

Process Intelligence for Responsive Repairs 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
- Find out through this engagement in just a few weeks

SERVICE OVERVIEW

Towards Better, Faster, Cheaper Services

Housing providers and tenants share objectives around Better, Faster and Cheaper services.

The question is, how can providers respond and set about realising that within Responsive Repairs...?

The Context

- **A Key Challenge** - Issues with Responsive Repairs are the single biggest driver of tenant dissatisfaction and complaints, as evidenced by both Housing Ombudsman statistics and Tenant Satisfaction Measures reporting in 2024 (TSMs).
- **Regulation** - Meanwhile providers are subject to ever-increasing scrutiny from the Housing Ombudsman and the Regulator of Social Housing.
- **Alternative Strategies** - Simply applying additional resources and technology to this complex challenge yields limited returns – because they do not address HOW services work holistically.

The Solution

- **An Optimisation Problem** - Getting the Responsive Repairs service “right” is an optimisation problem. The question for providers is “what are you optimising for?”
- **Human vs Technology** - As an optimisation problem, it is impossible for humans to get the balance right, only software can bring genuine insights to the situation.

- **NolijWork’s Approach** – We use software to provides analysis of HOW your repairs process really works, seeking to identify underlying causes of delays and inefficiencies within services. This directly targets root causes of tenant dissatisfaction and inefficiency

Engagement Outcomes

- **Derived Insights** - Insights enable providers to adjust how their services work in practice, helping to “design out” the underlying causes of service problems.
- **Evidence** - This offering is designed to provide your organisation with the necessary insights to make evidence-based decisions on adjusting how your service might operate.

Our Technology

- **Data Science & Process Mining** - Using an approach that combines data science and process mining, NolijWork seeks to uncover hidden patterns which can help improve how services work, by analysing your existing data.

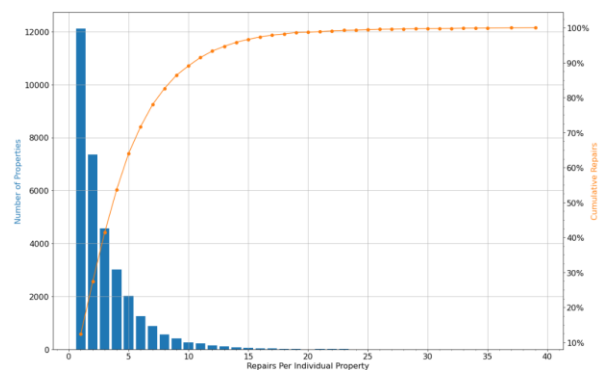


Fig. Sample Pareto Chart

- **An “MRI Scan” of your Service** - Conceptually, this approach is like

NolijWork

SERVICE OVERVIEW

an “MRI scan” of your service operation, derived from your own operational data, which is unique to your organisation.

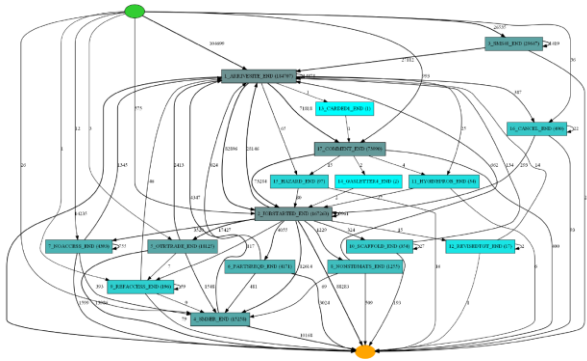


Fig. Sample Mining Output

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

An engagement merely requires a simple data snap-shot 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 relatively short period of several weeks, to suit availability within the client.
- **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 elapsed 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 deals with any specific data clarifications that arise.
- **Stage 3 – Analysis & Results Delivery** – NolijWork undertakes the analysis, generates the relevant results and outputs, and conducts initial presentation of these. Any 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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