WANSBECK HOMES

Our Vision:

Making the Difference

Our Mission:

To deliver outstanding customer service and create a brilliant place to work.

Our Values:

- Customer Services
- Teamwork
- Integrity
- Quality
- Leadership

BERNICIA

CHEVIOT HOMES

NHMF AWARD 2010:
Best Use of Information Technology for Maintenance

Wansbeck Homes

Wansbeck Home's primary objective is to provide customer excellence at all times and in order to achieve this there is a continuous improvement programme to develop effective and efficient working practices which will enable the customer to enjoy and experience an excellent service.

Information Technology (IT) is a major part of any business and is increasingly becoming a fundamental part of the maintenance world however, it is imperative for the success of the business to plan and develop IT in such a way that the objectives will be achieved. Software and products are readily available and any business can install these 'off the shelf' but the key to success is to use these facilities to work for the business and predominantly benefit the customer. Wansbeck has taken a holistic view and designed the IT around the customer and tailored it to provide beneficial outcomes.

The primary Customer benefit of an effective service is to have their repairs carried out on time with the least disruption and receive a quality service. The secondary benefit is to have an efficient service which will enable resources to be deployed in the most effective way; increasing output while decreasing input.

There are a range of products which have been integrated to maximise output and Wansbeck Homes are the North East flagship site for both the Consilium Total products; operational management and mobile systems and the Omfax diagnostic system and this can be attributed to the innovative integration and use of the systems together with the forward thinking of the business which benefits both the supplier of these products and Wansbeck Homes as the client:-

- Total, Operational management system (job management, stores and procurement, financial)
- Total Mobile
- Total View web based portal
- Total Cyclical
- Total Gas – electronic cp12
- Diagnostic system
- Alert software
- Crystal reporting tool
- SMS gateway
- Keystone asset management system
- Universal Housing and CRM systems
- Vehicle Management System

The implantation has taken three years to achieve this level of service with core systems being implemented first followed by individual modules and then integration. Customer panel and working groups have been involved with the project throughout and have played a vital role in the design and implementation.

There are a range of IT products which have been designed, integrated and layered seamlessly to achieve optimum output. In order to understand the design and the benefits, the cycle of a repair from the customer's perception can be followed.

Customers enjoy a range of access channels to contact the business and all systems and documentation are designed in exactly the same way for repairs in order to achieve consistency and familiarity across all users. Each tenant has a repair handbook which is an exact replication of the diagnostic system that the call centre uses to log all repairs. The system is dynamic and links into other systems for specific asset information and details out the repair accurately at first point of call. A two hour appointment slot is also offered.
The diagnostic system is fully integrated with the job management system which allows real time information to flow into the system maximising the time available to plan and schedule the repairs therefore eliminating non value added processes. The integration is seamless and is also available on a web based portal which is utilised internally currently.

Automated letters, sms text messages and in the future; emails are generated by the alert system which is triggered by the data entry into the Total system. Various templates are designed in the system to suit certain criteria which allow for the more personal touch and relevant communication to our tenants. This also eliminates the need for manual intervention to produce repair receipts.

Repairs are categorised in terms of the contract/work stream, priority and trade applicable which assists in the filtering and allocation of resource. Each operative has associated skills, priorities, contracts and operational hours associated with them in the system for ease of scheduling and this allows efficient matching of job requirements and appropriate resource.
Each operative is equipped with a state of the art vehicle, tools and materials which creates efficiency in terms of having all the required

resources available at the right time, at the right place to allow the job to be completed first time. A vehicle management system is also utilised to efficiently deploy resources on the ground by use of the minute by minute location of vehicles which is viewable over the web. This allows schedulers to allocate work to the best placed resource to help eliminate unnecessary travel time. Each operative is fully mobile with several functionalities available to them. Job management is the main mobile module which enables electronic transfer of job details in and instant and eliminates the need to constantly return to base to collect work tickets etc saving time and money. Job management also facilitates the completion, part completion, carding etc of the job electronically in real time which eliminates the need for back office data entry and it also allows real time information for call centre staff and supervisors to make informed decisions. Cardings, right first time failures and a notes facility also activates certain processes which allow effective and instant actions to be taken. For instance cardings allow the contact centre to actively seek to re-arrange appointments and placing the job back into the system as soon as possible at the convenience of the customer. The electronic completions also allow the call centre staff to commence a telephone satisfaction survey virtually as the operative leaves the property which has proven to be very effective and the customer is not inconvenienced at several different times. Not only does this give a more realistic view as it is fresh in their mind but if there are any issues these can be resolved immediately.

Materials are also managed electronically which has numerous benefits from resource availability to efficiencies in stock control. Van stocks are transferred to the operative's handheld which enables him to allocate stock directly to the job they can also request general stock and we are currently developing a system for the delivery of theses items direct to the operative, maximising the time the skilled tradesman has available to attend customer requests and eliminating the travel time to collect materials and return to the job. There is also a facility to capture data and or images to send back to the stores

section for example specific sizes, bespoke items and styles etc. The stock is managed via the portal where the stores section can view usage and stock levels on vehicles and pro-actively plan and pick replenishment stock at their convenience and arrange for the collection of these items at the operatives convenience.

A relatively new module; Best Practice will provide a platform for data capture which not only will eliminate paper and secondary data entry but will ensure that certain practices or policies are adhered to creating a safe working environment. A standard vehicle check form is currently in development which will prompt all operatives operating fleet to carry out their vehicle check before commencing work. All this data is captured and reportable via the handheld and will allow corrective actions to be quickly taken when problems are logged. This will help keep the operative safe and reduce vehicle down time by having repair and maintenance data available in real time.

Pre-arranged appointments and emergencies are notified to the operative and prompted on the handheld which allows the operative to view all new, outstanding and historical jobs. The operative accepts the job and then progresses this in terms of its status, for example on way to job, arrived at job, completed job etc. This real time log provides valuable data in terms of up to date job information and also the ability to analyse trends, aggregate of statuses etc for management information and seeking further efficiencies.

The folio module is a function that allows data transfer from a system to the handheld and this is currently being used for asbestos data. Full asbestos data is contained in the asset management system of the business and the operative is prompted with a warning signal which is detailed behind each property. The functionality of folio allows an operative to download and view the full report which allows them to make informed decisions and creates that safe working environment.

The 'electronic job ticket' eliminates the use of paper, captures data once and allows the operative to carry their work in an efficient and effective way without the need for constant return travel to base.

As stated above, completion and progression of the job is done by the operative in real time and also eliminates the secondary data input by back office staff but the mobile solution can also enable an operative to create a new job at the tenant's request. This is currently being piloted by the void supervisor in the creation of void works with a view to rolling this out this functionality to all mobile users. Job builder does exactly what it says; you can build up a job on the handheld and this will flow back to the main system as a live job.

Variations can be added to a job at any time by the operative and this provides flexibility for them to simply carry out repairs without the need for additional work instructions etc and provide the customer with what they want; a good quality repair done on time at their convenience.

The systems are also utilised for the management and completion of the gas servicing schedule and a recently introduced module has brought the servicing team onto the mobile platform. In reality the service is carried out as a normal repair however, the completion of the certificate is done electronically allowing the operative to capture all appliance data and print off a receipt to the customer there and then. An electronic version of the certificate is sent back and captured in the main Total system where this can be viewed or printed out by all users.

All of the data produced by the system is stored in a sql database and a reporting tool is used to create and run specific reports extracting data from the systems. These reports can be scheduled by the alert system, manually run or placed on the portal on a permissions base. This allows real time information to be available to who needs it and when they need it in order to make informed decisions. This automation also released a resource from manually producing this data which again, makes the organisation more efficient, reducing

response times and providing an excellent service to the customer. The efficiencies gained also benefit the customer in terms reinvesting savings back into the service. Some £346k of resource efficiency, which have been reported to board has been realised between 2007 and 2009. IT has underpinned the working practices that have allowed us to generate these savings.