

Process Intelligence for Empty Homes Management in Social Housing

Using your data to create insights and understanding of how your service really works – and how it can be improved!

- Understand what impacts your service performance
- Unleash insights from your own operational data
- Get answers in just a few weeks

Towards Better, Faster, Cheaper Services

Every housing provider wants to deliver Better, Faster and Cheaper services.

The question is, how can providers realise that in the context of their Empty Home Management process ...?

The Empty Homes Challenge

- **A Difficult Challenge** – Empty homes management problems can result in considerable revenue loss, restrictions on property availability, and contribute to reputational damage for social housing providers.

This presents a difficult challenge to solve, primarily because of the complexity of the end-to-end reinstatement service itself.

- **A Complex Process** – From “keys in” to re-letting can entail up to 100 different activities, based on past *NolijWork* engagements. The process typically involves a variety of optional activities, subject to the nature and condition of the property.

When property condition is combined with individual tenant circumstances, then no two individuals are likely to experience void customer journeys in the same manner.

- **Hidden Delays** – Hidden delays creep in and become embedded within the empty homes process. These arise due to complex coordination requirements, particularly when operating in parallel and at significant scale, involving multiple internal and

external stakeholders.

Ultimately, embedded delays and “dead-time” are key contributors to the symptoms experienced within the empty homes process.

- **Housing Technology** – Legacy housing systems are primarily designed for transactional operations, rather than managing and diagnosing empty home operational performance, nor optimizing the ‘Critical Path’.
- **Seeing the Big Picture** – Some organisations also employ ‘tracker sheets’ to help illuminate how their services operate, yet even these do not yield that ‘big picture’ view of how things are really working, or identify where problems might lie.
- **Lack of Visibility** – Whilst focus is often on the major elements of void reinstatement & re-letting, delays linked to minor activities have simply become invisible, thereby compounding the challenge.
- **Regulation** – Meanwhile, housing providers are also subject to ever-increasing scrutiny from the Housing Ombudsman and the Regulator of Social Housing.
- **Taking the Next Step** – Organisations realise they have problems, but lack the visibility and specific evidence to know WHERE to look and in particular HOW to act, to improve service performance.
- **Alternative Strategies** – Applying additional resources and technology to this complex challenge yields limited returns – because they do not address HOW services perform holistically.

The NolijWork Solution to this Challenge

- **Process Intelligence** – *NolijWork* analyses and highlights the recurring delays and pinch points impacting YOUR empty homes process, so that YOU can take specific corrective action.
- **A Data-led Approach** – *NolijWork* leverages your existing data, which may be from your housing application (or perhaps from tracker sheets employed within the business) to derive these insights.

This service offering delivers tangible evidence for specific action, as opposed to trial-and-error approaches based on speculative change.

- **NolijWork's Service** – We use software to provide analysis of HOW your Empty Homes ('void') process really works, seeking to identify underlying causes of delays and inefficiencies within the service.

How Other Organisations Have Benefited

- Other housing providers have already successfully used this service to:-
 - Detect poorly-performing service steps, which had remained hidden "under the radar"
 - Provide evidence for specific courses of action as part of business case for improvement, including justification for additional resource
 - Detect deviation from the prescribed process for review, and course-correction/

intervention.

- Eliminate 'rumoured' problem areas, (i.e. produce evidence to dismiss unwarranted concerns), enabling staff to focus on genuine issues.

Engagement Outcomes

- **Derived Insights** – Insights enable providers to adjust how their services work in practice, helping to 'design out' the underlying causes of service under-performance.
- **Evidence** – This offering is designed to provide your organisation with the necessary insights to make evidence-based decisions to adjust how your service operates.

Our Technology

- **Data Science & Process Mining** - *NolijWork's* applies data science and process mining techniques to your existing data, uncovering hidden patterns to improve how services work.

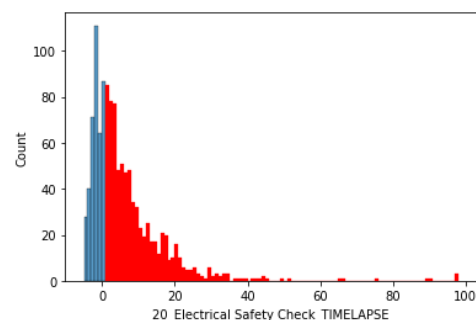


Fig. Sample Timeline Performance Chart

- **An "MRI Scan" of your Service** – Conceptually, this approach is like an 'MRI scan' of your service operation, derived from your own operational data, which is unique to your individual organisation.

SERVICE OVERVIEW

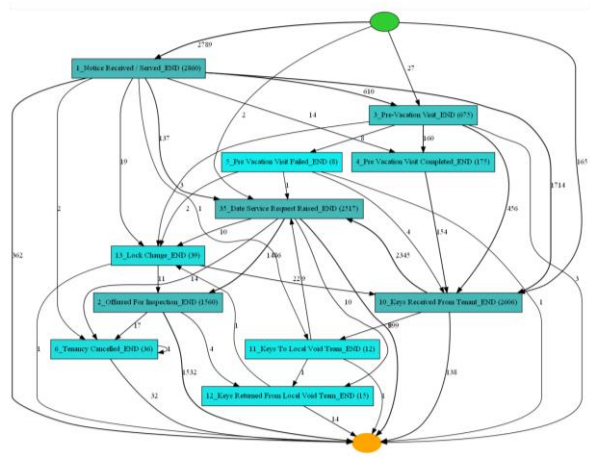


Fig. Sample Mining Output

- **Non-invasive** – There are no software installations, integrations or cloud-based access requirements.

An engagement with **NolijWork** merely requires a simple data snapshot in Excel / CSV format.

Service Engagement Approach

- **Technology & Know How** – **NolijWork** brings the technology and know-how, the client simply provides a simple data snapshot, which does not require ANY Personally Identifiable Information (PII).
- **Engagement Timeline** – Engagements are delivered over a short period of several weeks, to suit client resource availability.
- **Minimising Demand on In-House Resources** – Our service is designed to minimise demand on your staff, given that many organisations lack capacity for new initiatives, and are primarily focused on Business As Usual (BAU) operation.

4 Stage Delivery

- **Delivery Phases** – Delivery is in 4 phases, typically running across several weeks to align with your schedules and resource availability. All work is undertaken remotely and delivered via online channels.
- **Stage 1 – Pre-Engagement ‘Kick Off’** – An initial briefing by **NolijWork** to explain how the engagement works and address any questions or concerns.
- **Stage 2 – Data Provision** – This includes the provision of a suitable data snapshot, together with relevant background (such as SLA information). This stage also addresses any specific data clarifications that arise.
- **Stage 3 – Analysis & Results Delivery** – **NolijWork** undertakes the analysis, generates the relevant results and outputs, and conducts an initial presentation of these. Any result anomalies encountered are dealt with at this stage.
- **Stage 4 – Final Presentation & Closedown** – Final briefing and presentation of results by **NolijWork** to the client.

Get In Touch for More Information or Next Steps

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