



## Transforming Service Delivery with ROCC

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ROCC is helping housing providers to surpass rising standards for repairs and maintenance whilst transforming their strategic goals and KPIs.

Since partnering with First Choice Homes Oldham (FCHO) over the last two years, the ROCC system has helped the housing association to **save more than £750,000** in the delivery of repairs and maintenance, helping to improve responsive and emergency repairs performance levels.



ROCC provides complete and configurable IT housing systems, which can be tailored to fit needs, allowing inclusive management of services for housing providers. Innovative housing repair systems which deliver outstanding benefits are at the core of the ROCC solution.

FCHO is the largest social housing provider in Oldham, with a total housing stock of 11,800 homes. The housing provider runs its own repairs service, Property Care, which employs 75 operatives and delivers 33,000 responsive repairs and 1,300 void repairs every year across its housing stock. As such, it's vital that it does so efficiently - on time and to cost.

*"The financial benefit has been incredible. In total, we have **saved in the region of £750,000** within the first two years of partnering with ROCC."*

**Siobhan McCoy**

**Property Care General Manager at FCHO**

In August 2013 ROCC was chosen to supply, design and install a new system that would provide job costing and productivity assessment and enable FCHO to see how well each work stream is performing as well as where it could be improved and made more efficient.

As every housing provider is different, ROCC systems are highly configurable and can be tailored without the need for software changes. The ROCC system supports FCHO's Property Care repairs from start to finish, offering a unified approach to programmed demands, emergencies and sub-contracted works.

**Stephen Repton, Assistant Director - Business Transformation for FCHO**, said: *"The ROCC solution has really transformed the way Property Care operates. The agility of the solution has contributed towards a cultural change in the way operatives receive and complete repairs works orders. This in turn has resulted in improved performance and overall customer satisfaction."*



*Having a greater level of intelligence from the system means we can use it to inform and drive business decisions and continue to improve the services we provide to our customers. The solution is flexible and is an enabler for providing future transformation around self-service and channel shift, giving customers options and enabling them to have greater access to our services at a time that is convenient to them. ROCC are a trusted partner. They work with FCHO to understand our needs as a customer and respond to them via pro-active account management, support and project management."*

**Benny Coxhill, Service Delivery Manager at ROCC,** added: *"The team at First Choice Homes Oldham told me they were overwhelmed by the increase in jobs being completed after implementing the ROCC software. We are delighted to work in partnership to deliver such a transformation."*

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**Stephen Repton**

**Assistant Director - Business Transformation for FCHO**

**Siobhan McCoy, FCHO Property Care general manager,** said: *"With our previous system, we had to make the process or service fit the system. The implementation of the ROCC system enabled us to take a step back and redesign our processes to be logical and efficient from end to end."*

To manage its various repairs and works, FCHO implemented ROCC Uniclass, combined with Kirona DRS, Web Booking Manager and Kirona Job Manager Mobile.

- **Uniclass:** The major core system. Stores information for all works orders for every contract Property Care deals with. This includes documents and operative notes from handheld devices, as well as job costing information. Uniclass can also raise purchase orders.
- **Kirona DRS:** DRS holds diary, availability and holiday information, as well as work status and progress. DRS is a work allocation and dynamic scheduling application.
- **Web Booking Manager:** Designed to let the Service Centre give customers the best available appointment, which is seamlessly integrated into Uniclass.

- **Kirona Mobile:** FCHO operatives have been provided with a mobile device to which works orders are sent. Operatives can then add notes, vary works orders if required, and book materials to assist delivery. Kirona Job Manager helps users track a job if there's an issue.

**Siobhan McCoy** added: *“Colleagues at all levels have embraced the new system from the off, despite there being a little bit of hard work with the initial transition. We’ve delivered a comprehensive training programme with help from ROCC, covering everything from the system itself to using a smartphone.”*

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**Property Care General Manager at FCHO**

## The ROCC effect on FCHO repairs service delivery

### Cost savings

FCHO has not only seen performance and service delivery improve, there have also been significant cost savings.

**Siobhan McCoy** said: *“The financial benefit has been incredible. In total, we have saved in the region of £750,000 within the first two years of partnering with ROCC.”*



As a result of more efficient order scheduling, combined with other service improvements related to the management and delivery of materials, **£40,000 of fuel savings have been made.** The ROCC system allows FCHO to identify the nearest available operative for the job and to manage operative van stocks effectively, saving operative time, mileage, fuel and money.

With operatives filling in job information, materials usage and completions remotely via their new mobile devices, the ROCC system has eliminated the need for inputting data from paper tickets. This has saved FCHO **£50,000 in data inputting costs.**

Void rent loss was a huge financial burden on FCHO, and one they could do without in today's volatile housing market. Through maximising efficiency, the ROCC system has reduced void works timescales and in turn **reduced void rent loss by £37,000.**

The improvements to service delivery and resulting efficiencies that have been supported by the use of ROCC's system have enabled FCHO to decrease its staffing resource by around £200,000. Despite a decrease in staff, the increase in productivity has delivered an additional **£420,000 of work across FCHO's responsive repairs delivery.**

ROCC's innovative software has improved numerous aspects of the FCHO repair service and delivery, including:

### Responsive repairs

- How operatives are working can be seen using DRS and Uniclass. Information including the time it took to travel to the customer and how long it took to complete the job is now readily accessible.
- The ROCC system has given FCHO clarity on work in progress, with the system displaying follow-on statuses and works orders waiting to be actioned.
- For FCHO, the system facilitated more efficient working for operatives, which enabled resources in certain trades to be diverted to take on new work streams.
- The system has also enabled FCHO to gain a better understanding of the resources that were required in each trade and to make productivity improvements in order to maximise work that they each delivered.
- FCHO has seen an increase in the number of responsive repairs appointments being made and kept, which is an Operational Performance Indicator.

### Voids works

- With voids works orders now updated and scheduled daily through mobile devices, data inputting time has been reduced.
- Direct completion of order information by individual operatives also means fewer inputting errors are made.
- The visual planning diary and real time information enables managers to see how productive individuals and teams are being and to be able to push more work to them to keep them busy.
- The ability to take photos while working on a job allows operatives to save around 30 minutes each day spent downloading images.

### Support services

- Digital inclusion among operatives has been an indirect benefit of FCHO's partnership with ROCC. Previously, some operatives had no experience at all of using a handheld device or smartphone. All operatives now have some level of expertise.
- Vehicle checks are now conducted through the mobile devices, reducing paperwork and time.

- Materials used on jobs are booked through the handheld devices, delivering increased accuracy in cost and real time information on usage and stock levels on vehicles.
- Reporting
- By using information collected and stored through Uniclass, Property Care is now able to produce bespoke reports itself. These reports display information on things such as appointments, cancelled jobs, on time jobs, appointment history and can be shared with colleagues via the dashboard.
- The ROCC system has given FCHO a greater insight into profit and loss and where improvements can be made.

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**Stephen Repton**

**Assistant Director - Business Transformation for FCHO**