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Neil Tamplin

Digital Delivery Manager at Valleys to Coast

Over 10 years in the Housing sector

Worked with his team to streamline their Complaints process

Reducing their average Complaints time by over 70%

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Our organisation

- Valleys to Coast is a social housing organisation based in Bridgend, South Wales
  - 6,000 homes
  - 6,800 customers

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Our Systems

Assets	Allocations	Contact Centre	Finance
Repairs	Rents	Case Management	Purchase Ordering
Voids	Mutual Exchanges	Document Management	Financial Assets
Compliance	ASB		

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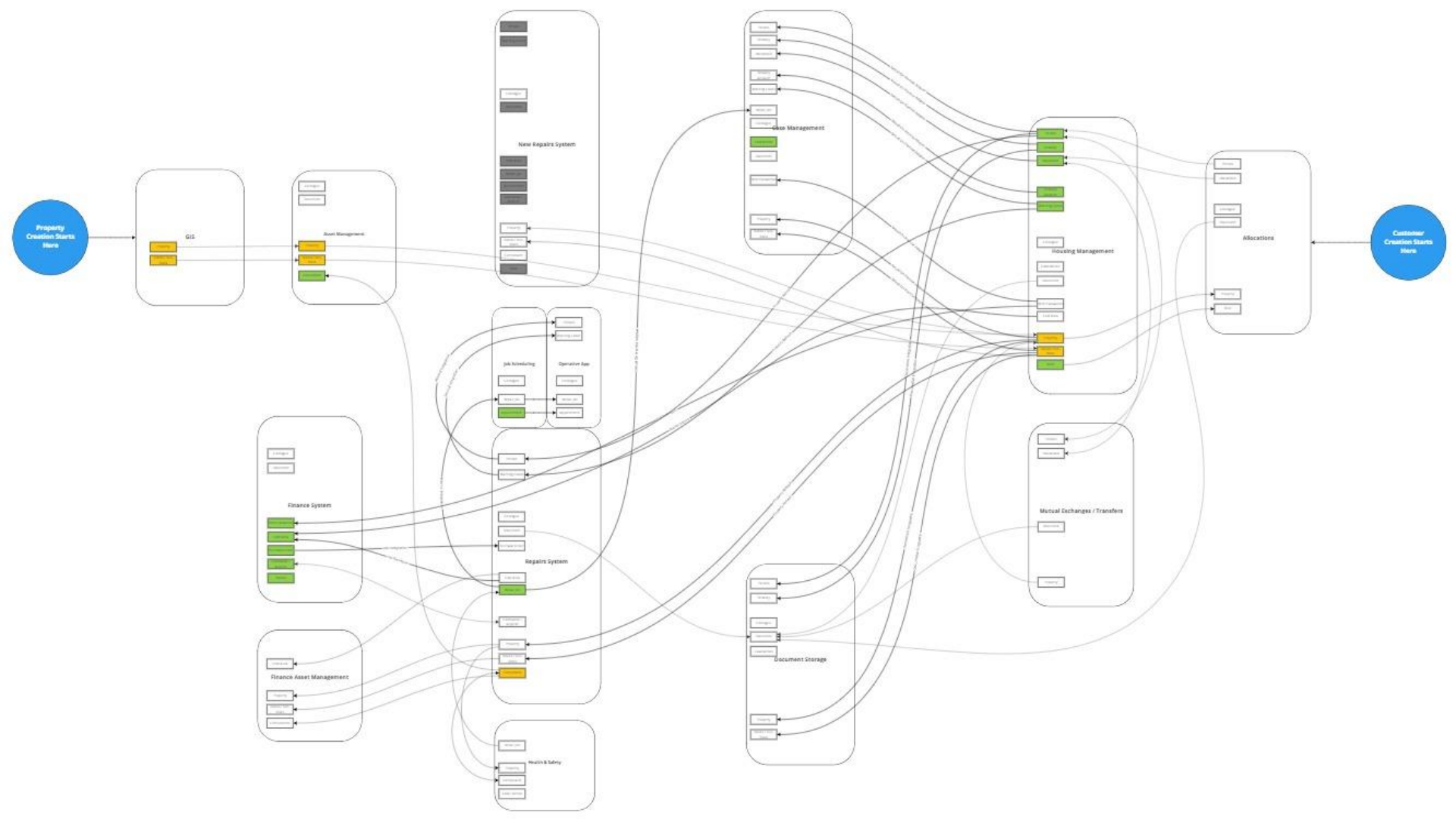
Property Creation Starts Here
GIS
Asset Management
New Repairs System
Case Management
Job Scheduling
Operative App
Housing Management
Allocations
Customer Creation Starts Here
Finance System
Repairs System
Mutual Exchanges / Transfers
Finance Asset Management
Document Storage
Health & Safety

Why we chose a low code approach

- To bring capability in-house to develop and deliver systems based on colleague and customer needs (aka user centred design approach)
- A layer to sit on top of our systems and provide a joined up view of customers
- A way to pragmatically plug gaps in existing systems and services whilst we ‘fix the plumbing’
- Creation of workflow that spans the boundaries of teams & systems

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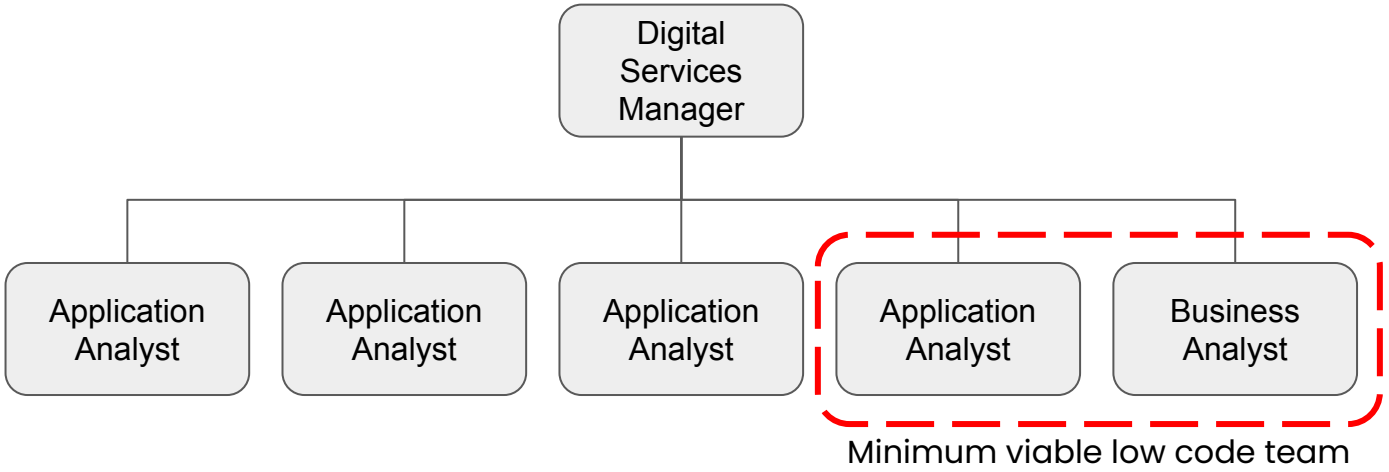
Our Team



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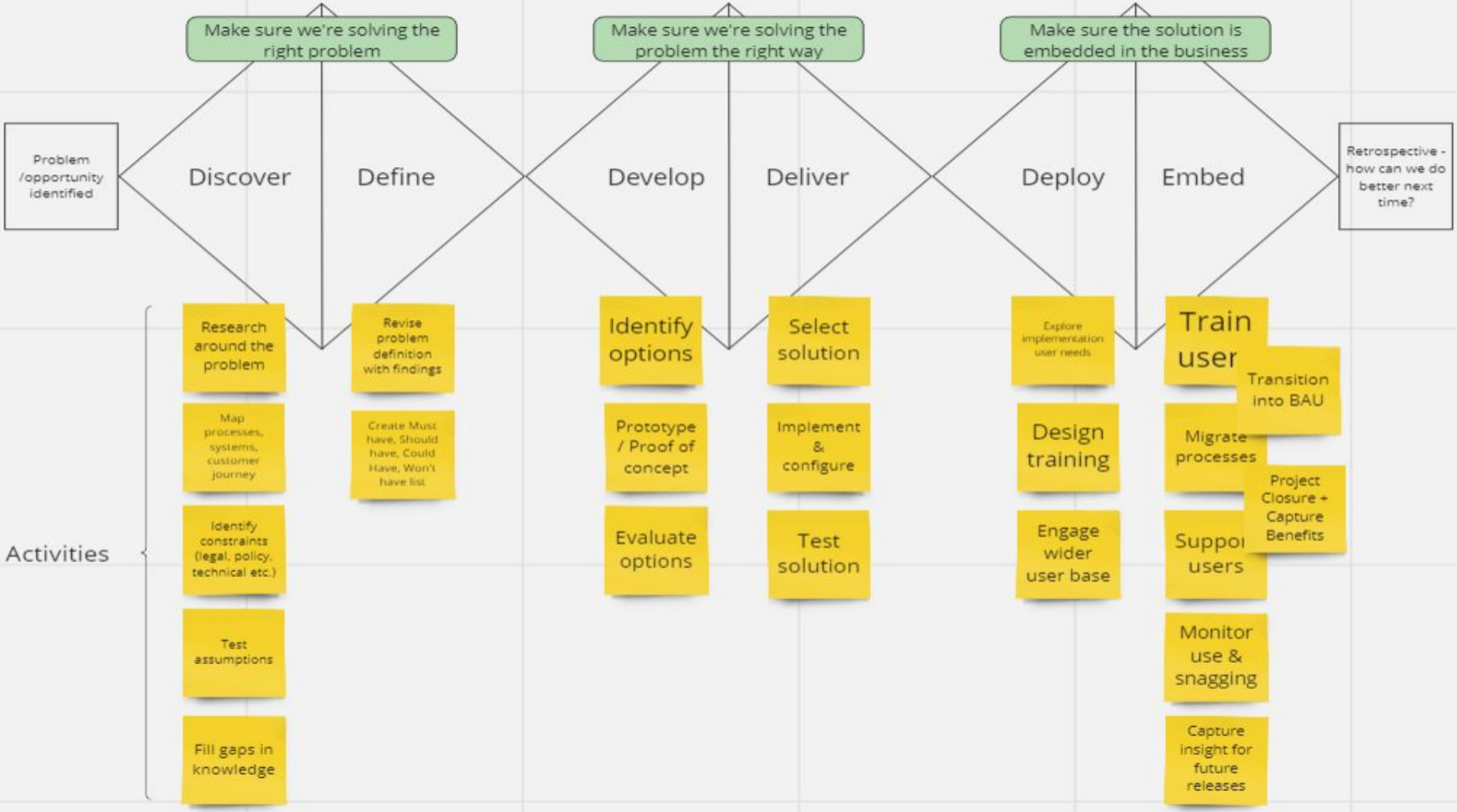
Make sure we're solving the right problem
Make sure we're solving the problem the right way
Make sure the solution is embedded in the business
Problem /opportunity identified
Discover
Define
Develop
Deliver
Deploy
Embed
Retrospective - how can we do better next time?
Activities
Research around the problem
Map processes, systems, customer journey
Identify constraints (legal, policy, technical etc.)
Test assumptions
Fill gaps in knowledge
Revise problem definition with findings
Create Must have, Should have, Could Have, Won't have list
Identify options
Prototype / Proof of concept
Evaluate options
Select solution
Implement & configure
Test solution
Explore implementation user needs
Design training
Engage wider user base
Train user
Transition into BAU
Migrate processes
Project Closure + Capture Benefits
Suppo users
Monitor use & snagging
Capture insight for future releases

Goals

- Make it easy for the team to provide good services to customers
- Improved understanding of how systems and processes are performing (transparency)
- A clear path/roadmap for improvements

So far, we've built...

- General enquiries
- Notice received
- Death notification
- Revised warning codes
- Compliments
- Complaints
- Anti-social behaviour
- Equality Diversity and Inclusion
- Complex repair cases

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Colleague Feedback

I love that you can see the address field now, Thank you!! Makes it much easier when dealing with multiple complaints 😁

The email reminders where it says who has added to the Case Details has made life so much easier! - thanks.

Really good audit feedback all, loved the policy, procedure, process flow, training module, how engaged etc. overall said after what they'd seen 5/6 years ago, massive improvements and could see direction of travel etc

We're impressed with the speed in which changes have been made to the system and happy with the improvements.

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Lessons learned (so far!)

Aim for the simplest, most useful thing

Trust the process

Avoid jargon

Keep the focus on colleague and customer needs

~~Failure~~ Learning is good

Work openly & collaborate

Creativity loves constraints

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Any questions?

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Thank you for attending

Next Webinar on Compliance & Repairs – April ‘24

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