

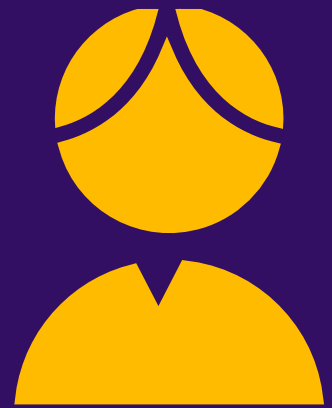
## Workshop 2c

# Wealden DC – an integrated IT solution for a multiple SME delivery model

**Speaker:** Mathew Baxter - echelon

**Chaired by:** Karl Linder

**Room:** Surrey



**NHMF**  
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# Getting to know Wealden DC

- Houses in the Wealden area were first built in 1924, with 150 houses built by WW2
- By 1974 and with the formation of WDC there were over 1,600 houses
- Current housing stock 3,000+
- Rural area
- Small team, big ideas



# Where Wealden is now

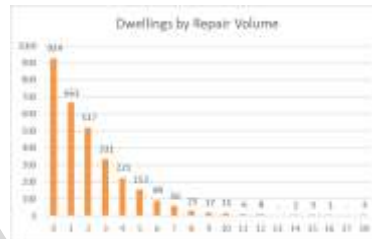
- DSO until 2011
- Restricted tender in 2010 offering 5 partnering contracts
- Contracts evolution since 2010
- Contracts coming to an end, what do we do now?
- Plus building new properties





# Wealden Approach





How - Data



No	Resident Service Aspirations
1	Better communication – WDC / Contractor / Tenants
2	Appointments to be issued at first point of contact
3	Appointments system to be flexible to meet the needs of the tenants including school runs / evenings / weekends
4	Get the job done right 1st time - every time
5	Joint branding for uniform/ID badges/vans
6	Appointment reminders - calls / texts
7	Call ahead - every time
8	Provide consistent service standards across all areas
9	Different ways to be offered to tenants to provide tenant satisfaction feedback on completed jobs i.e. paper/online/text etc. to aid lessons learned
10	Provide a proactive service



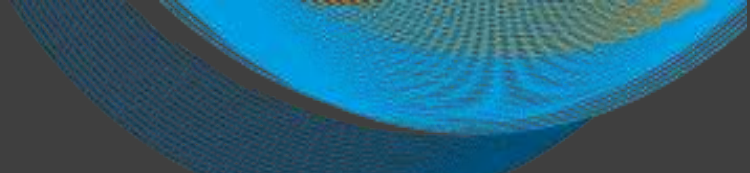
# How - Resident/Tenant Engagement

TENANTS WHO HAD RECEIVED A REPAIR IN THE LAST 2 MONTHS

TENANTS WHO ARE ALREADY ENGAGED BY WDC

TENANTS WHO HAVE PREVIOUSLY RESPONDED NEGATIVELY TO SOME ASPECTS OF THE SERVICE

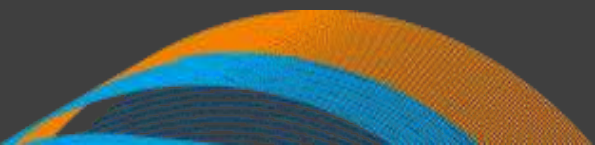
TENANTS WHO HAVE NOT USED THE SERVICE IN THE LAST 12 MONTHS



No.	Service Improvement	No.
1	Embrace IT (raising repairs) - online	
2	Clear boundaries and definition of what's in and what's out	
3	Annualisation – renew/reset	
4	Recharges – consider options in new model	
5	Instant access to compliance data – one place?	
6	Consider the best fit of the split/options of the contracts if not having a one stop shop Consider WOS model across WDC	
	One version of the truth	
	new use of internal IT system	
	Service Providers that are willing to	

# Workshop

- Strengths and Weaknesses
- Consider from all perspectives
- Present all options – ensure models are understood
- Capture aspirations
- Consider risks/blockages
- Pathfind next stages



# 1:1s

- Interviews with all key staff
- Same process with incumbents
- Focus on 3 keys aspects:
  - Strengths/weaknesses
  - Objectives
  - Other considerations
- Summary report provided (anonymised)





# Options Considered

- Outsourced – single service provider
- Outsourced – multiple service providers
- Shared service models
- Joint ventures and limited liability partnerships
- Wholly owned subsidiaries
- DLO

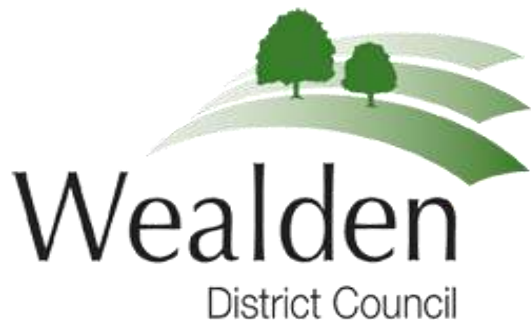


# Considerations

- Initial high level review of options (suitability, cost, appetite, risk)
- Shortlisted two options:
  - Option A – Outsourced Contract – Integrated Asset Management Contract – Single Provider
  - Option B – Outsourced Contract – Integrated Asset Management Model – Multiple Service Providers
- Detailed explanation of each model (including core service)
- Summary of costs for each option
- Evaluation matrix of options (comparison against objectives)
- Risk considerations







## Wealden Outcomes

- Four separate contracts (Repairs/Planned, Electrical, Domestic Gas & Commercial Gas) with options – up to 15 years
- Focus on collaboration between all parties – bespoke strategic alliance agreement
- Engagement with all suppliers to select IT route
- Use of lean CD process
- Currently at ISFT Stage



# echelon Options Appraisal

- What did we have
- What did we want
- Where were the brick walls?



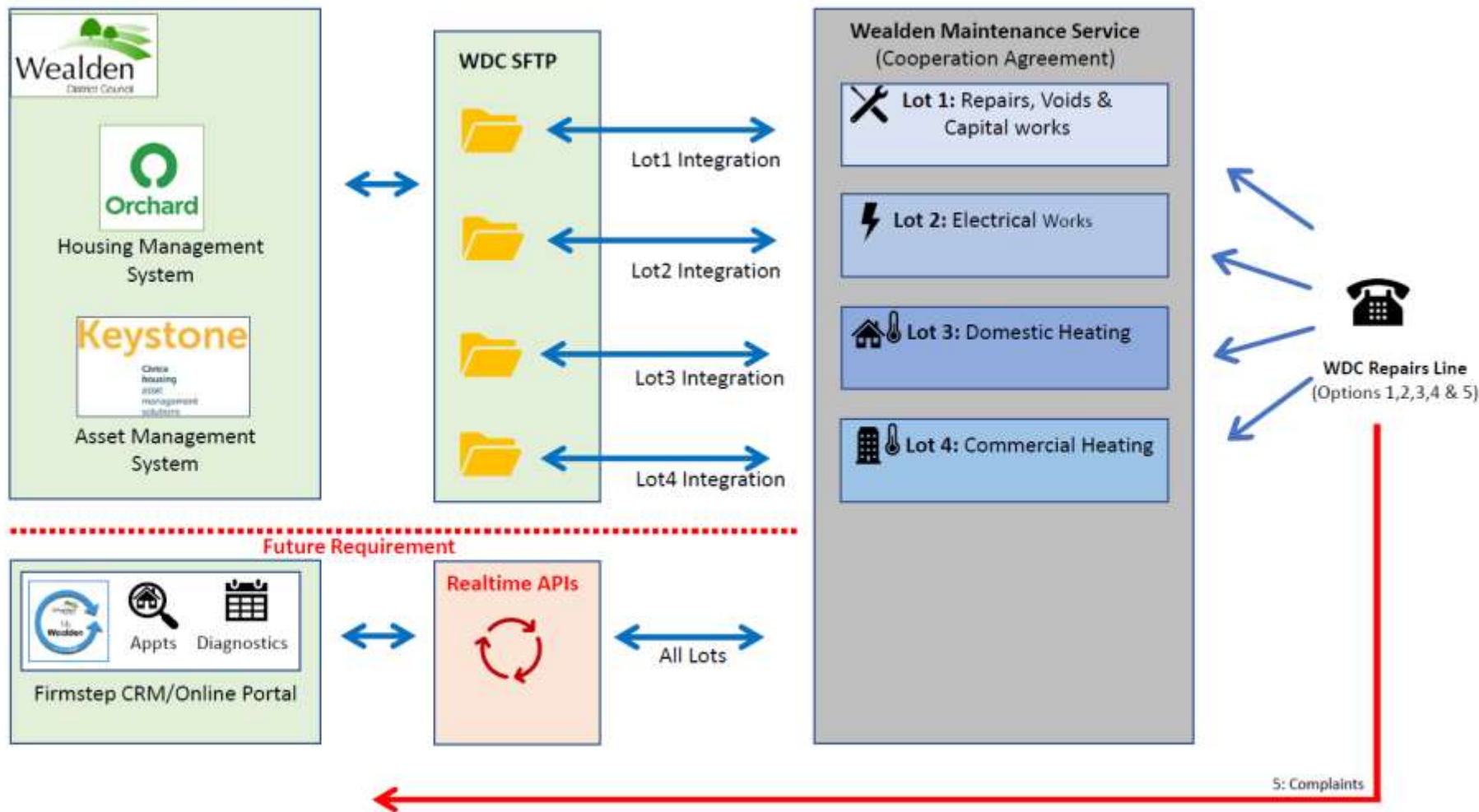


# Competitive Dialogue – IT Stage

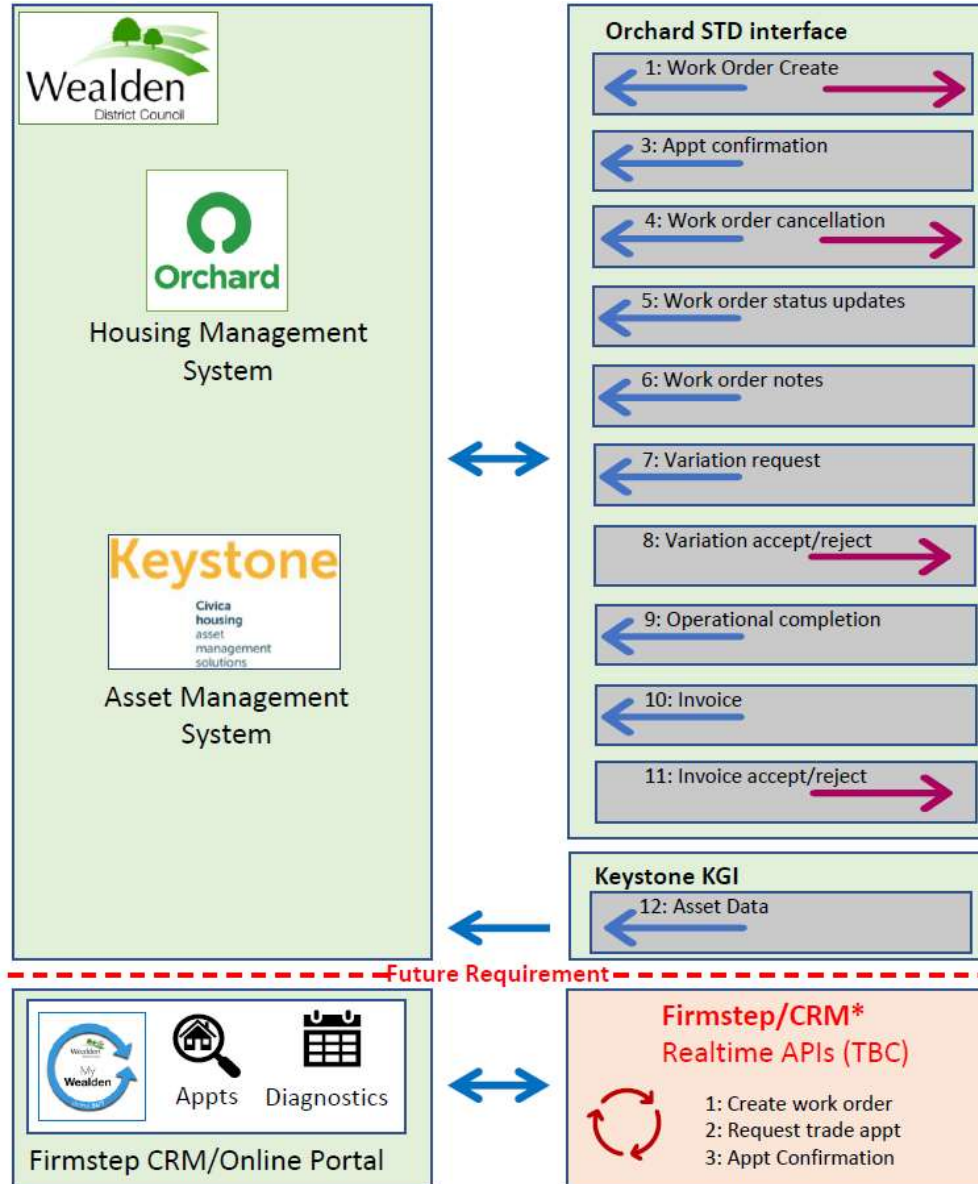
- Bringing contractors together
- What we want now and what we can achieve over the years
- Sharing ideas
- Most importantly, finding out what we don't want
- Nearly finished, watch this space...!



## High Level Solution overview



## High Level Integration overview



A dark, irregular ink blot with the word "Questions?" written in white text in the center. The blot has a rough, splattered edge and is set against a white background with some faint, scattered ink spots.

Questions?

# Thank you.

See you at the  
**next conference!**



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