



## Improved Risk Management Reporting

### Metropolitan Housing Trust

#### JC Applications Development:

- 15 years experience in providing claims and risk management solutions
- Over 150 clients in the UK, Europe and the US
- JCAD RISK conforms to the IRM, ALARM and AIRMIC risk management standards
- BS 31100 compliant

### Background

Metropolitan Housing Trust (MHT) is one of the country's leading charitable housing associations. Operating under the trading name of Metropolitan Housing Partnership, MHT provides housing, regeneration, community and support services and is one of the fastest growing housing organisations in the country with over 26,000 homes in the West Midlands and London regions.

With a broad range of activities managed through multiple business units the Trust has for some time recognised risk management as an essential component of good business management. By identifying and encouraging its businesses to identify and manage the threats which might undermine achievement of key business objectives, the Trust seeks to optimise its business achievements

### Solution

Risk management is incorporated within business planning and dedicated resource is used to co-ordinate and facilitate this important area of activity.

An in house risk management database was developed to collate risk information across the range of operating businesses. However, it became apparent that simply collating the information was not sufficient; in order to ensure high visibility of risk and risk management it was vital to have a flexible reporting tool with good graphical reporting formats.

'One of the key drivers at MHT is the commitment of senior management to good risk management; it was important to have a risk management information system that could support this with good risk reporting at both local and strategic levels'

'It was also important to have a supplier prepared to work with us to grow and adapt to meet MHT's changing needs and I was aware that JCAD has a good track record in this respect'

Sheila Boyce,  
Head of Risk Management & IRM Director



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### Results

After a review of the marketplace, JCAD RISK software was selected as the most appropriate tool to meet MHT needs.

RISK now provides a centrally controlled application storing all risks which supports timely reporting at all levels of the business. Additionally, RISK enables the organisation to demonstrate and deliver a consistent approach to risk management. It allows local management to manage in the way that best suits their business and yet at the same time enables the Risk Management Unit to take a corporate overview of performance across the Partnership.

### The Future

The further roll out of the web version of the software will enable organisational business units to update and review their business risks locally which promoted greater local ownership of both risks and control measures.

MHT is also exploring how it can optimise its use of RISK to further support its risk management activity including how it interfaces with project and programme management. ‘

‘JCAD RISK has provided a cost effective solution and by design it will support us in further evolving our risk management practices’ says Sheila

*“It was important to have a supplier prepared to work with us and I was aware that JCAD has a good track record in this respect”*



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