



## CASE STUDY

# Orwell Housing Association

Orwell Housing Association was formed in 1963 in Ipswich, Today, Orwell provides a range of services including housing, support and care services.



Orwell employs over 700 dedicated and enthusiastic people including relief and volunteers' managers, delivering tailored services to meet individual requirements.

Orwell has an enviable track record of providing customer orientated services to tenants and service users. The most recent survey indicated that 93% of tenants were satisfied with the services Orwell provides.

The majority of Orwell's housing is located in the Ipswich and Lowestoft town areas; however, in recent years Orwell has become more diverse and now has properties in all districts within Suffolk, South Norfolk, North Essex and Cambridgeshire. They also manage (as well as own the majority of) five sheltered housing schemes, twelve extra care housing schemes, eight schemes supporting adults with learning difficulties and eight temporary supported housing schemes including two women's refuges.

Orwell is currently the largest supported housing provider in Suffolk and also owns 39 additional supported living schemes.



## Challenges

As an organisation Orwell needed to respond to the changing environments and also understand the risk and opportunities associated with the delivery of the repairs and maintenance service they provided to their customers. In addition to this they had to demonstrate a commercially astute practice, while balancing customer satisfaction.

Orwell believe the success of future repairs and maintenance services will hinge on intelligent decision making. This was an important consideration when choosing a software provider, as automation within repairs and maintenance services will allow Orwell to become more efficient.

Expenditure on the repairs service was a significant challenge for Orwell Housing. Because of this embedding an approach that ensured value for money throughout the repair service, while linking departments was very important. Also, quality reporting was key to this process and the understanding and planned responses to the information provided was a vital part of controlling this expenditure.

## Why Totalmobile

Orwell believe the key to understanding “value for money” is having an understanding of ongoing operations. During their procurement process they had several questions which needed to be addressed.

These questions primarily focused on how much it cost Orwell to deliver services and if a software solution could create the efficiencies that enabled them to save money

The following questions were asked when assessing internal processes and the Connect solution:

- Would the solution offer them a return on investment?
- Can it identify key aspects of repair costs in order to aid objective setting?
- Can it identify cost trends over time to aid saving benchmarks?
- How can costs be controlled and maintained via the system?
- What impact do different cost elements have on the quality of the service being delivered, such as customer satisfaction?
- How can cost and performance relate to the organisation’s goals and ambitions alongside the value for money strategy?

After reviewing all the above points via a thorough procurement process Orwell, selected Totalmobile as their software provider. Orwell believed Totalmobile could deliver value in all key areas and help address their concerns to ensure efficient costings were made.

In addition to this, with Connect, Totalmobile were able to demonstrate a modern and easy to use job management solution which enhanced Orwell's existing capabilities, improving workflows and ensuring savings. There was also significant confidence that the solution would offer Orwell a clear return on investment as well as improve overall performance.

# Benefits

Through the successful implementation of Connect, Orwell Housing Association have been able to experience a range of transformational benefits including:

- Dramatically improved reporting for their business
- Enhanced tenant self-service saving time and money
- An improved mobile working platform making it easier for the users
- Financial integration bringing the business together a whole
- Stock monitoring that offered greater visibility of usage and requirements
- Better decision making and forecasting through scheduling more efficiently
- Increased tenant satisfaction
- Real time job monitoring & costings that enhanced understanding and empowered improved decision making



“Making the choice was hard, working with Totalmobile was easy. Great Team with a great product.”

Mike Penman - Repairs Manager



## What's Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.co.uk>

or contact us via the details on the back of this document.





# Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

## **Belfast HQ**

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111