



Red Kite puts tenants first by implementing Advanced's scheduling and mobile solutions

The software has enabled more integrated and efficient working, improving both internal resourcing and customer satisfaction.

Red Kite Community Housing, based in High Wycombe, own and manage more than 6,700 homes across the Wycombe District. As an innovative, tenant-led housing association, we are committed to working closely with customers to deliver great services. Recent initiatives include the set-up of new companies to offer rents based on a person's ability to pay, and an ethical estate agency service.

The need for more integration

Part of our housing management team manages a vast range of tasks, from carrying out health and safety checks, fire alarm checks and home audits, to inspecting trees and the condition of roads and investigating reports of fly tipping. These jobs are typically complex for us to manage because of their volume and variety.

Following a review of our structure, new roles were created to work in a more mobile way so that these tasks could be carried out more efficiently and directly with customers in their communities. Our people were equipped with a tablet-based system that enabled them to complete job forms in situ, but this method of mobile working was not integrated with our centralised management system. As such, data from each individual job sat on staff members' tablet device until it was manually monitored by a team back at the office, leading to a lack of joined-up information and delay.

Meanwhile, each time a job was necessary, selecting the most appropriate staff member and time slot required a manual allocation into a non-integrated scheduling system. This was inefficient and often prevented us from closely aligning with tenants' availability.

So, we looked for a new system for dynamically managing the scheduling and allocation of these housing management jobs.

Phasing in the new scheduling solution

We reviewed solutions from four different providers before selecting Advanced as the most experienced and established partner, with a clear track record in the housing sector.

The project began with a phased implementation of Advanced's Dynamic Resource Scheduler (DRS) within our housing management service. This manages both planned and responsive jobs via a single view, visible in real-time in the head office and on the devices of mobile workers. It enables staff members to be allocated to jobs according to their own live schedules and locations, minimising downtime between appointments and maximising the productivity of each team member.



Client >

Red Kite

Sector >

Housing Association

Project >

Work scheduling and mobile solutions

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Sam Grimwade > UX Specialist > Red Kite

Booking jobs around each tenant's needs

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Adding a new set of integrated job forms

Such was the success of this first phase that DRS was soon rolled out to the repairs and maintenance team, along with the deployment of Advanced's Job Manager mobile solution. Advanced created a new set of job forms for us according to our precise needs and, with training, further internal development of forms has given us added flexibility and the ability to respond quickly to changes in business processes. The job forms bring together multiple sources of information, so that managing each job can be done from a single screen rather than sorting through multiple calendars and schedules. These forms are also fully integrated into our housing management system, so there is no need for mobile workers to manually import data each time they return to the office.

Better visibility of operations and resource allocation

This software has enabled us to work in a more integrated and efficient manner, both in the short-term and the long-term. The immediate impact of DRS and Job Manager software is felt when scheduling both planned and responsive jobs, removing the need for staff members to hunt through multiple sources of information when booking an appointment. This improves both internal resourcing and customer satisfaction, since it enables jobs to be booked around tenant needs.

In the longer term, the solutions are enabling us to keep a far better record and tracking system of what kind of jobs are being undertaken, their volume and how long they take. Analysis of this data will ultimately enable us to have better visibility into operations and resource allocation, leading to smarter management decisions.

Sam Grimwade, UX Specialist at Red Kite, said: "Advanced's technology has, very simply, made our lives much easier. We now have far better visibility of capability and availability each time we book a home visit, which ultimately means that we can more easily work around what is convenient for our tenants. Smart scheduling and job management isn't just about internal efficiency; it's about being able to put our tenants first and deliver a more personal service. Over time, the data that we are collecting should also be able to feed into broader management decisions, enabling us to work more intelligently and cost-effectively."

More information

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