



Sandwell Council streamlines processes & improves service with new work management system from Kirona

Kirona's new work management system has enabled Sandwell Council to improve the service they deliver to citizens, whilst reducing costs by unifying the data used by their back office team, their field based workforce and ultimately their customers.

The Challenge

Sandwell Council cover an area made up of six different towns, with a population of around 316,000 people. The council provide a wide range of services, from education to adult social care, and the maintenance of social housing. To deliver all these services, the authority has a number of different job types, including contact centre advisors, planners, inspectors, and neighbourhood repair officers.

Sandwell Council's old back-office system held data used by the council to service the needs of the authority's citizens. Increasingly the council were finding that this system was unable to cope with the growing demands put upon the authority, and the ineffectiveness continued to grow. The back-office system would often crash, and the council were losing valuable time from employee's already tight schedules.

The old back-office system also created a large amount of paperwork, which not only had an environmental impact but meant staff were having to duplicate information, leading to increased administration and downtime. It even meant that some employees who needed to be out on the road to deliver services to citizens in their homes, were having to come to the office to get paper copies of work, before heading out to customers.

The issues facing the council with their back-office system, were particularly affecting the housing department, which is responsible for carrying out repairs to approximately 29,000 properties across the Sandwell area. The contact centre, planners, property inspectors and trade employees all need to work together to repair and maintain tenants' homes. Staff didn't trust the old back-office system data, so the council needed to improve accuracy, communication and visibility, access to up-to-date information and use a reliable system that could connect all these things together.

The Solution

Sandwell Council was already working with Kirona, using their Dynamic Resource Scheduler (DRS) and Job Manager mobile workforce solutions, which provided a stable and reliable platform for the council's field service management of their housing repairs and maintenance service. When it came to procuring a new back-office system, Kirona received a strong endorsement from key decision makers, with a view to the council engaging with Kirona to work collaboratively to create a work management system to meet their needs.

Implementing Work Hub, Kirona's work management system, Sandwell Council united its back-office team, right through to its mobile workforce. A simplified and stable end-to-end solution. Work Hub accurately holds information, enabling it to be easily accessed in real-time.

Work Hub enables Sandwell Council to deal with issues reported by customers or inspectors rather than just the task required, mapping the issue to the different jobs and work flow required to resolve the issue.

Sandwell Council have combined Kirona's suite of solutions to enable Work Flow Management, Appointment Booking and Dynamic Scheduling, Reactive Maintenance Management, Job Costing, Mobile Working, Void and Complex Planned Work Management, Contractor Management, Asset Management, Customer Engagement and Performance Monitoring.

Ryan Davis, Senior Repairs Co-ordinator, and Systems Officer at Sandwell Council, said: "We saw what the capability of Job Manager was and because we already had one part of Kirona, we thought bringing in Work Hub to our back office would be one closed circle, and this information would finally be able to talk to each other."



Text messaging solution improves service levels from

85% to 91%

Home inspection teams no-access rates drop

below 10%

Reduction in no access rates saves council

£32,000

per annum

Neil Martin, Business Manager at Sandwell Council, said: "The system we have got now is more reliable, and staff are more productive. They don't need to visit the offices any more, they can go to their first job from home and work throughout the day."

With Work Hub, Sandwell Council also improved the flexibility of its text messaging facility, enabling tenants to be more informed about repairs, and to complete satisfaction surveys to provide feedback on visits.

The Outcome

Sandwell Council has seen a number of benefits from rolling out Kirona's Work Hub solution to its housing department.

Staff can now access and relay real-time information securely, enabling employees to know when requests have been actioned, so more accurate information can be shared, and more jobs can be completed day to day.

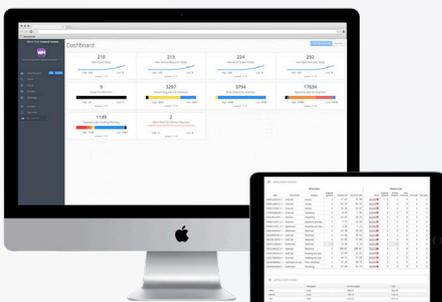
This real-time information and the improved text message system for tenants, means customers can be kept up-to-date- with the state of repairs and the council has improved service levels from 85% and 91%.

The text messaging service has also helped the council see an improvement in no-access rates for the inspection teams, Sandwell Council are now below their target of 10% which has reduced administration downtime, and resulted in savings of £32,000 per year.

The success of Work Hub in their housing department has led Sandwell Council to look at other areas that could benefit from it, including meals on wheels, pest control and refuse collections to name but a few.

- Reliable, accurate data
- Reduction in paperwork and rekeying of data
- Increase in the number of jobs carried each day
- Reduction in travel
- Improved communication between departments
- Improved communication for customers
- Real-time visibility of mobile workforce
- Reduction in no access rates
- Scalable solution to address the growing demand in services

Ryan Davis, Senior Repairs Co-ordinator, and Systems Officer at Sandwell Council, said: "The relationship we've got with Kirona is a really good one. We have dedicated project managers from Kirona who are keeping in touch with us daily or weekly. We are planning on developing our systems even further and widening the Work Hub to other services in Sandwell Council, so the relationship with Kirona will just grow and grow."



Speak to us
 For more information about how we helped Sandwell Council or to discuss Work Hub or any of Kirona's products and services contact us at info@kirona.com or **01625 585511**.



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