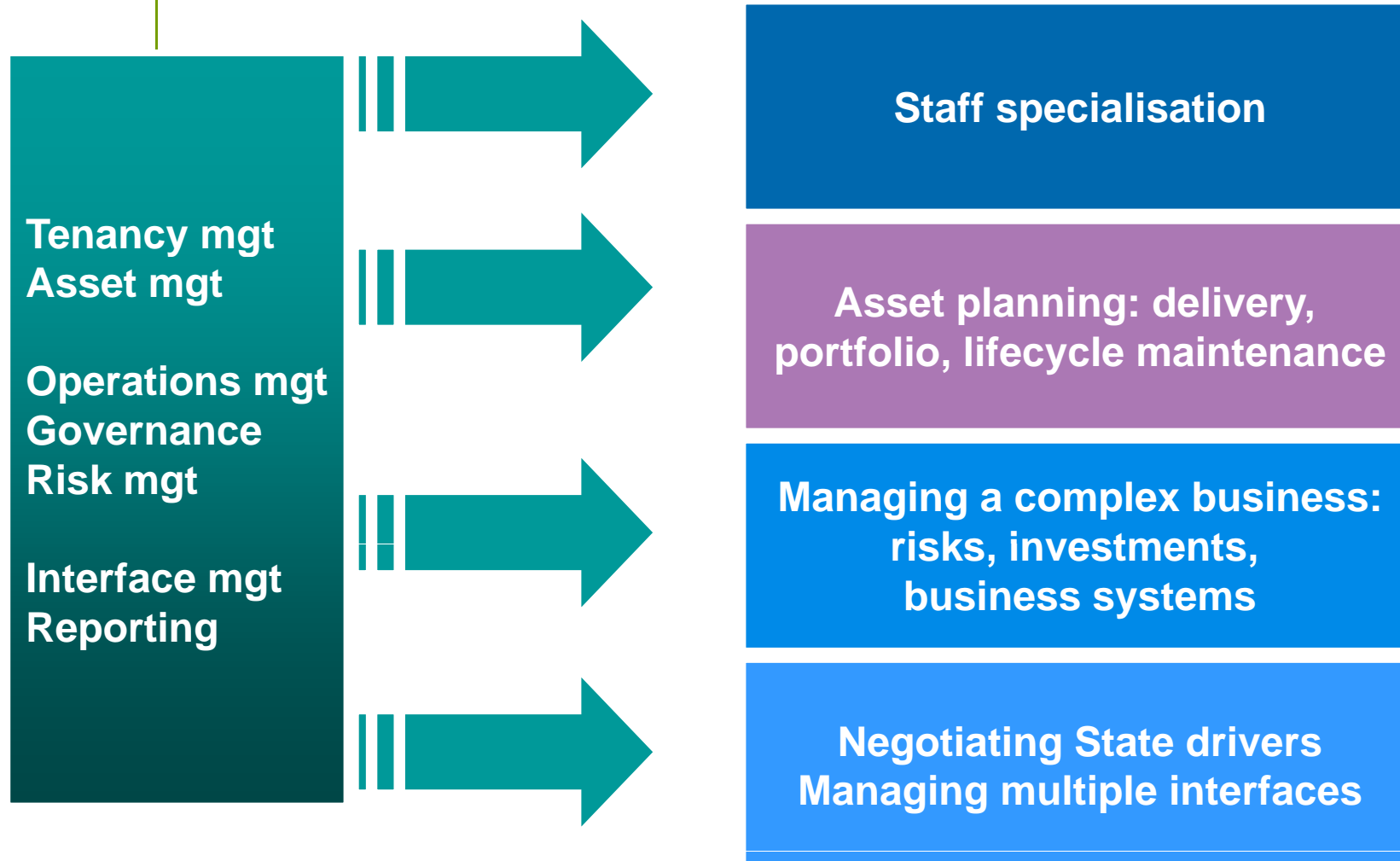


Thinking about workforce needs...





Core skills (and scale impacts)





What is the organisation's role?

Involvement in related businesses? eg community entrepreneurialism

Broad form of assistance or specialised?

Geographically diverse or local?

Housing management or full supply chain?

Role questions

Level of growth?

Who are the clients?
General or highly targeted?

Prospector or defender?



Role determines business model – which in turn affects skills needed

Small, local, specialised

Good quality housing managers

Partnering – eg for support,
backoffice, asset mgt functions

Grass roots community workers

Governance, reporting

Board skills socially focused





Role determines business model – which in turn affects skills needed



Large, diverse, growth

Supply chain management

Funds management

Managing complex interfaces

Risk management

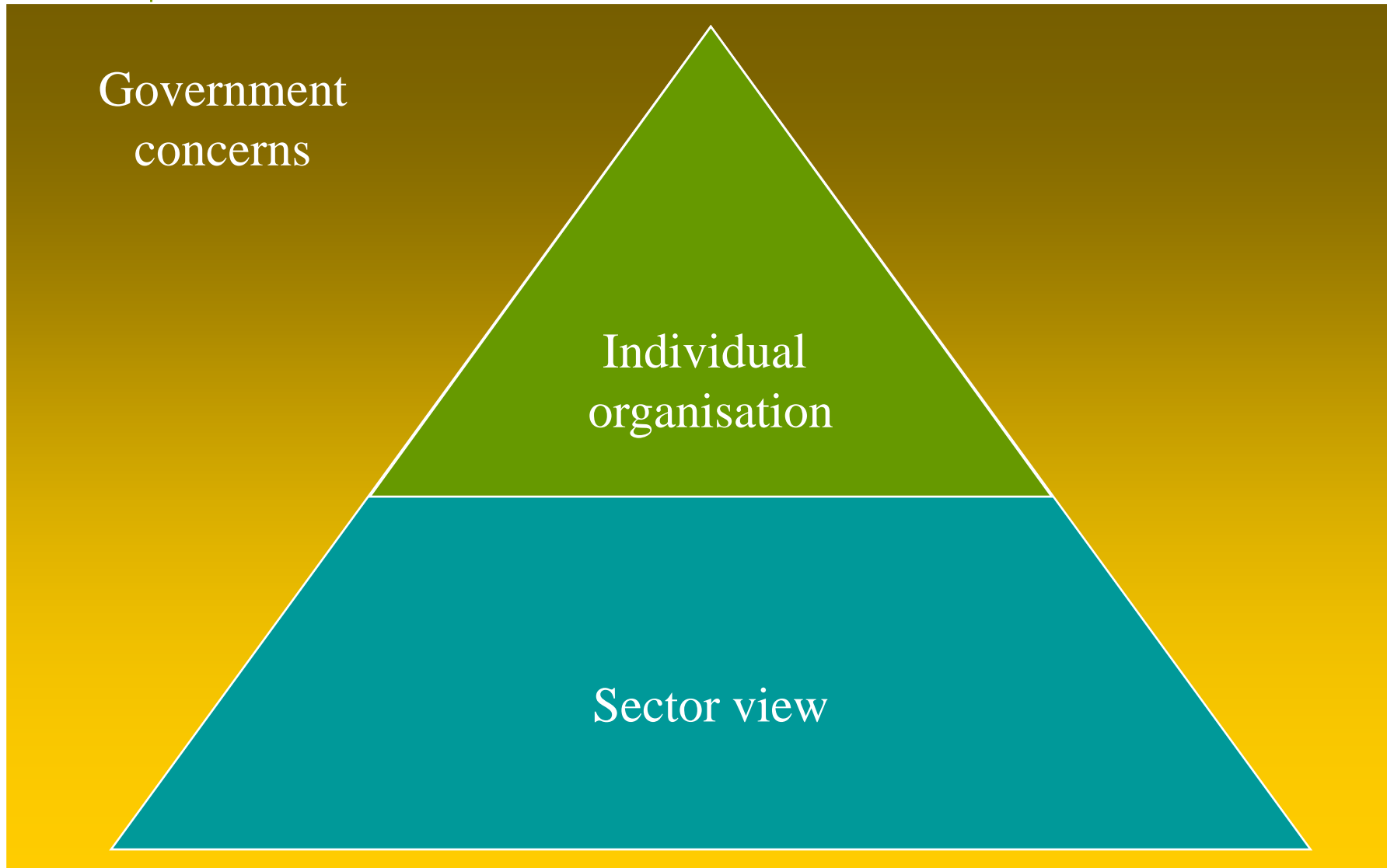
Board skills diverse,
professional, balanced

Technology, systems

Deal brokering



Piecing it together



Government
concerns

Individual
organisation

Sector view



Role for OCH?

Core skills: not getting in the way of
an established industry

Scale: structural adjustment for rapid change

Role and business model differentiation:
structural adjustment for new business

A skilled
community
housing
workforce?



Good thinking 99