

North Lanarkshire Council

APSE Scotland building & housing and renewables & energy efficiency seminar

Peebles Hydro Hotel
19 February 2014

service and people first



Overview

- Overview of North Lanarkshire Council's Property Services
- Modernised service
- The next phase of Looking Local
- Use of new technologies within housing property
- Development of wider ICT framework and information links

service and people first



- Population 326,360
- Circa 36,900 council tenants
- 32,185 gas properties
- Largest local authority landlord in Scotland
- Combined budget of £80m per annum (circa 50/50)
- 3250 voids on average per annum
- Over 200,000 annual events



Recent Structural Review

- Integration of all Investment, Planned, Service, Specialist and Repair Activity
- Realignment to Geographic (Local) multi-disciplinary and integrated partnership teams creating “**Local Homes**”
- Co-location and process integration within Customer Contact Centre facility (and linked ICT framework)
- Asset and establishment savings through introduction of mobile technologies

service and people first



Modernised Service

- **Full mobile implementation**
 - HP Trim / EDRMS
 - Etarmis etc..
- **Pre inspection by appointment on specified date and time**
- **All events scheduled via Xmbrace DRS**
- **Jobs managed at site via ICT integration**
- **Live electronic customer satisfaction feedback and action**
- **Live current/post inspection**
- **NLC Local App**
- **Flexible, mobile working for employees across end to end service**



service and people first



lookinglocal



Mobile and Smartphones



Digital Television



Latest Devices and Platforms

service and people first

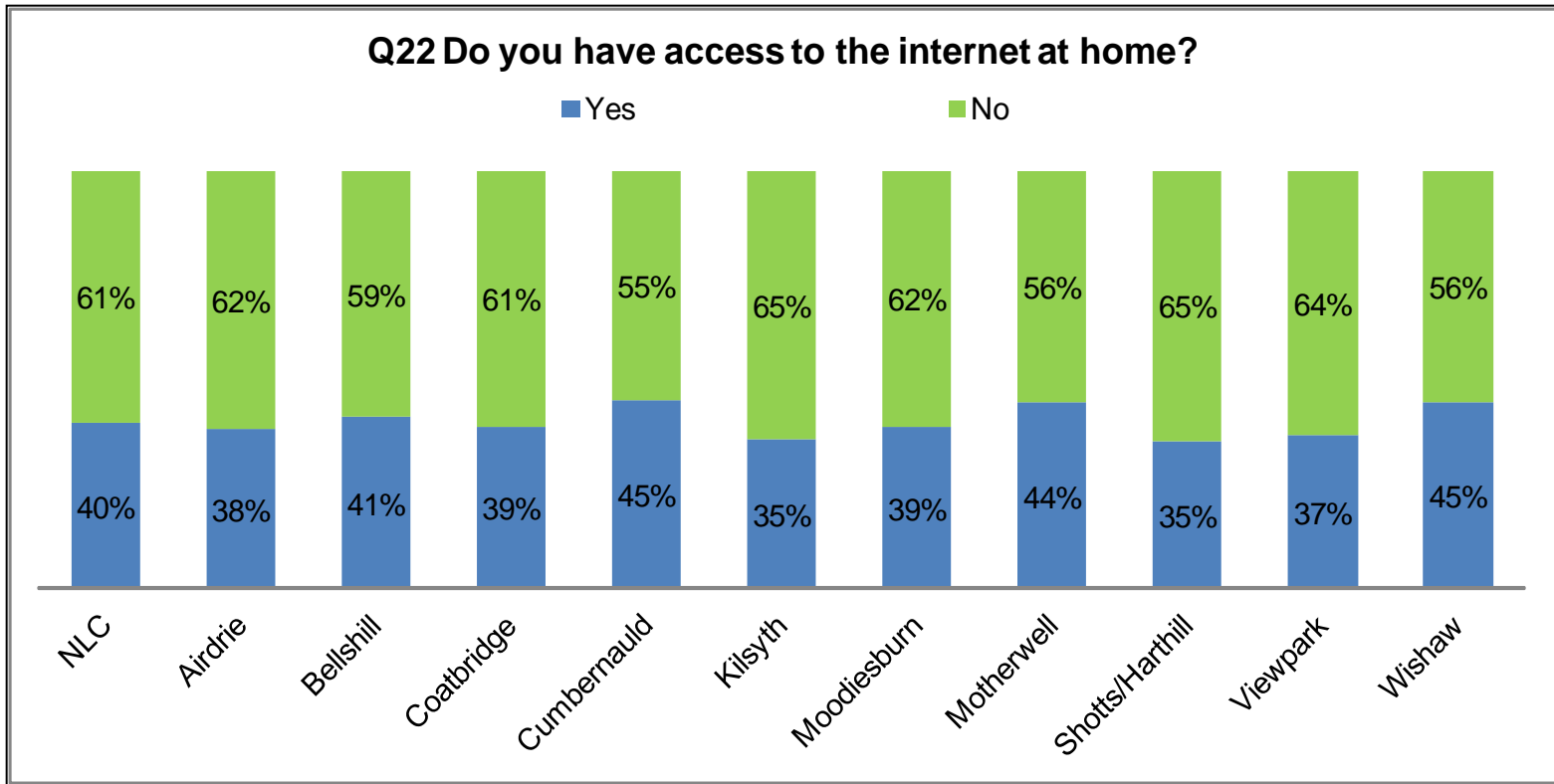


Targeted Access & Support

- Over 90% of the population have a mobile phone
- 37% of the population has a smartphone
- 57% of UK homes have access to interactive TV (Sky & Virgin)
- 28% of adults have Nintendo Wii
- Around 40% of the UK population are active Facebook members

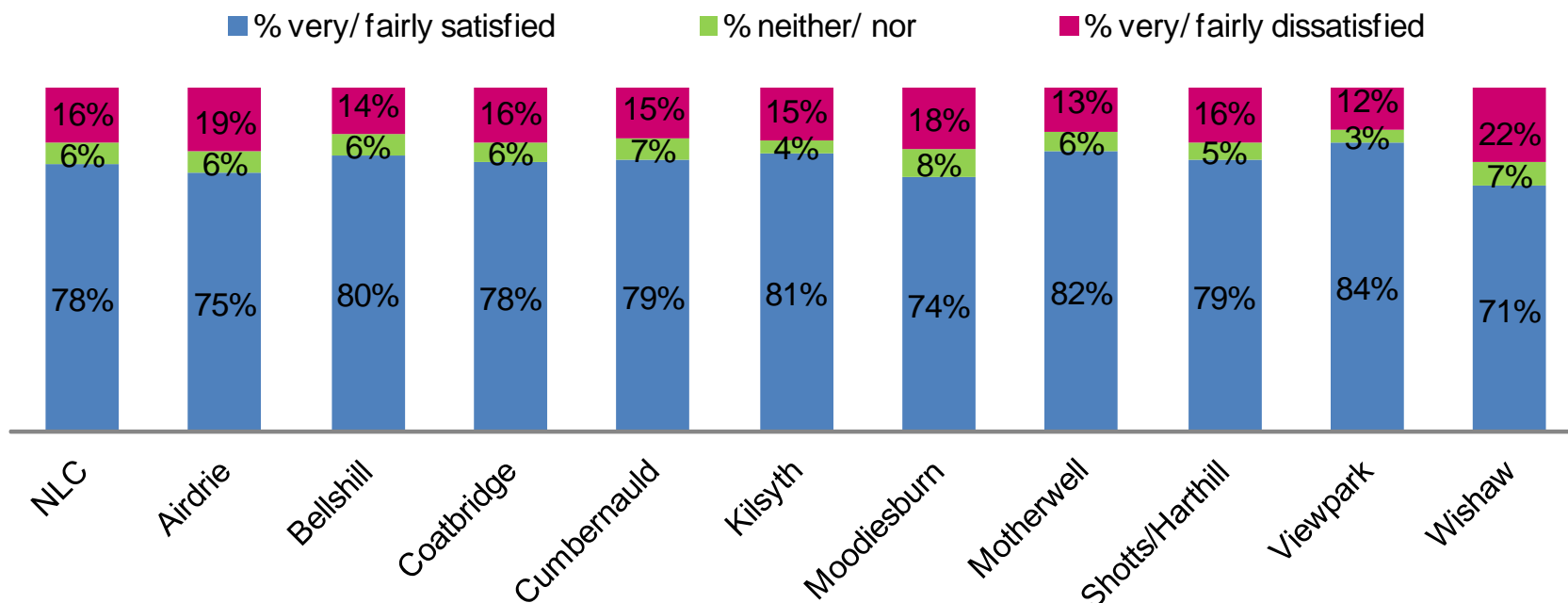
service and people first





Proportion of respondents with internet access decreases with age from 75% for those aged 16 to 34 to 22% for respondents aged 65 and over

Q5 Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance?



Repairs and maintenance satisfaction increases from 49% for respondents aged 16 to 34 to 72% for respondents aged 35 to 64 and 89% for respondents aged 65 and over

service and people first



NLC Local

- Ease of use for customer
- Live feed to service and partners
- Web services to manage the repairs reporting and tracking process
- Request received in Customer Contact Centre for processing
- Next phase - integration with housing repairs management system
- Opportunity to shift calls to more efficient, self service channels / live online chat etc..



service and people first



Development of wider ICT Framework

- Access Technologies
 - NLC Local / Looking local etc..
 - Survey monkey etc..
- Integrated Job Management
 - Deployment of new mobile devices (smartphones and tablets)
 - Xmbrace DRS
 - Lone working / CCC Infrastructure etc.
- Asset Management / Wider Linked Systems
 - Fully integrated strategic and operational toolkit

service and people first





Examples of Outcomes to Date

service and people first



Mobile Pre-inspections

	Mar-13		
	No of pre-inspections	No Accesses	% of no accesses
Airdrie	442	17	3.8
Bellshill/Viewpark	300	9	3.0
Coatbridge	451	14	3.1
K&C	194	4	2.1
Motherwell	287	5	1.7
Shotts	114	1	0.9
Wishaw	289	7	2.4
Total	2077	57	2.7%

service and people first



Latest Customer Feedback

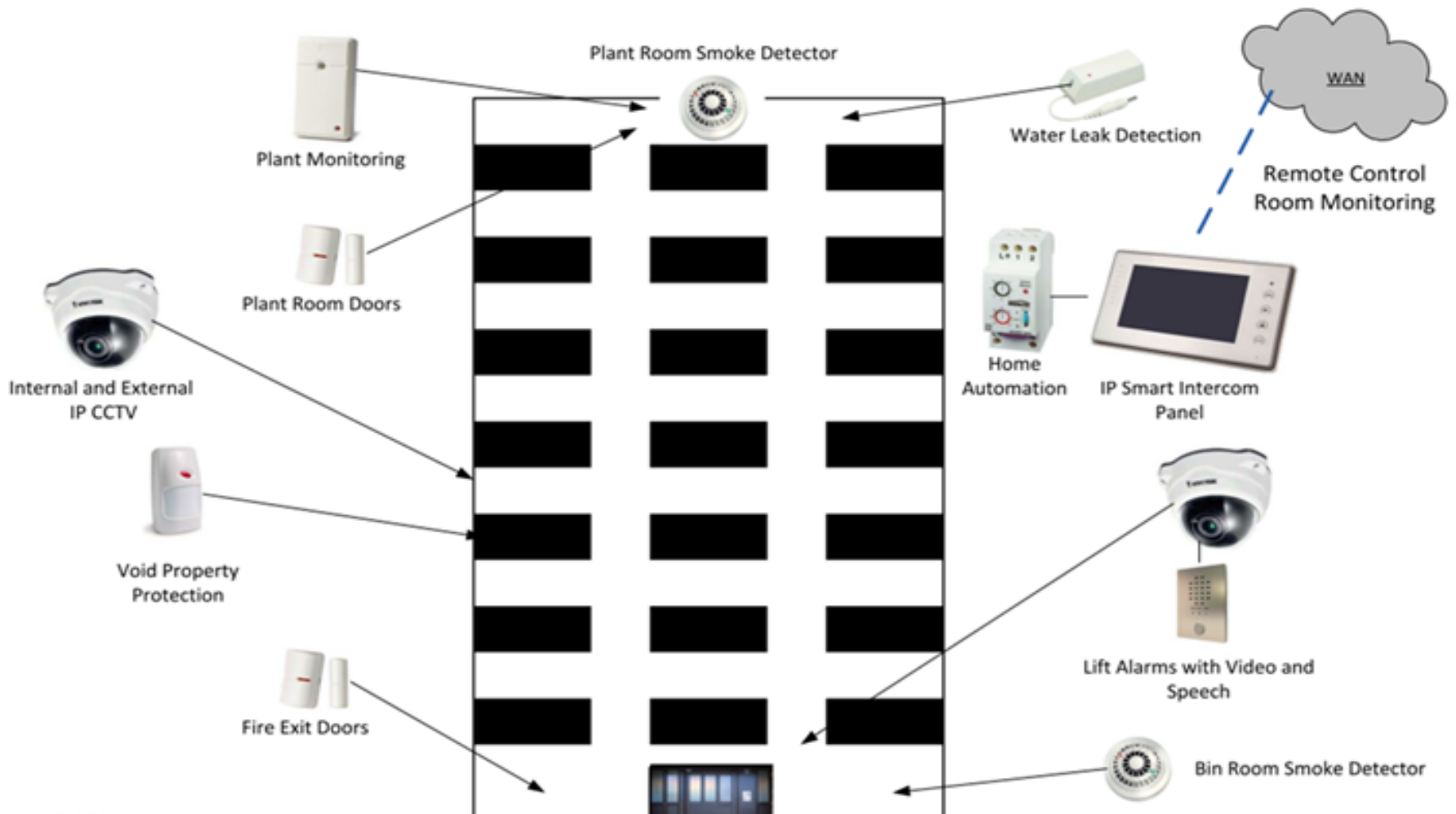
- More than 3,600+ residents responded to annual SHC (April 2013) aligned survey about the services they receive from the council
 - 72% detail repairs/maintenance as most important priority
 - 84% happy with the support they receive
 - 77% of tenants felt they were kept informed about services and decisions;
 - 79% were satisfied or very satisfied with the quality of their homes;
 - 80% agreed that their rent represents good value for money; and
 - 78% were happy with the repairs and maintenance service they received (highest area 84%)

service and people first

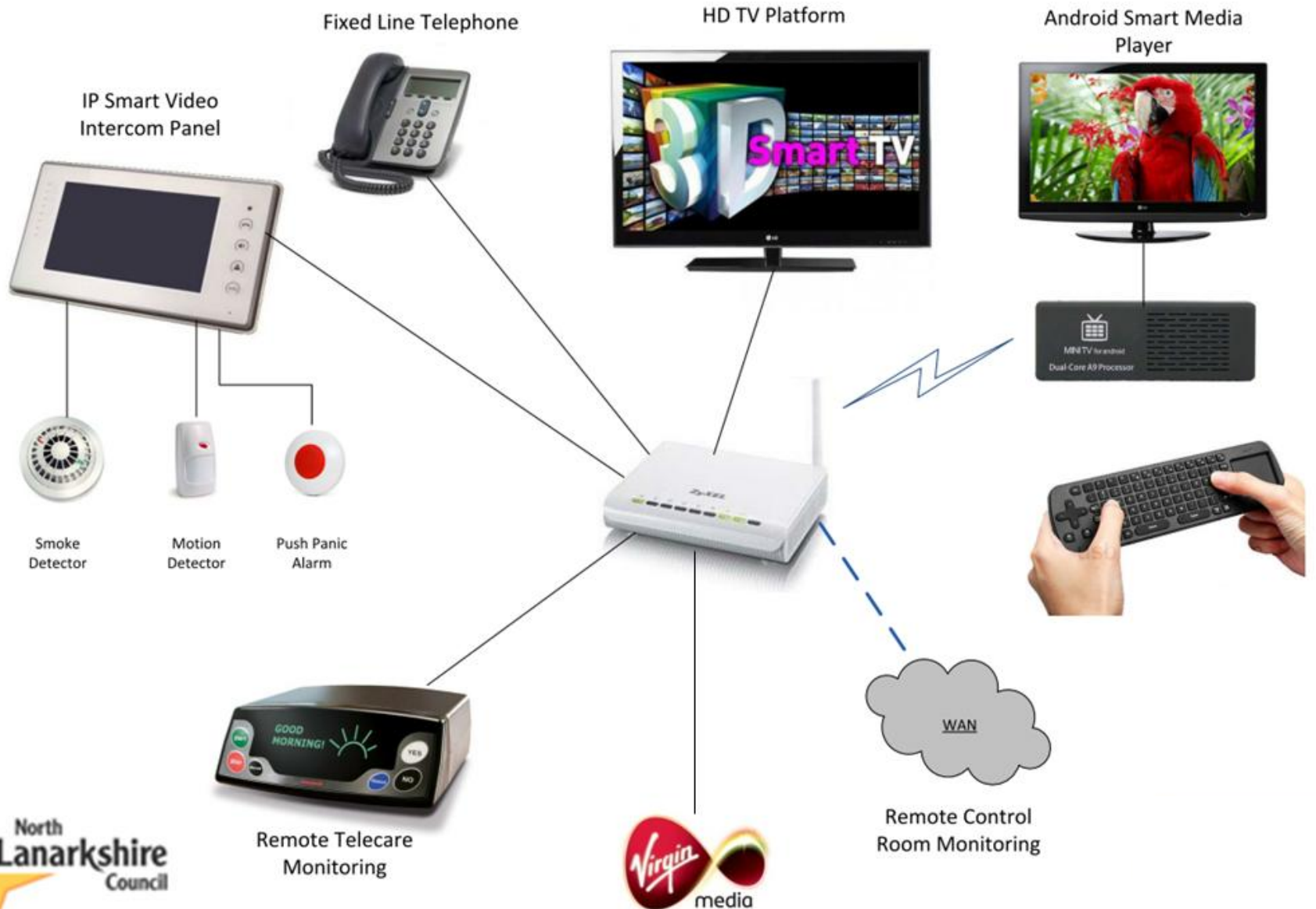


Future developments

The Smart Tower



Accessibility



Summary

- Efficiencies demonstrated & savings achieved
 - NLC lowest of all mainland councils in relation to Housing Management Costs per house (25% below average)
- Performance improved and continuing gains
- Customers increasingly satisfied
- New culture and behaviours being embedded
- Wider business resilience established
- Staff journey and lessons learned
- Continuous development cycle
- 2 years in and counting...

service and **people** first

