NORTHERN HOUSING FESTIVAL

Delivering repairs and maintenance: how we can improve the standards of our service

Sean Lawless, Head of Digital and Data, North Star Housing

Adam Pearce, Head of Repairs, North Star Housing

Rachel Cox, Director of Property Repairs, Believe Housing

Diane Carney, Senior Consultant, DTP

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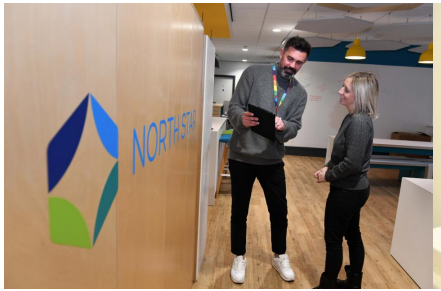
Delivering Repairs & Maintenance

How can we improve the standard of service?

Adam Pearce
Head of Property & Compliance

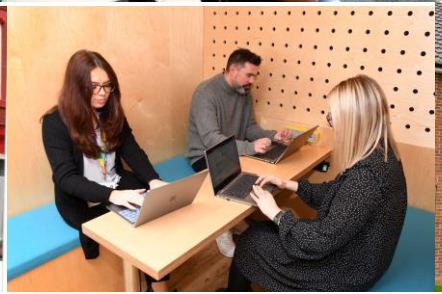
Sean Lawless
Director of Insight & Transformation

- Intro to North Star
- Key lessons from taking a difficult contract to a successful one
- Taking customer feedback and shaping the service
- Technology, Data, AI and Innovation in Repairs



Celebrating 50 years of Endeavour Housing Association

NORTH STAR



INVESTORS IN PEOPLE™
We invest in people Platinum

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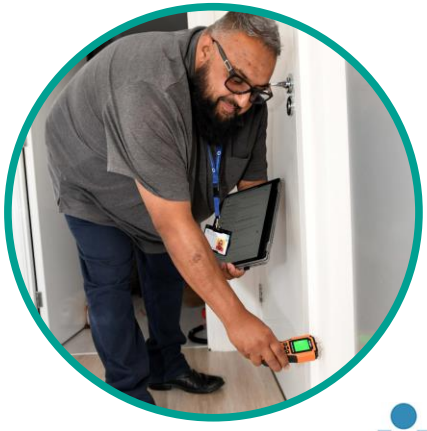
Overview of Repairs Operations

- How we operate our repairs service without a DLO (Direct Labour Organisation)
- Key processes and systems in place



0800 REPAIR

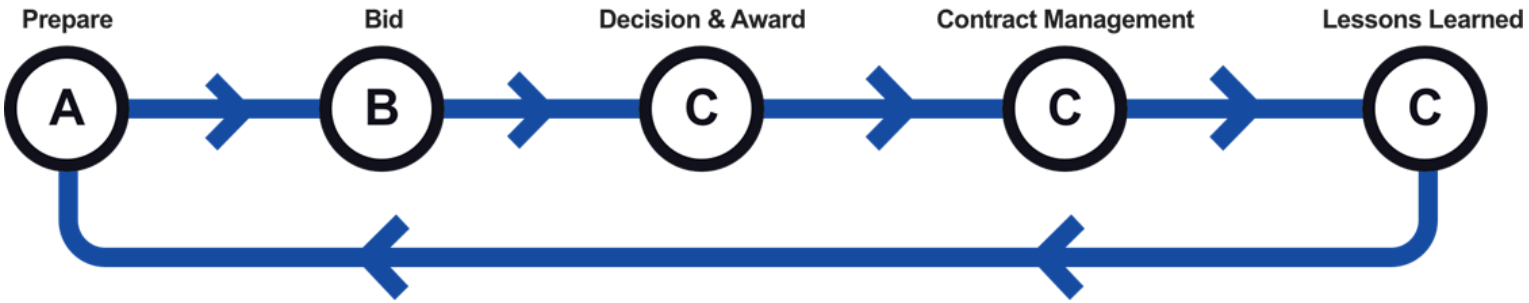
ISOLER
Building Integrity Services

TFS

ian williams
Looking after Buildings

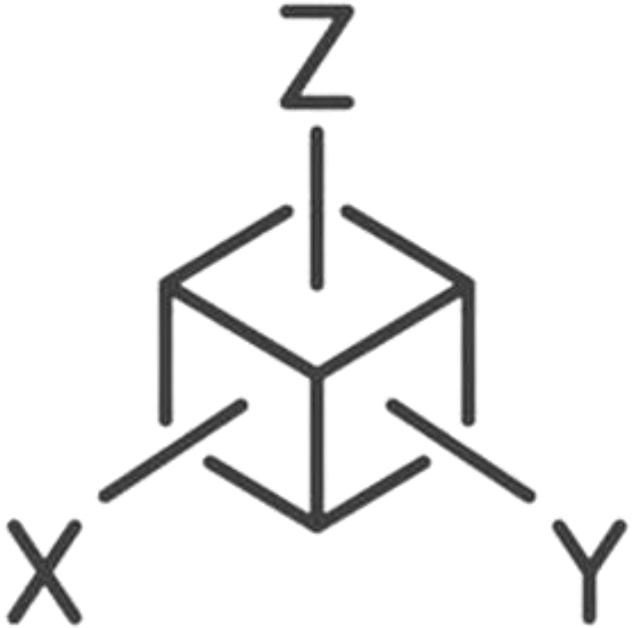
Ian Williams - Contract Journey & Lessons Learnt

- Overview of initial challenges
- Current success metrics
- Transition from rocky start to successful partnership



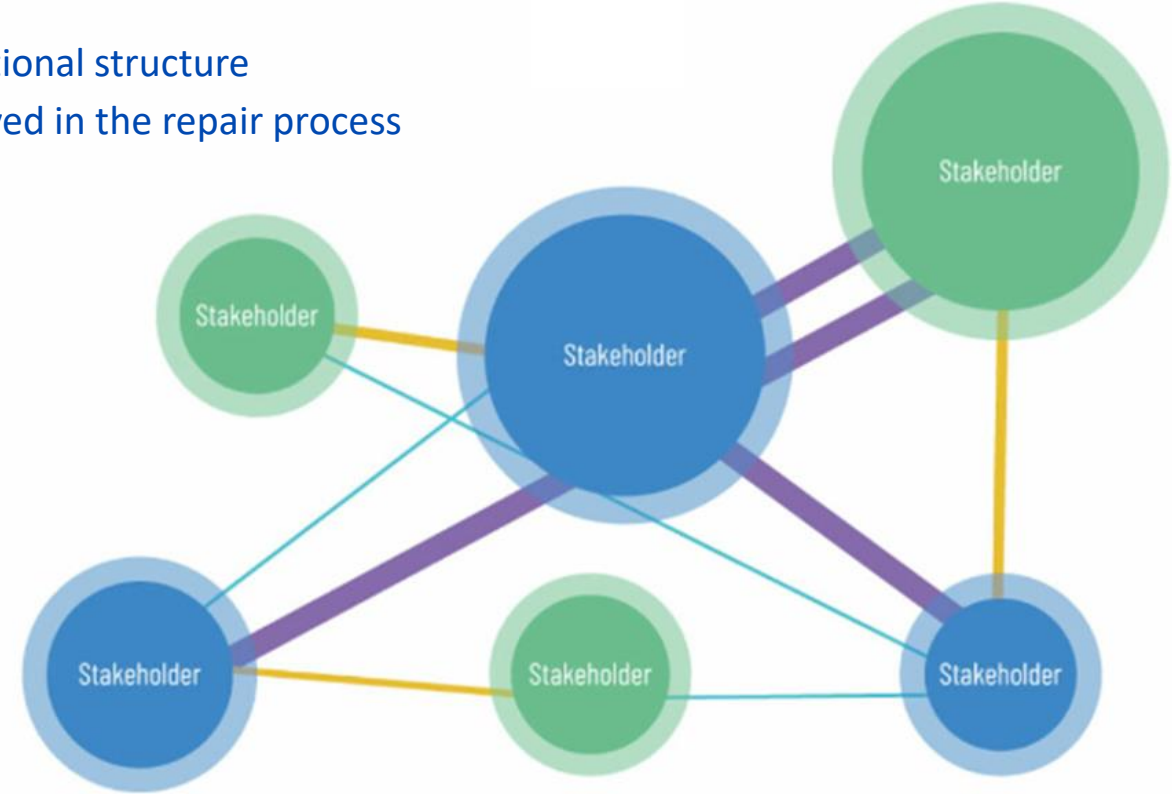
Keys to Success

- X: Effective communication
- Y: Continuous training for staff
- Z: Utilising customer feedback



Ongoing Structure for Improvement

- Overview of the operational structure
- Key stakeholders involved in the repair process



Feedback Mechanism: Rant & Rave

- Explanation of the feedback system
- Importance of customer feedback
- Process for addressing low scores

rant&rave®

24

Customer Engagement

- How we engage with customers post-feedback
- Importance of understanding customer needs
- Steps taken to follow up on low scores

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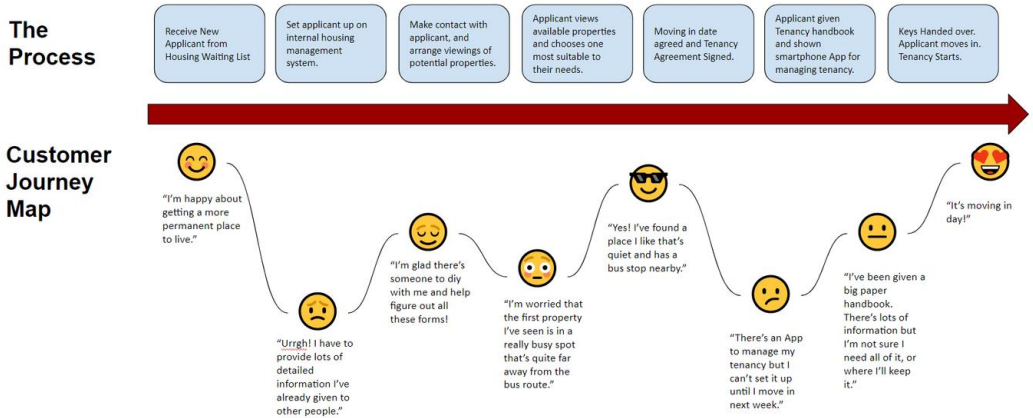
TSM Scores

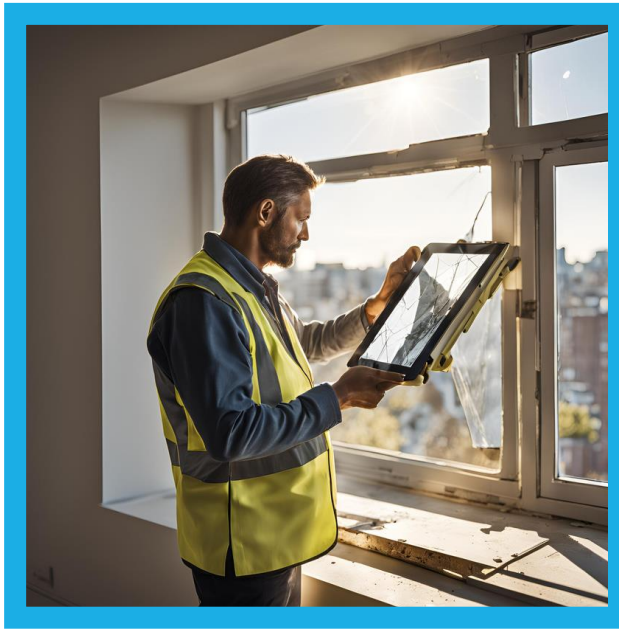
- The role of TSMs in our delivery of a repairs service
- Frequency of assessments
- Data-driven approach to customer satisfaction

Work with Customers - Journey Maps

- Collaboration with involved customers
- Importance of managing customer



Use of Technology & Data in Repairs



AI - Compliance

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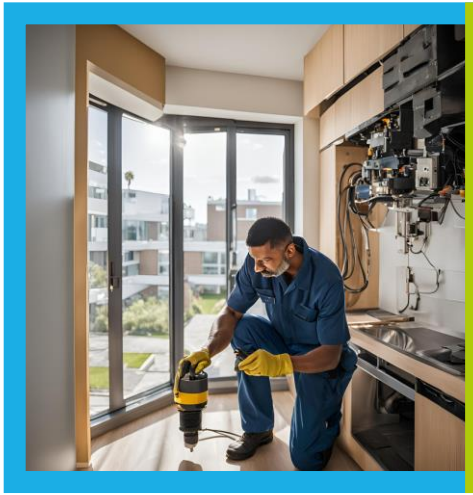
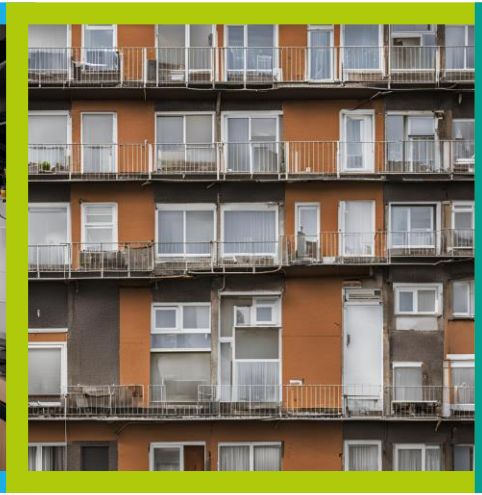
AI in Repairs?





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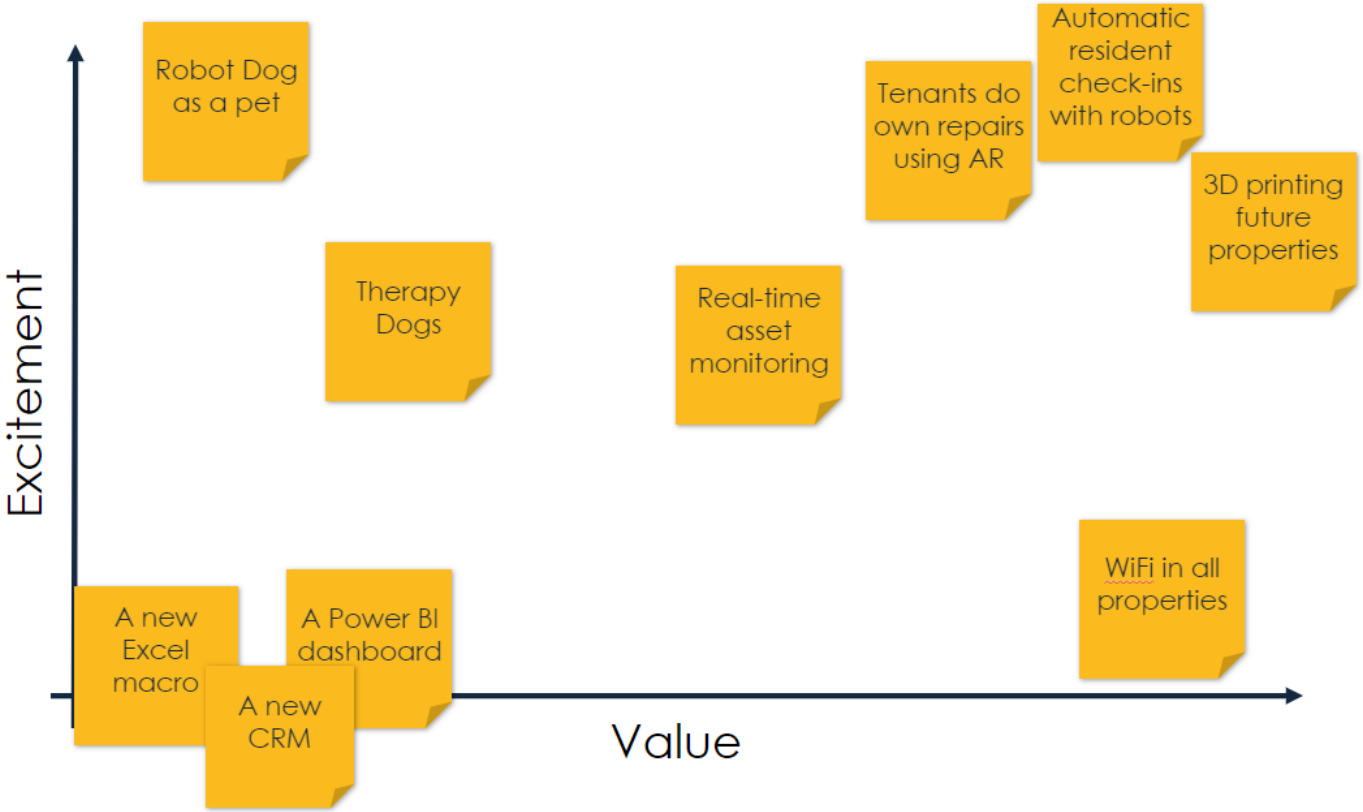
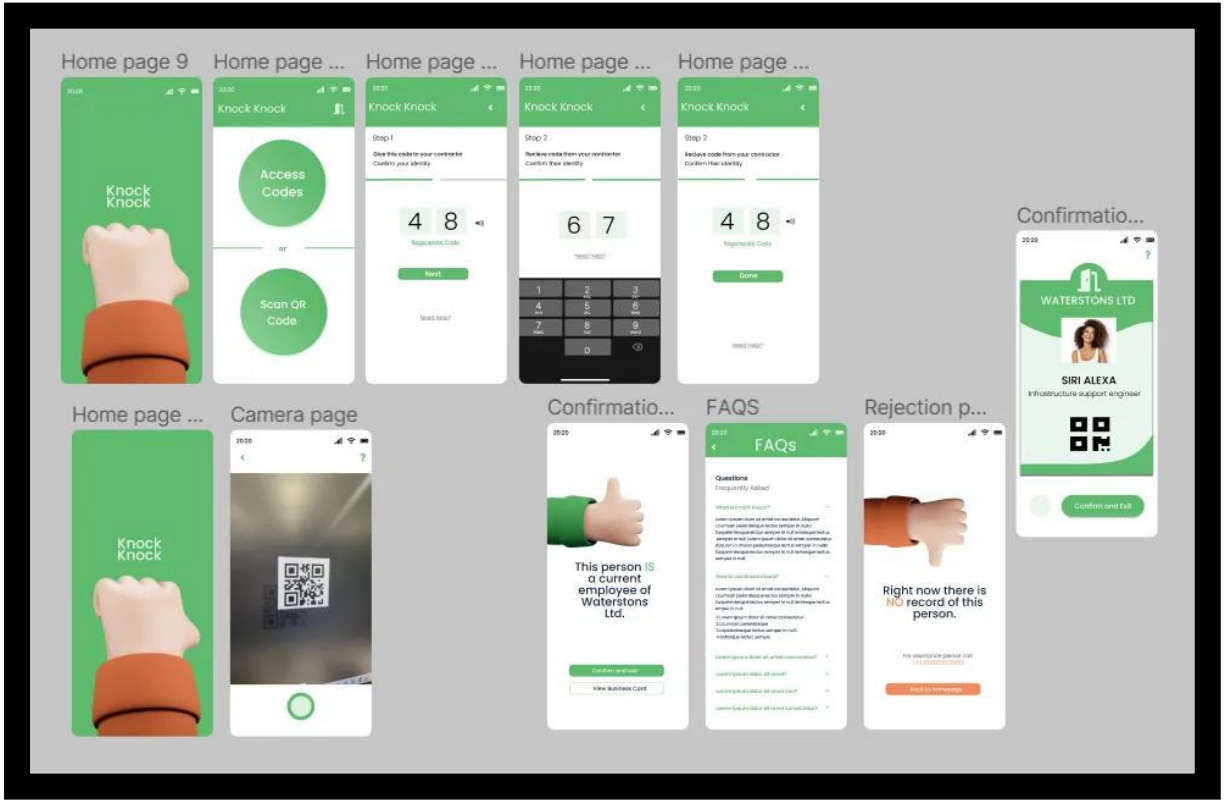
Innovation, Piloting and Failing

Innovation, Piloting and Failing



Innovation, Piloting and Failing



Work in Partnership

UNIVERSITY of York

THE NATIONAL ROBOTARIUM
PEOPLE CENTRED :: INTELLIGENCE DRIVEN

National Innovation Centre Data

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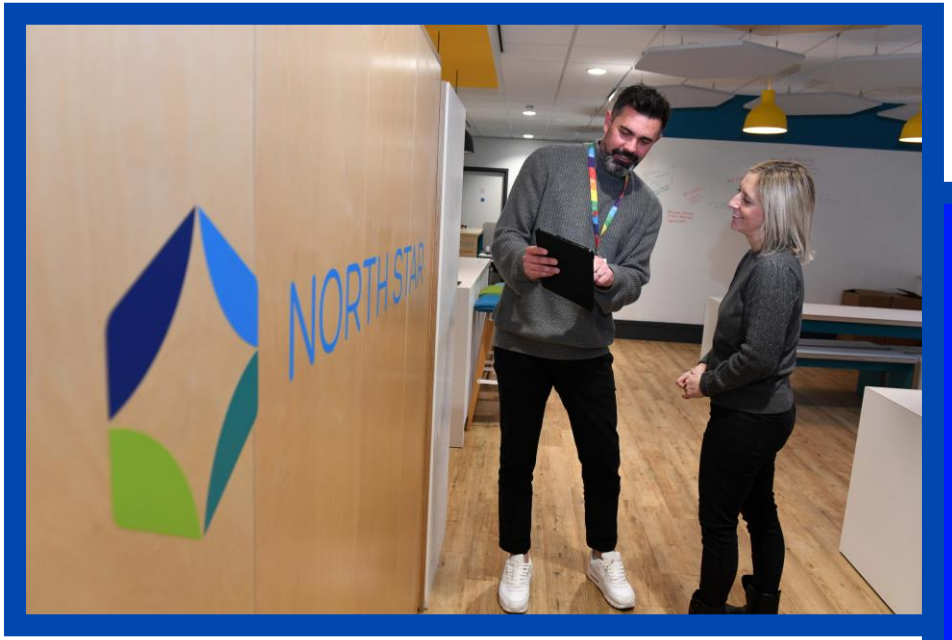
Dynamics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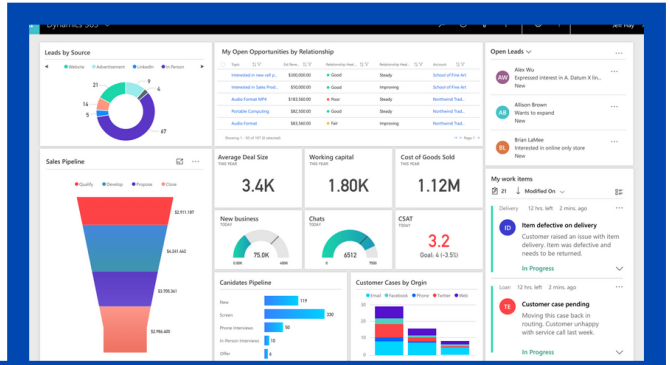
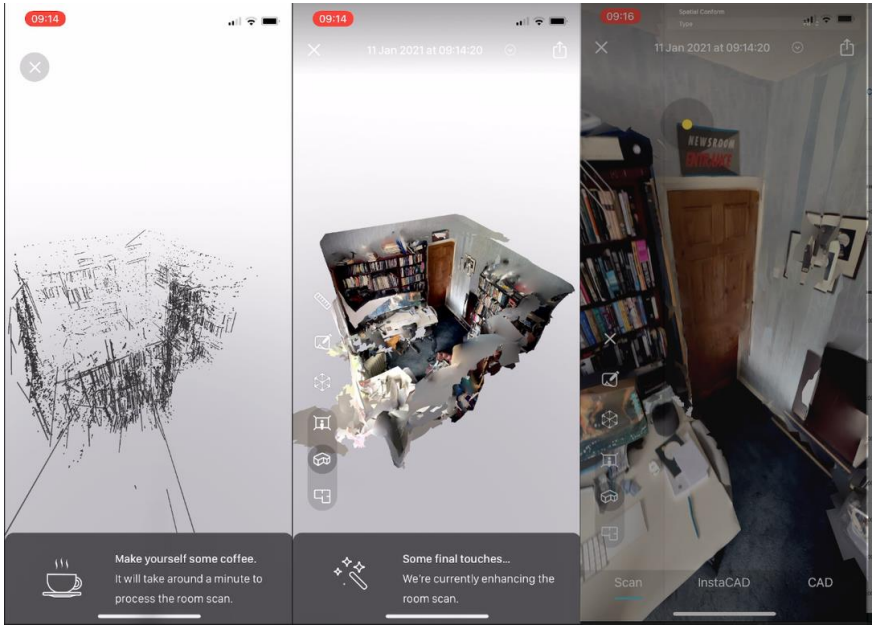

Leads by Source
My Open Opportunities by Relationship
Open Leads
Sales Pipeline
Average Deal Size
3.4K
Working capital
1.80K
Cost of Goods Sold
1.12M
New business
Chats
CSAT
3.2
My work items
Item defective on delivery
Customer case pending
Candidates Pipeline
Customer Cases by Origin

Resco Field Service 2.0
for Dynamics 365
Comparison Guide
How to choose the right mobility
for Dynamics 365 Field Service
April 2022
resco.net

LIDAR Scanning

polycam



Thank you, any questions?

Can we end Homelessness in the next 10 years ?

Crystal Hicks, Skylight Director, Crisis

Tracy Guy, Strategic Lead Northeast, Shelter

Neil Baird, Operations Director, Changing Lives

THE FIGHT FOR HOME STARTS HERE

CIH NORTHERN HOUSING FESTIVAL: OCTOBER 2024

BREAKOUT 1: CAN WE END HOMELESSNESS IN 10 YEARS?

TRACY GUY, STRATEGIC LEAD, SHELTER NE

SHELTER

1. THE HOUSING EMERGENCY IN THE NORTH OF ENGLAND
2. HOW CAN WE END HOMELESSNESS IN 10 YEARS
3. JOIN OUR CAMPAIGN

HOUSING EMERGENCY IN THE NORTH OF ENGLAND

HOMELESSNESS AND HOUSING NEED IN THE NORTH OF ENGLAND

STATUTORY HOMELESSNESS (END OF MARCH 2024):

- **12,440 households** statutory homeless in temporary accommodation
- Including **13,330 children**

SLEEPING ROUGH (AUTUMN 2023 SNAPSHOT):

- At least 728 people were sleeping rough
- More than doubled (138% increase) in a decade

WAITING FOR A SOCIAL HOME:

- 424,892 households on social housing waiting lists (2022/23)

SUPPLY OF SOCIAL RENT HOMES IN THE NORTH OF ENGLAND

In 2022-23

- 1,413 new social rent homes were delivered

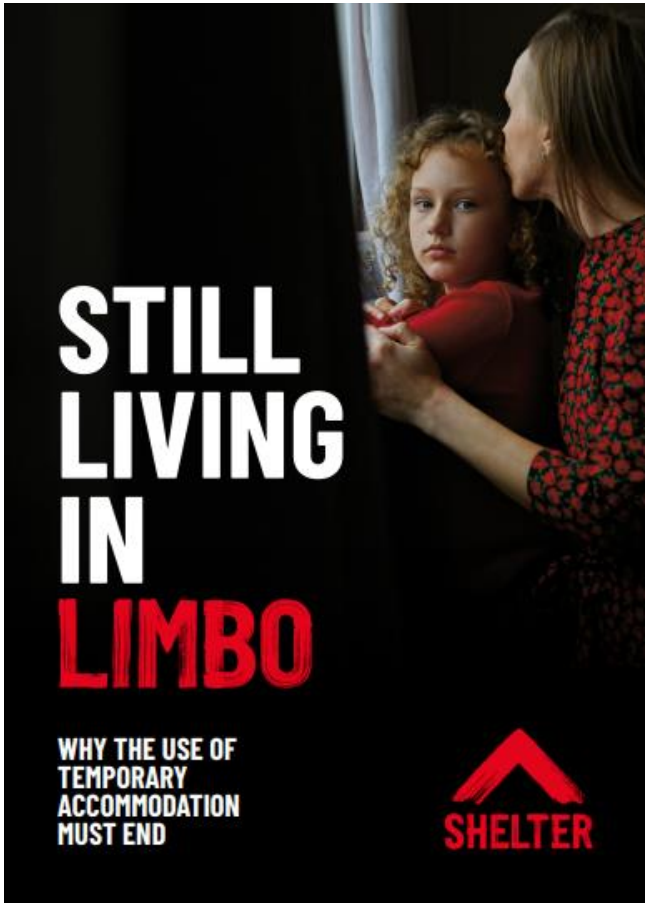
BUT

- 8,082 social rent homes were sold or demolished

NET LOSS OF 6,669 SOCIAL RENT HOMES IN THE NORTH OF ENGLAND IN ONE YEAR

SHELTER (2023)
STILL LIVING IN LIMBO

- We conducted research with 1,112 people living in temporary accommodation.
- This is the largest ever survey with this group.
- Our sample reached across England and was broadly representative of all households in temporary accommodation.
- The research and analysis was guided by a Steering Group of ‘experts by experience’, and grassroots organisations.



PEOPLE HOMELESS IN TEMPORARY ACCOMMODATION REPORT DANGEROUS, SLUM-LIKE CONDITIONS

THREE QUARTERS OF HOUSEHOLDS EXPERIENCED POOR CONDITIONS

Shockingly, dangerous hazards like faulty wiring or structural problems, are commonplace. This is in spite of regulations that should mean accommodation is safe.

ONE IN FIVE

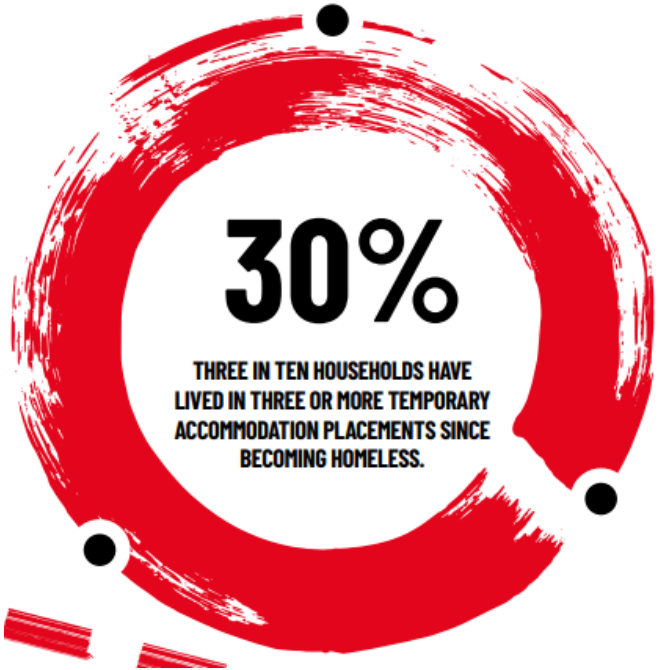
REPORT SAFETY HAZARDS

ONE IN FIVE

REPORT STRUCTURAL PROBLEMS

PEOPLE HOMELESS IN TEMPORARY ACCOMMODATION REPORT LACKING BASIC FACILITIES

TEMPORARY ACCOMMODATION IS PROFOUNDLY UNSTABLE AND UNCERTAIN



ALMOST TWO THIRDS OF HOUSEHOLDS WERE GIVEN LESS THAN 48 HOURS' NOTICE WHEN THEY WERE LAST MOVED BETWEEN TEMPORARY ACCOMMODATION PLACEMENTS.

HOW CAN WE END HOMELESSNESS IN 10 YEARS?

GOVERNMENT PROMISE OF BIG INCREASE IN SOCIAL HOMES

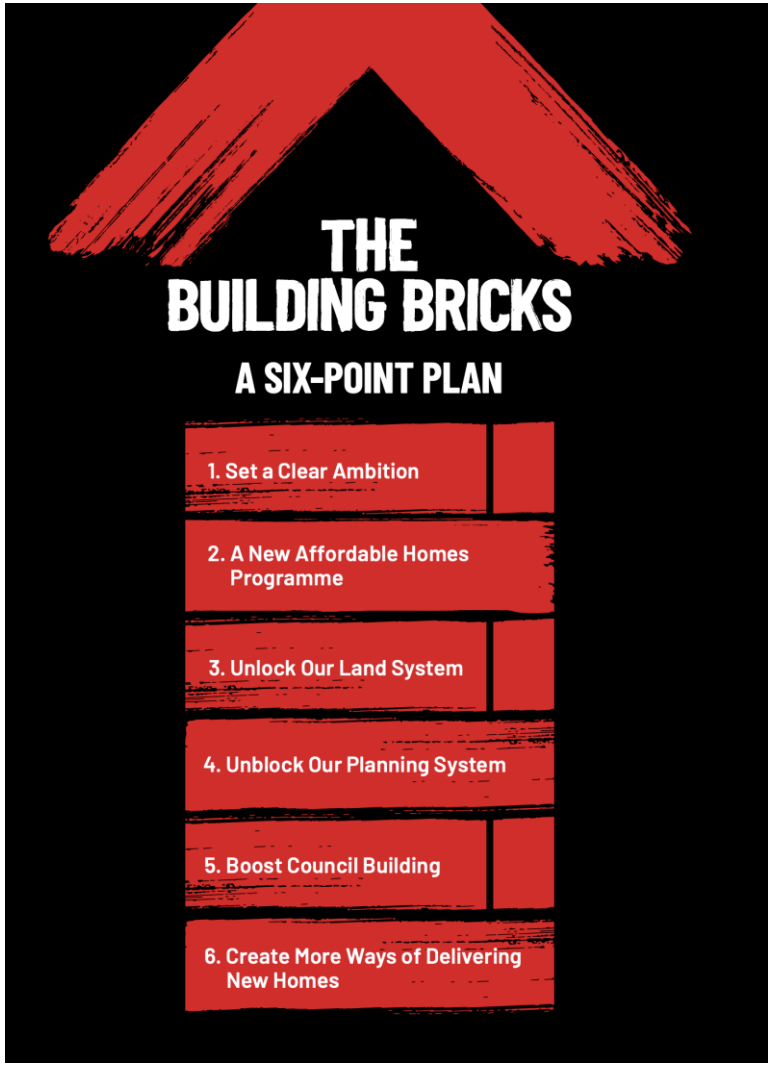
Labour will deliver the biggest increase in social and affordable housebuilding in a generation. We will strengthen planning obligations to ensure new developments provide more affordable homes; make changes to the Affordable Homes Programme to ensure that it delivers more homes from existing funding; and support councils and housing associations to build their capacity and make a greater contribution to affordable housing supply. Labour will prioritise the building of new social rented homes and better protect our existing stock by reviewing the increased right to buy discounts introduced in 2012 and increasing protections on newly-built social housing.

DELIVERING A NEW GENERATION OF SOCIAL RENT HOMES

SHELTER: BRICK BY BRICK REPORT (JULY 2024)

Shows a clear path for Government to reach 90,000 social homes a year by the end of a parliamentary term

https://england.shelter.org.uk/support_us/campaigns/social_housing/brick_by_brick_report_summary



INVESTMENT

- A new Affordable Homes Programme puts social homes at the heart of funding!

REFORMING THE PLANNING SYSTEM

- Focus national planning policies on ending homelessness and clearing social housing waitlists
  - Shelter has campaigned for **Local Plans** to include provisions of social homes to reduce social housing waitlist and homelessness
  - Right now Local Housing Need doesn't have to take this into account
  - New Government is now considering this in changes to planning policies

BOOSTING COUNCIL BUILDING

- Government needs to support councils getting back into the business of building!
- This can help give families have a secure, stable and genuinely affordable social home and reduce TA spend

GIVE PEOPLE RIGHTS TO ACCOMMODATION

Shelter is calling on the government to introduce a legal right to suitable emergency accommodation and adequate support for everyone at risk of street homelessness.

In 21st century England, no one should be on the streets.

END NO FAULT EVICTION AND – EYE-WATERING RENT INCREASES

Shelter is calling on the government to strengthen the Renters' Rights Bill and ensure all loopholes are firmly closed against those who will seek to exploit gaps in the legislation.

This must include setting fair limits on yearly rent increases within tenancies, tied to the lower of wage growth or inflation, to prevent tenants being forced out of their homes unexpectedly by unaffordable rent hikes.

JOIN OUR CAMPAIGN

OUR CAMPAIGN TO END HOMELESSNESS

https://campaigns.shelter.org.uk/IKEA-and-Shelter-Campaign-for-social-housing

https://www.ikea.com/gb/en/this-is-ikea/community-engagement/shelter

And visit the Unwelcome Home dolls house at Ikea's Manchester store

IKEA and Shelter: campaign for social housing

Our open letter to government on child poverty and social housing:

IKEA and Shelter launch an UNWELCOME HOME doll's house

NOW LET'S FIGHT FOR HOME*

*BUT FIRST, ANY QUESTIONS?

HOME IS EVERYTHING

SHELTER