sovereign

Optimising Repairs & Driving Down Costs

ROCC is helping one of the UK's largest housing providers optimise its repairs and maintenance service whilst dramatically driving down costs.

Sovereign Housing Association, which owns and manages 55,000 homes across the south and south west, selected ROCC's Uniclass system as a key component in their transformation of property services.

As well as improving performance, ROCC's off-the-shelf solution is forecast to save Sovereign £500,000 per year.

The new system is part of SPINE, which stands for Sovereign's Property Information Network Environment, a five year efficiency project to rebuild Sovereign's property services IT system, processes and data.

Sovereign's strategic growth plans have included stock acquisition and mergers, resulting in a number of inherited repairs systems with multiple and complex tools across different regions. To achieve the aims of their optimisation programme, Sovereign needed a unified system that married processes, data and management.
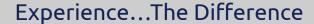
> *"We had an explicit set of requirements to create a flexible system with better job costing management, which ROCC have delivered. We're already seeing the impact on the business and the services we provide through better job scheduling, which is great news for our residents."*
> **Steve Barford**
> **Executive Director for Property Services at Sovereign**

To provide an integrated, manageable service for repairs and maintenance, Sovereign chose to adopt the ROCC solution. This included:

- Uniclass: The major core system, which stores information for all works orders, including documents and operative notes from handheld devices, as well as job costing information. Uniclass can also raise purchase orders.
- Kirona DRS: The Dynamic Resource Scheduling (DRS) work allocation and dynamic scheduling system holds diary, availability and holiday information, as well as work status and progress.
- Kirona Mobile: Sovereign has invested in new mobile devices for operatives to which works orders can be sent. Operatives can add notes, amend and upload photos to assist delivery. Kirona Job Manager helps users track a job if there's an issue.

The first phase of the ROCC system went live in Berkshire in late July, with the second phase live in Hampshire in early October and the third being planned before Christmas.

Luke Aldrich, ROCC Chairman, said:
"Sovereign is one of our biggest clients, with very clear objectives in the improvement of quality and the repairs service. The range of our solutions and the fact that these can be tailored to client needs, shows that we are just as comfortable working alongside large scale partners like Sovereign. ROCC are committed to the ethos of continuous improvement and we look forward to an exciting future with Sovereign as the systems continue to develop and drive further benefits."

A close partnership approach was necessary given Sovereign's scale and the need to meet the demands of all the departments, employees and residents involved. With a larger housing provider comes more personnel, more stock and more data.

Designing and building a new diagnostic tool for Sovereign comprised nearly 1 million lines of information. SPINE also

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entailed Sovereign reviewing over 50 operating processes, streamlining them via an efficient one-system platform. As well as large data stock, Sovereign has a physical stock of 221 vans, with individual operatives and varying tools, all of which need to be recorded and stored.

Sovereign's Executive Director for Property Services, Steve Barford, added:
"We had an explicit set of requirements to create a flexible system with better job costing management, which ROCC have delivered. We're already seeing the impact on the business and the services we provide through better job scheduling, which is great news for our residents.

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Since implementing ROCC software, Sovereign has seen significant benefits, including:
- Increased daily jobs repair targets, thanks to smarter scheduling
- Faster call times and better tracking information means more happy residents
- Waiting times reduced
- Flexible structures and increasing the skills of operatives have significantly reduced agency and overtime spend
- The planning tool has reduced mileage costs. Operatives have been able to attend and complete jobs more efficiently, allowing for more jobs per litre of fuel
- Text alerts to residents the night before works mean fewer 'no access' occurrences