

 L&Q

**London & Quadrant
Housing Trust** improves
workforce productivity
by 20%.

London and Quadrant Housing Trust (L&Q) is one of the largest registered housing providers in the UK. It operates predominantly across London and the South East, where it both manages around 90,000 existing properties and is one of the biggest developers, with aspirations to build 100,000 properties over the next decade.

The Challenge

In 2015, L&Q set up a direct maintenance business, which grew rapidly from a small pilot with just 10 operatives to a team of around 300 covering 50,000 of the Trust's properties. The operatives are responsible for carrying out responsive repairs across L&Q's privately-rented properties as well as key worker accommodation.

The Trust was using a slot-based scheduling system called Total to manage this workforce - that is, a system that assigned a single slot for each repair and maintenance task, with an operative allocated to it through to completion. While this worked well when the repair and maintenance business was reasonably small, it wasn't dynamic enough to support L&Q at the full scale of the organisation.

Given the potential diversity and volume of work to be carried out by this team in the future, and the wide geographical area this would cover, L&Q wanted to be proactive and implement a solution to meet their growing requirements. The Trust sought a fully-integrated, flexible mobile workforce management and scheduling solution, which would enable a more efficient and streamlined approach to assigning and managing property maintenance tasks across its region.

As Kirona's Scheduler is recognised as the leading Dynamic Resource Scheduling solution within the housing industry, L&Q selected Kirona's DRS Scheduler to achieve their objectives.

The Solution

L&Q aimed to create a seamless, end-to-end approach to managing its growing direct maintenance function. Kirona's DRS software moves the Trust from a slot-based scheduler to the leading Dynamic Scheduler for managing field service operatives, which begins from the moment that customers or tenants make initial contact with L&Q.

DRS automatically allocates and manages repair and maintenance appointments, and allows for immediate and efficient distribution of operatives according to where they are currently located and the tasks they already have in hand.

By integrating Kirona's DRS software with L&Q's existing solution, L&Q were able to roll out the new solution in increments, ensuring a truly seamless transition. After the new software was fully optimised, L&Q and Kirona worked together to identify ways in which to ensure the software was being used to maximum effectiveness.

20%

increase in performance
across the organisation



“Kirona has enabled us to create a truly dynamic field-based workforce for the first time, driving at least a 20% uplift in performance across the organisation.”



The Outcome

Since implementing Kirona's software across its workforce 18 months ago, and carrying out subsequent health checks, L&Q has been able to generate a performance uplift across the repair and maintenance business of at least 20%. This is due to a combination of factors: travel times between appointments have been reduced; operatives are carrying out more daily tasks; and appointments are carried out at the most appropriate time for both service users and L&Q itself.

DRS also ensures that the requirements of each job are fulfilled in accordance with pre-set SLAs, and provides L&Q's tenants with far greater visibility and control over appointments, improving their relationship with the Trust and reducing the risk of wasted or unsuitable bookings.

Dennis Evans, Managing Director for Direct Maintenance said:

“Kirona has enabled us to build a powerful platform for future growth. We're planning to roll out the DRS system to all of our units over the coming months, so expect to see the same productivity benefits throughout the organisation. It's great for our bottom line, great for our operatives, and great for our tenants and service users too. We're learning new things about DRS with each rolling revision, so it feels like a truly dynamic and constantly improving approach to managing our workforce.”

300

responsive repairs operatives
covering

50,000

Trust properties



Speak to us

For more information about London & Quadrant Housing Trust project or to discuss any of Kirona's products and services contact us at info@kirona.com or **01625 585511**.



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