



North Lanarkshire Council reduces field service administration costs by £280,000 with Advanced

North Lanarkshire council streamlined its processes and increased productivity to transform its social housing and home care services, resulting in a 15 per cent overall cost reduction.

North Lanarkshire Council covers an area with a population of 330,000 people and around 37,000 homes. Bordering the City of Glasgow, and containing many of the city's suburbs and smaller villages, North Lanarkshire has long been renowned for its steel production and heavy industry. In recent years, however, the area has struggled with high unemployment and social deprivation. As a result, the area remains heavily reliant upon the housing and social services that we provide.

Improving productivity and citizen services

As a council, we urgently needed to improve productivity and customer services within social housing and home care. More specifically, we wanted to reduce the admin and travel burden on our staff so they could focus more on supporting our residents. In the social housing sector, residents could sometimes wait up to three days for vital repairs to be completed. This was simply due to the limited availability of housing repair representatives to carry out this work

In the home care sector, our main challenge was front-line care. We carry out 2.7 million home visits a year – equivalent to 7,500 visits every day. Home support workers were often distracted by work-related phone calls while making home visits, which prevented them from providing essential customer care.

We had a monumental challenge in terms of identifying a new diary and job management system to provide better customer care and reduce the time required by home support workers to arrange home visits. On top of this, we wanted to increase the visibility and accountability of our housing repair representatives by improving workforce management within the social housing sector.

A simplified, more streamlined approach

The Job Manager and Dynamic Resource Scheduler (DRS) software from Advanced provided the perfect solution. As Des Murray, Head of Housing Property, says, "Advanced's workforce management software was chosen as it manages everything from the scheduling of jobs in the office with the DRS software, through to the fulfilment of the work by housing repair representatives using the Job Manager mobile application."



Client >

North Lanarkshire Council

Sector >

Local government

Project >

Installing a new field service management

"Job Manager was rolled out to 1,280 home support workers, who carry out 2.7 million essential visits a year, within just four months."

Robert Forman > Service Manager for Business Process Change and Improvement > North Lanarkshire Council

Reduced costs and improved services

"We are better able to manage [staff] time effectively and provide a more efficient service for our residents."

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We recognised how this would streamline daily tasks for our home repair representatives. As Robert Forman, our Service Manager for Business Process Change and Improvement, says, "By using Job Manager, staff are able to get up in the morning and are allocated a job that is never more than 15 minutes away from their home. Also, now that their work is logged electronically, there's no need to keep travelling back and forth. They are also geographically profiled, so we are better able to manage their time effectively and provide a more efficient service for our residents."

Having successfully implemented Advanced's software within social housing, we rolled out the framework to other service areas. Members of our social work support team were involved in a successful pilot scheme. This scheme was extended to 1,200 personnel within just four months of the trial phase. As a result, home support workers can now receive and organise home visit information via mobile devices, providing a quick and simplified process on the move. This information is allocated and managed centrally by the council using the DRS software.

Lower council costs, better resident services

Implementing Advanced's management solutions within our social housing and home care sectors has delivered a whole range of benefits, including:

- > An improvement in workforce visibility and accountability
- > An overall 15 per cent cost reduction for service delivery within 20 months of implementation
- > A 20 per cent productivity increase of our local homes teams
- > A drop in no-access rates from 40 per cent to just 3 per cent
- > A reduction in administrative costs of £280,000 per year

- > The ability to maintain rent prices for residents in the community
- > Improved staff morale
- > Improved customer service quality

As Robert Forman says, "Job Manager was rolled out to 1,280 home support workers within just four months. They carry out 2.7 million essential visits a year. The benefits of doing this electronically mean that teams no longer have to send 300,000 10-15-page first-class letters a year or make 400,000 five-minute phone calls advising of changes. This has led to savings in the region of £280,000 per annum from reduced administration overheads."

Vital repairs are now carried out within a matter of hours rather than days. This is because repair representatives are assigned to jobs nearer their geographical location using Advanced's expert software. Our social housing sector has also seen a dramatic improvement in areas such as pre-inspection and home repairs, with no-access rates dropping from 40 per cent to just 3 per cent.

As a direct result of improving workforce management and scheduling, we've been able to maintain rent prices for residents in the community. As the fourth largest social landlord in the area, this is excellent news for the council but, most importantly, for the residents we serve.

Finally, our staff also rated the solution 4.8 out of 5 (from more than 1,000 responses), which is good for morale and staff engagement.

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