



EAST RIDING
OF YORKSHIRE COUNCIL



East Riding of Yorkshire Council mobilises reactive & responsive repairs team with Kirona's Dynamic Resource Scheduling software.

The East Riding of Yorkshire covers 930 square miles in the north east of England, running from the North Sea coast to the Vale of York. It is a geographically diverse county, with both rural and urban areas under the council's remit. Responsive and maintenance repair work on publically-owned property is a key role undertaken by the council, and one supported by Kirona's Dynamic Resource Scheduler (DRS) software.

The Challenge

The council has been a customer of Kirona for more than four years, deploying DRS across its mobile response, maintenance and repairs team. These operatives are responsible for keeping the council's properties in optimum condition, proactively checking and maintaining the condition of buildings while also responding to one-off requests for fault-finding and repairs. The team covers approximately 11,600 properties across the county, and spends a great deal of time travelling between sites.

Like all councils, East Riding is under pressure to use public money as wisely as possible, and to ensure that working practices are extremely efficient. It is also keen to maintain good relationships with residents across the county through a flexible and responsive approach to repairs and maintenance. This means that visibility of all ongoing work, as well as effective lines of communication between repair and maintenance workers and residents are essential.

The Solution

East Riding of Yorkshire council recently upgraded to the latest version of Kirona's Dynamic Resource Scheduler 5.6. This software seamlessly manages both pre-planned and responsive jobs across the Council's repair and maintenance workforce, enabling a single view of all jobs at all times. Upgrading to the latest iteration of the software ensures that the Council is reaping all of the benefits of dynamic resource scheduling, and is best positioned to deploy further Kirona software as required.

“Keeping our properties in optimum condition is important both in terms of the services we offer residents and for overall financial management, and DRS helps with both”

Peter Brady, Principal Housing Maintenance Officer
East Riding of Yorkshire Council



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The Outcome

By implementing Dynamic Resource Scheduler alongside the DRS Analytics module, the Council's repair and maintenance workers are able to maximise their schedules by minimising travel time between appointments, prioritising issues according to urgency and ultimately carry out more appointments per day. Repairs and maintenance can be scheduled at times to best suit residents and the Council, improving relationships with the council too.

The DRS text message feature enables clearer lines of communication with residents, enabling SMS text reminders to be sent to residents of when appointments have been set. In turn, this means fewer appointments are missed and, again, the efficiency of the repairs and maintenance operation is maximised. The Council's maintenance and repairs team has made significant time and cost savings.

Peter Brady, Principal Housing Maintenance Officer at East Riding of Yorkshire said:

“Kirona’s software has been transformative for us. Our repair and maintenance team has to cover a broad geographical area and a wide range of different tasks, and without dynamic resource scheduling we would waste a great deal of time and resource on unnecessary travel and poor task prioritisation. Keeping our properties in optimum condition is important both in terms of the services we offer residents and for overall financial management, and DRS helps with both.”

“Kirona’s software has been a huge help in terms of enabling us to work more efficiently and in terms of building good relationships with residents of council properties. It’s obviously vital to ensure that we allocate public money as carefully and strategically as possible, and Kirona’s dynamic resource scheduling tool very clearly helps to run the most cost-effective maintenance and repairs operation possible”.

Peter Brady, East Riding of Yorkshire Council

The Future

Next, the Council plans to make further improvements and may look at the DRS Project Planner module to manage their voids, to gain even greater working efficiencies. A Kirona Health Check is also planned, to ensure that the organisation is operating the software as effectively as possible and to achieve continual improvements.

Speak to us

For more information about East Riding of Yorkshire Council's project or to discuss any of Kirona's products and services contact us at info@kirona.com or **01625 585511**.



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