Power in numbers: the value of a sector-focused approach
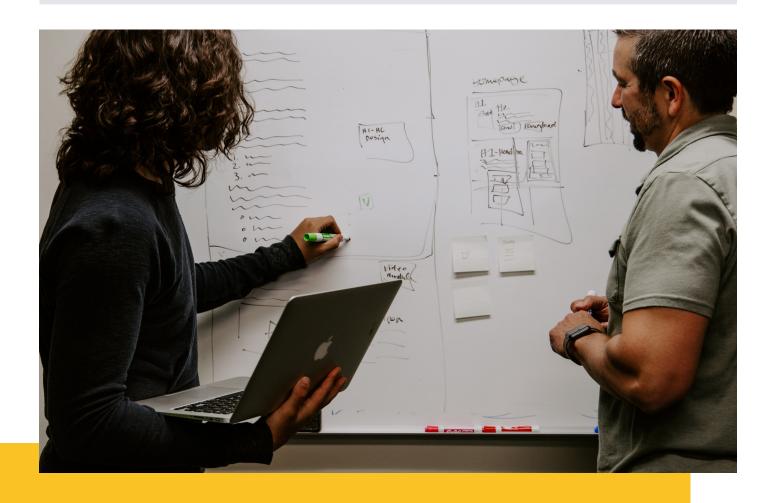
A Social Housing Champions Network case study: Blue Triangle Housing Association

> **"** *It has pushed forward the digital transformation within our organisation. The Bootcamp was first class; it gave me the impetus to come back after two days and go straight to my Chief Executive and say: "we need to do this, we cannot wait any longer."*

The Accessible Social Research **Lines Between**

SCVO

Graham Lamont, Learning and Development Officer at Blue Triangle Housing Association, feels the Social Housing Digital Champions Network has accelerated his association's digital and strategy development.

I was brought into the business to help the evolution of the association and the digital transformation of what we do. The timing for us as an organisation is perfect, as it can guide what the strategy is attempting to do; using digital skills to improve the way that we operate. It has already had, and it's going to have, such a positive impact for us.

At the Bootcamp we were all in a room, all different people from different housing associations. That network in itself was an added advantage, because suddenly I was exchanging information with organisations that I had never met before.

Embedding digital into projects across Scotland

We have 25 projects going on across Scotland, and we have a Digital Champion in each project who is responsible for disseminating all of the training and all of the things that we're attempting to do with digital.

> *I feel more confident talking about IT and digital skills, the impact for our staff, and ultimately the people who it is all really going to matter to: our service users.*

Vulnerable tenants are the primary beneficiaries of the digital transformation

Our projects are all having their hardware updated and WiFi connectivity is being improved. If you are living in homeless accommodation and you are a vulnerable, marginalised individual, having a safe space in your own flat where you can watch Netflix, watch Amazon Prime, have access to all of these online streaming platforms, that is going to have a huge impact on your mental health.

We are looking to put learning hubs in as many of our projects as we possibly can, which would mean that the service users can then start to get connected to a far greater degree. That will help with things like Universal Credit and other benefits, applying for jobs, CVs, college applications, which are all online.