

Meeting Agenda

- 10:00am – 10:30am** Arrivals and welcome
- 10:30am – 11:15am** Wheatley's Digital Repairs Journey
- 11:15am – 11:25am** Comfort break
- 11:25am – 11:30am** Breakout introduction
- 11:30am – 12:15pm** Breakout groups discussion
- 12:15pm – 12:30pm** Feedback session
- 12:30pm – 1:30pm** Lunch and networking



Falkirk Council

Our Digital Repairs Journey

Laurie Carberry
Director of Procurement, Fleet and Utilities

Andrew Jones
Head of Repairs WHS / WHE

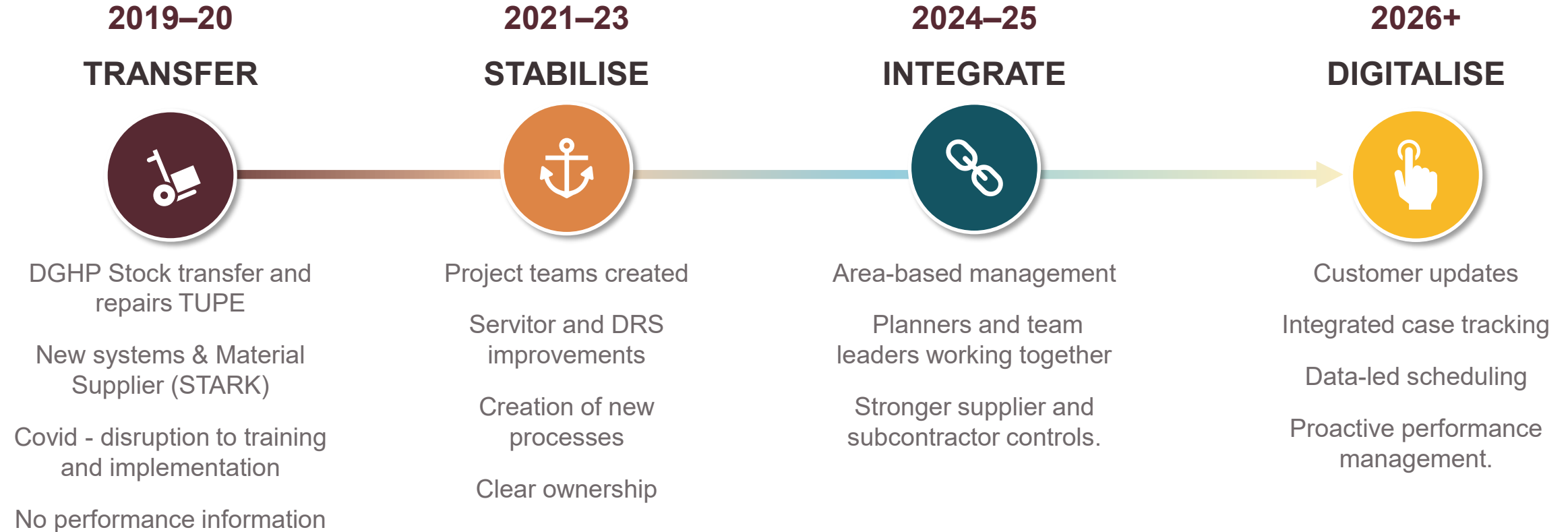
1st October 2026

How it all started...



The Journey....

From fragmented processes towards one team, shared systems and stronger operational control.

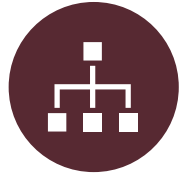


A Strategic Shift - from Reacting to Managing.

Moving from responding to individual jobs to proactively managing the customer journey through data-driven planning and resource allocation.

The Four Pillars....

Digitalisation is an established **service-improvement journey**, not a standalone IT project.



STRUCTURE

Area-based management

Wider business support

Clear operational ownership



SYSTEMS

Data cleanse

Servitor improvements

DRS embedded in planning



PEOPLE

Daily planner and TTL reviews

Toolbox talks and training

Performance accountability



PARTNERS

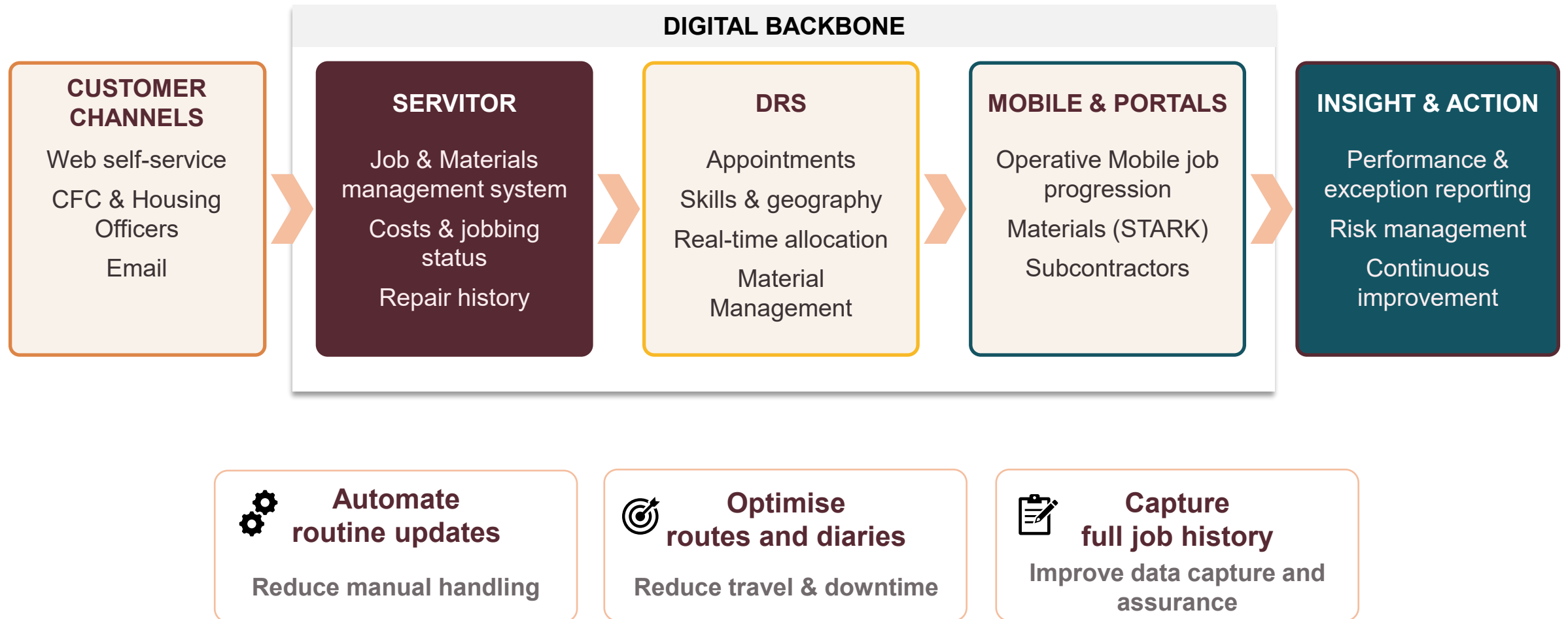
STARK daily engagement & DRS Access

Subcontractor portal

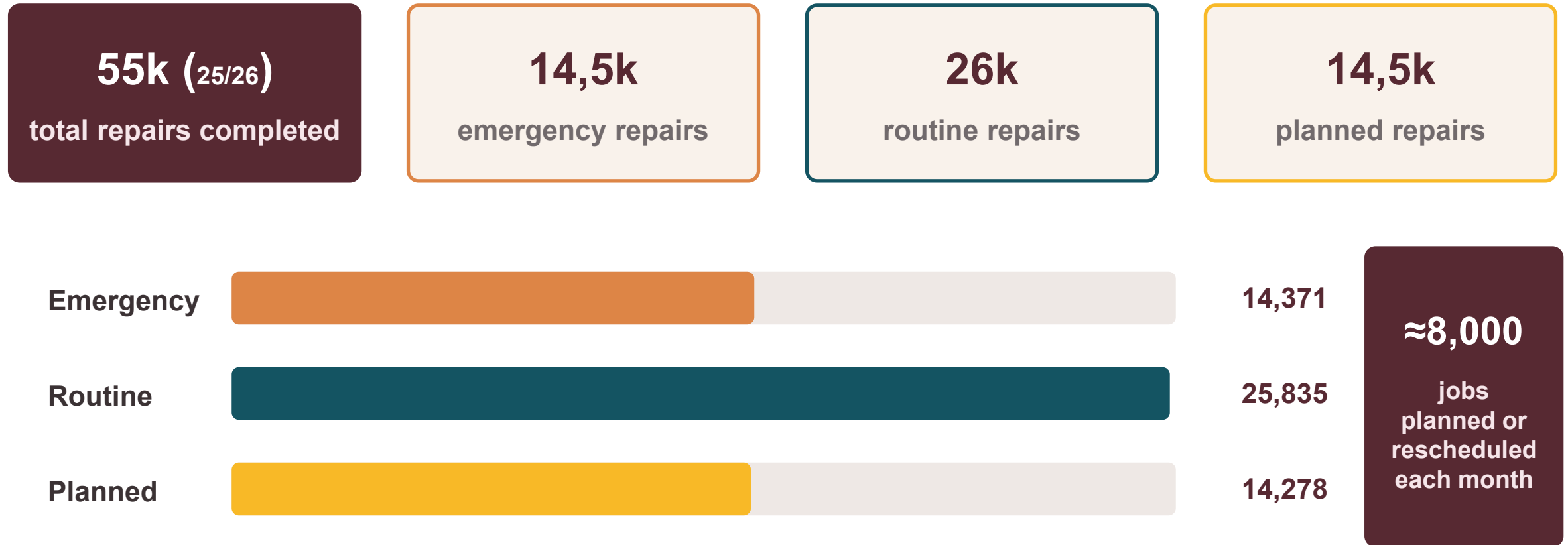
Local and Group collaboration

These pillars enable the service to move from digital job processing to a genuinely connected digital repairs journey.

The Model....



The Scale of the Demand....



At this scale, improvements in diagnosis, scheduling, travel, first-time completion or customer contact can release meaningful capacity.

DRS: Planning & Workforce Optimisation...

156k (25/26)

DRS appointments recorded for WHS during the year, including servicing, EICRs and follow-ons

Scale of scheduling activity

A strong case for optimising diary rules, reducing manual intervention and understanding workload by contract, area and planner.



FORECAST

Use live jobs and future appointments to project performance before period end.

5 – 9 Jobs Per Day



OPTIMISE

Match skills, geography and priority to reduce travel, downtime and rescheduling.

100+ Vans



BALANCE

Move capacity across areas and trades where demand and absence create pressure.

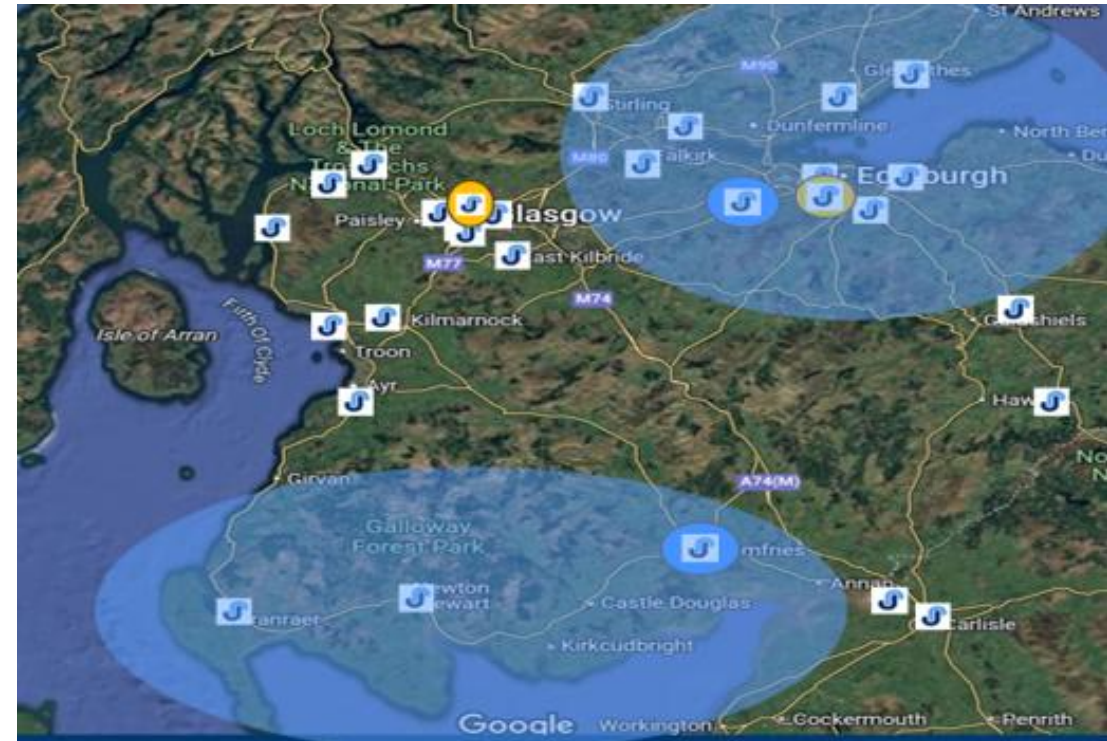
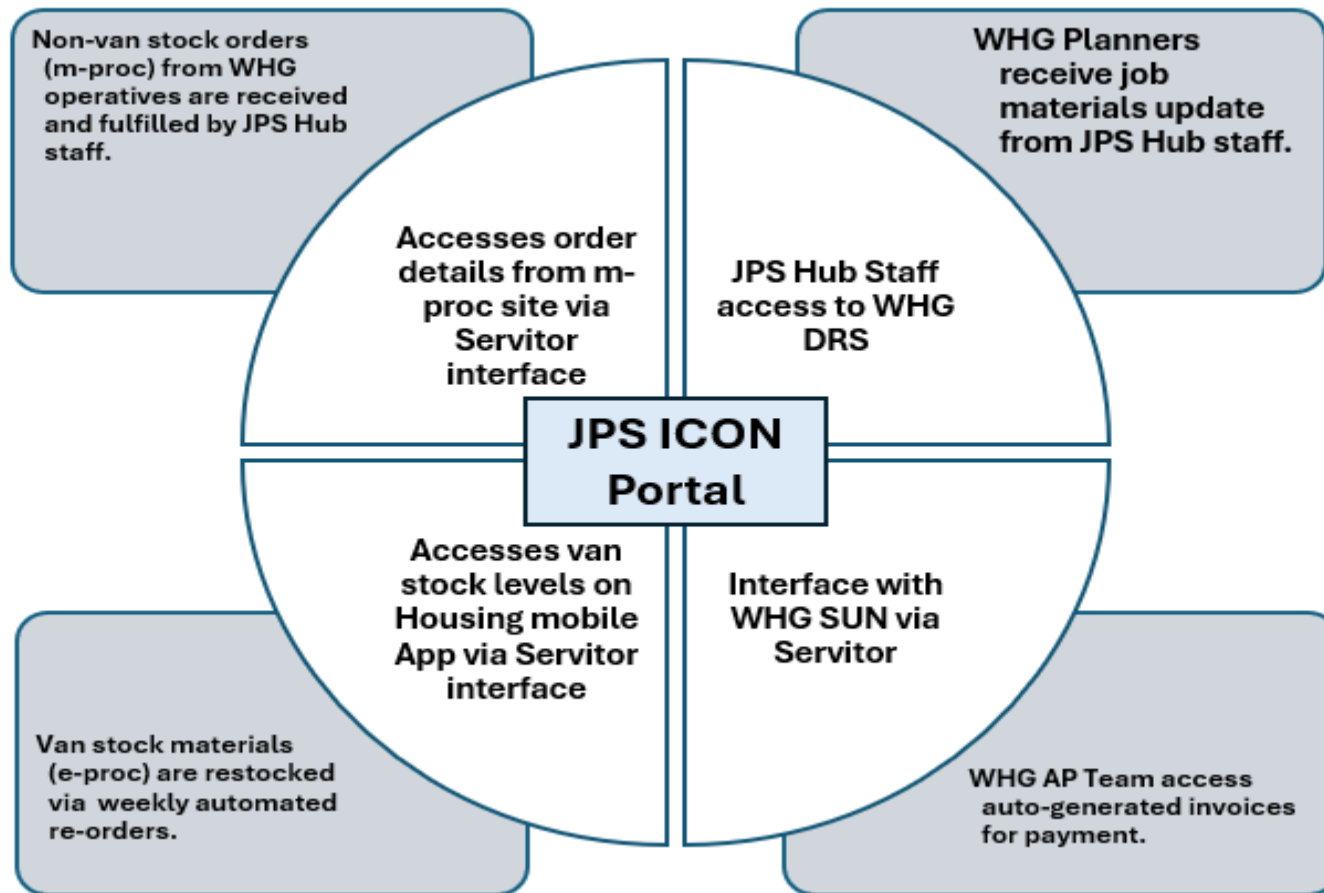


LEARN

Use complaints, feedback, repeat visits and costs to target process improvement.

Management principle: intervene earlier, manage exceptions and use the same trusted information across planners, team leaders and business support.

Materials Model in Operation....



Our Hubs....



WHE – 24hr Access - Smart Lockers



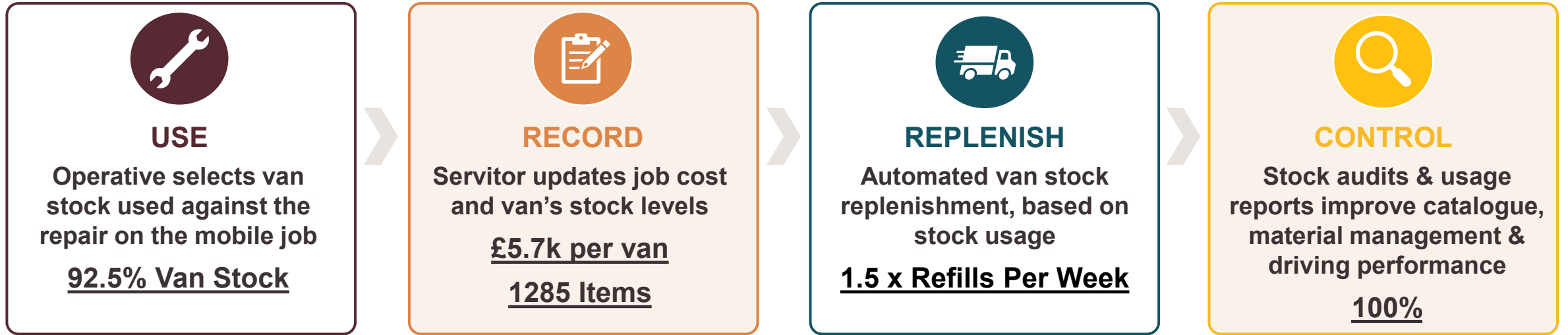
WHS – Materials Hub



WHE – Materials Collection Point

Smarter Materials Management....

Servitor links each operative and van store so material use can drive replenishment, cost capture and management insight.



Evidence of effectiveness

Reduced Special Orders

- ✓ Special orders reduced to 7.5%

Improved First Time Fix

- ✓ Reduced customer repeat visits
- ✓ Improved VFM
- ✓ Improved productivity

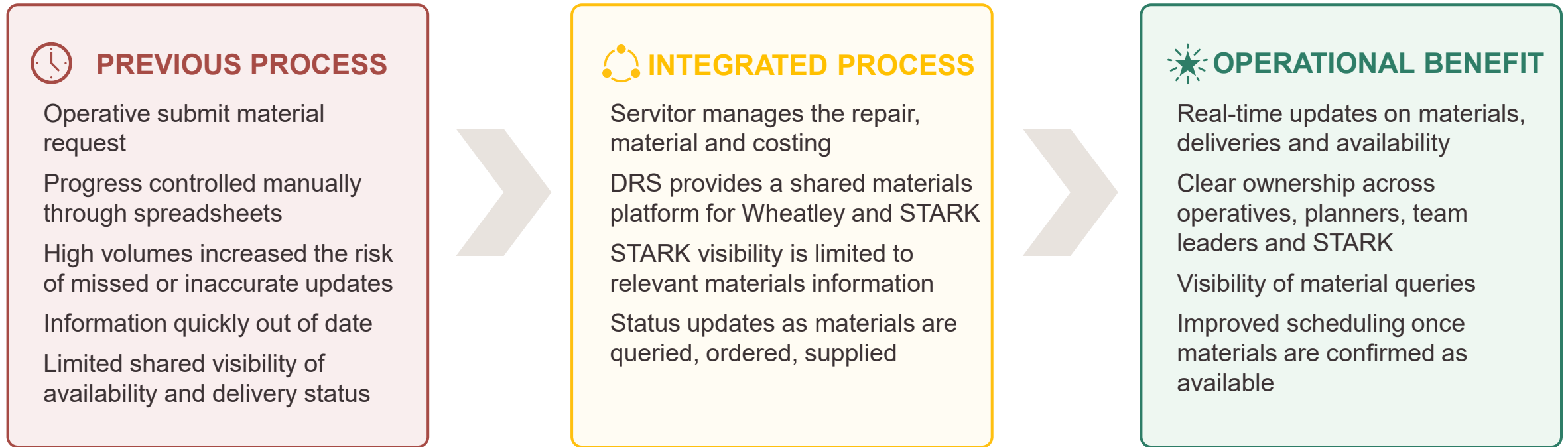
Control

- ✓ Regular van stock audits
- ✓ Continual review of usage
- ✓ Consolidate catalogue across regions

Measure locally: van-stock availability | repairs completed from van stock | first-time completion | material cost per repair

Real Time Material Management....

DRS and Servitor provide one controlled workflow for Wheatley and STARK, replacing spreadsheet-based tracking updates.



One shared source of information: The joint DRS platform creates a visible, live view of each material order, allowing the repair to be scheduled, using supplier delivery information.

Result: stronger control, fewer manual errors, quicker intervention and more reliable appointment planning.

The Operational Value of Digitalisation....

Live material information supports earlier operational decisions, improved capacity and stronger value for money.

GET THE BASICS RIGHT

Data quality and definitions
DRS configuration and process adherence
Customer contact preferences

CONNECT THE JOURNEY

Visible job management system
Appointments booked when materials are available.
Automated customer notifications
Fewer avoidable reschedules, on-hold repairs & failed visits.

WORKFORCE OPTIMISATION

Align trades, locations and operative capacity with confirmed material readiness.
Better deployment of skilled trades.
Van Stock & Material data
Sub Contractor portal

PRODUCTIVITY

Zero spreadsheets
Predictive performance / demand
More time on productive repairs and single-visit completion
Benefits of tracking for continuous improvement

FINANCIAL EFFICIENCY

Accurate material / job costing strengthens cost control.
Less duplication, wasted travel and excess stock.
Drive productivity / reduced downtime
Regular material review to ensure VFM

The measure of success

Customer feedback

Travel and productive time

Job turnaround times

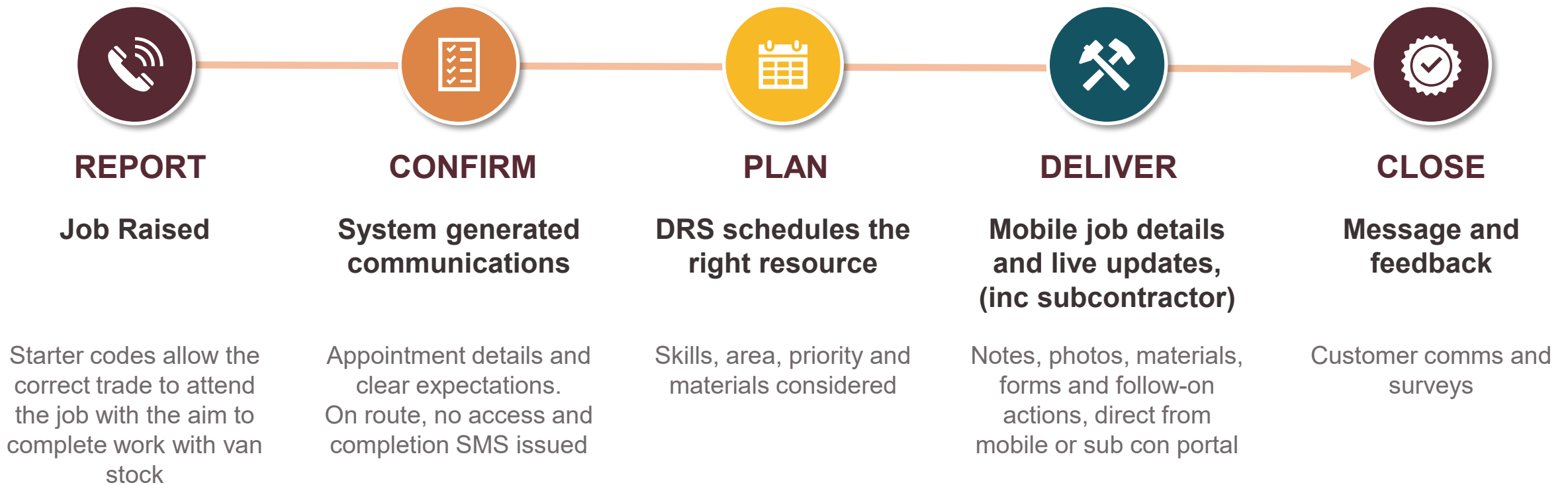
Overdue repairs

First-time fix

Accurate financial management

A Connected Customer Journey....

Customers receive the right information at the right point, while every interaction strengthens the service record.



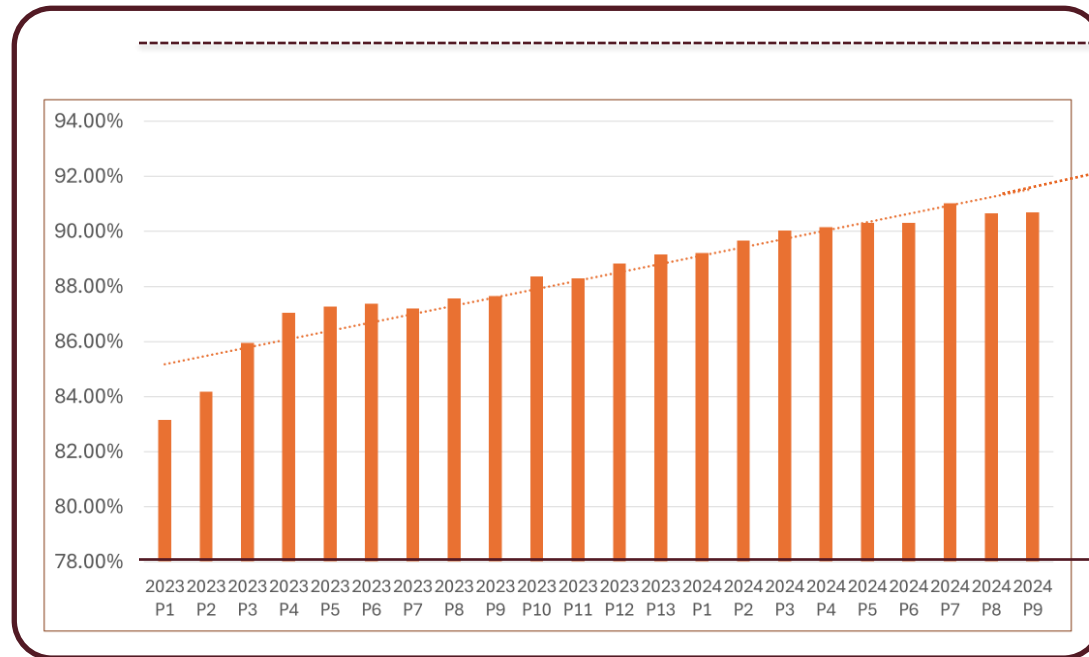
Key customer benefit Fewer repeat contacts, clearer ownership and confidence that the repair is progressing even when materials or follow-on work are required.

The Real Value of Digitalisation

Better data, planning and communication have helped turn operational improvement into customer value.

Digitalisation supporting our mission

Digitalisation was not simply about working more efficiently. It helped us communicate better, respond more effectively and deliver a repairs experience aligned with our purpose of **making homes and lives better**.



96.7%
SHR –
Customer
Satisfaction
Repairs
2025 / 26

The Drivers

Excellent team
communication

Ownership &
accountability

Materials & van stocks

Improved systems &
performance data

What our customers tell us



Breakout Discussions

From our journey to yours.

Group 1

IT &
SYSTEMS

Group 2

PEOPLE &
PROCESSES

Group 3

ROLE OF DATA

