

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
- Get answers in just a few weeks

SERVICE OVERVIEW

Towards Better, Faster, Cheaper Services

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

The question is, how can providers 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 a complex service 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 provide 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 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.

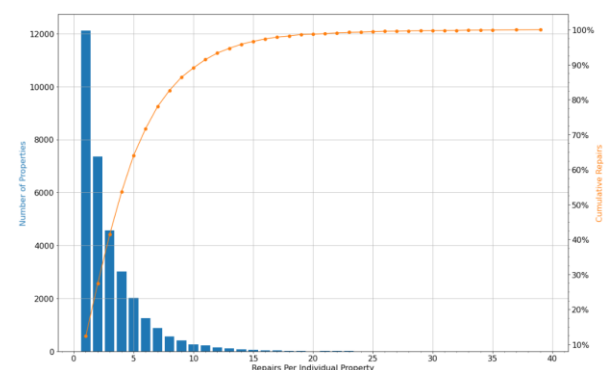


Fig. Sample Pareto Chart

- **An 'MRI Scan' of your Service** - Conceptually, this approach is like an 'MRI scan' of your service operation, derived from your own

SERVICE OVERVIEW

operational data, which is unique to your organisation.

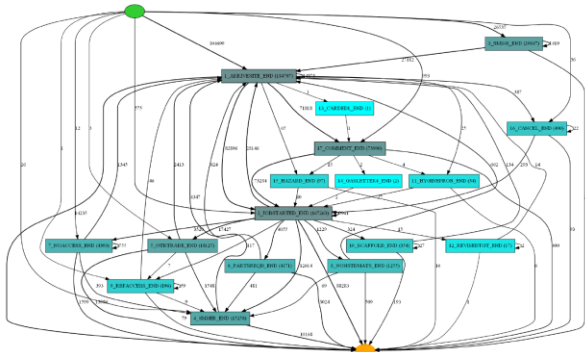


Fig. Sample Mining Output

- **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 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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