

case study



Stockport Homes raised itself from zero to three stars through a clear vision and innovation

Stockport Homes was created in October 2005 to manage the housing stock owned by Stockport Metropolitan Borough Council. There was a consensus by the tenants for the ALMO to be created, which would work together with the council to ensure the best results were achieved for all customers.

In August 2006 and again in May 2010, Stockport Homes was assessed by the Audit Commission and was given the highest rating of a three star service with excellent prospects for improvement. They are one of only a very select few organisations in the UK to achieve this prestigious honour twice. In their most recent report the Audit Commission stated that “Stockport Homes continues to deliver one of the best housing services in the country and develops innovative new services to improve the social and financial inclusion of its tenants and wider communities.”

nationwide. Stockport Homes were also awarded with a 'One to Watch' status in the Best Companies Accreditation.

Stockport Homes raised itself from zero to three stars through a clear vision and innovation. Mark Hudson, Director of Technical Services played a key role in this success by seeing the potential of the ALMO and striving to achieve it.

A major challenge they faced was making their operatives and repair service more efficient. Stockport Homes did not have a mobile solution in place; instead the whole housing repairs function was done manually. They wanted to improve their customer satisfaction through an improved and reliable service, as well as reducing costs by streamlining processes and making their back office systems smarter.

One of the first changes was the implementation of a full mobile working and scheduling system. Stockport Homes upgraded their Civica Servitor system in order to provide mobile capabilities and introduced Xmbrace's OPTI-TIME workforce scheduling and appointment booking solution.

Along with this change, Stockport Homes created the “Virtual Contractor System,” which is the unique model for their repairs



“The productivity of staff has greatly improved. Operatives who were completing 3-4 jobs a day before the new systems are now doing 7-8 jobs a day.”

Mark Hudson
Director of Technical Services,
Stockport Homes

Xmbrace Limited
C P House, Otterspool
Way Watford, WD25 8HP

Phone **020 7953 5043**
Fax **01923 650344**

For general information
info@xmbrace.com

For sales information
www.xmbrace.com



Adding to these achievements, in August 2009 they were one of the first housing organisations in the country to achieve the Investors in People (IiP) Gold status and in March 2010, Stockport Homes made number 19 in The Sunday Times 75 Best Places to Work in the Public Sector list, which surveyed 45,000 employees

case study

service in which they combine their own in-house staff with their partner Jackson Lloyd who maintain more than 11,500 properties a year and provide staff with a range of building skills. The reason for doing this was to gain the benefits from working with a private sector company while also having a degree of control over their workforce.

Their tenants named the new service, Repair 1st, as the goal was to create a repair function with one name, one system, one standard of delivery, one way of working and one code of conduct. Repair 1st has a single contact centre that holds both sets of contractors. Stockport Homes supply all of the materials for the repair works and Jackson Lloyd provide their own supervisory and management staff, labour and expertise.

Stockport Homes needed a single appointment booking and scheduling solution that would help them combine their in-house contractors and private sector contractors together and OPTI-TIME did that for them. OPTI-TIME enables contractors to be selected for specific jobs, whether they are in-house or partners, by searching for the optimum person for the task with the right skills and location and allocates that person for the job. The introduction of OPTI-TIME has resulted in significant improvements in efficiency.



When asked if Stockport Homes has seen any other measurable improvements, Mark Hudson said, "The productivity of staff has greatly improved. Operatives who were completing 3-4 jobs a day before the new systems are now doing 7-8 jobs a day."

The November go-live was ambitious, but successful as Mark says, "We had so many new things happening at the same time: implementation of Xmbrace's OPTI-TIME, Civica Servitor, our new partner contractor Jackson Lloyd coming on board, new service being delivered to tenants, new delivery targets and a new contact centre and back office system. Hitting a go-live date of November 2009 was challenging, but with a great team around us headed by Karl Colyer, Head of Partnership Delivery, I am pleased to say that we did and everything went very well. More importantly, it was a seamless transition for the customers who did not detect any loss in repair customer service during this time."



Mark went on to say that "The OPTI-TIME implementation not only met project timescale milestones and came in on budget, but also met all expectations in terms of what it has delivered to the business. Xmbrace were very supportive and we had an excellent focused working relationship with them. The project went smoothly and delivered so it has been a good result for us."

Xmbrace Limited
C P House, Otterspool
Way Watford, WD25 8HP

Phone **020 7953 5043**
Fax **01923 650344**

For general information
info@xmbrace.com

For sales information
www.xmbrace.com