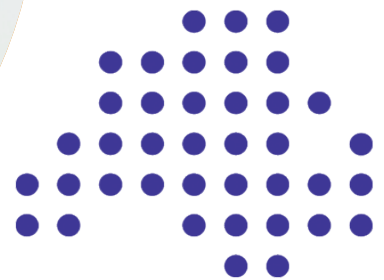




**CASE STUDY**

# Kirklees Council



# Background

Kirklees Council represents one of the larger local authority districts in England and Wales, ranking eleventh out of 348 districts and is the third largest in area, covering 157 square miles.

Kirklees Neighbourhood Housing (KNH) is an Arms Length Management Organisation (ALMO) set up by Kirklees Council in 2002 to manage council housing.

Totalmobile has worked alongside Kirklees Council since 2008, when they began their mobile working journey starting with TotalRepairs and our Mobile Workforce Management solution.

Their Planned Repairs & Maintenance teams are responsible for 23,500 council housing properties, public buildings, schools and academies, housing associations in the Kirklees area and fire stations in West Yorkshire.

When beginning their mobile working journey, Kirklees Council faced a number of challenges and wanted to continue developing and supporting their values.

They wanted to:

- Be progressive, to be open to new ideas and approaches
- Look for better ways of doing things
- Be customer-focused and treat people as individuals
- Get it right first time
- Be flexible
- Keep people informed

With these goals in mind the Mobile Workforce Management solution was rolled out to over 240 field operatives, covering Responsive Trades, Gas Servicing, Commercial Heating, Commercial Electrical, Estate Caretakers and Highways Maintenance - Potholes and Street Lighting.

One of the key features of the mobile application, which Kirklees Council benefited from, was the ability to customise the home job screen and develop tailored forms that allowed them gather useful information and data.

All the information is synchronised and uploaded to their back-office system to give a full picture of the working week and allow them to generate insightful reports.

With the successful implementation of Mobile Workforce Management, the next phase of their mobile journey was the introduction of Dynamic Scheduling.

With the intuitive, automated capabilities of the scheduling solution, the Council could easily schedule their mobile staff according to their skills and react to the changing day with minimal disruption. The schedule automatically adjusts to ensure maximum capacity.

# The Issues they faced

**Kirklees Neighbourhood Housing (KNH) have a wealth of experience in workforce scheduling and knew exactly what they needed from a good scheduling solution.**

They wanted the opportunity to modernise their application estate and reduce operational costs. Their past experience had highlighted issues with 'black holes' due to some jobs not arriving, resulting in support staff wasting time checking and poor customer experience if the job was missed. They decided that to avoid issues around ownership and confusion between suppliers, they would prefer one point of contact for support.

It quickly became clear that Dynamic Scheduling from Totalmobile was not only more cost effective, but user friendly and developed with the end users in mind, processes were less complex. It was easy to set up and configure, with greater self service access.



"During a time of change at the Council we were concerned that there would be a drop in productivity, but through the mobile solutions we managed to not only preserve productivity levels, but year on year, we have improved. We are achieving our target of 5.75 completed jobs per day."

**Dawn Fisher,  
Service Improvement Manager**



## Outcomes

Not only are they meeting their daily targets, but the outcomes and benefits have been seen throughout the organisation.

For planners, the scheduling solution takes a lot of the pressure away by completing everyday repairs scheduling, there is no human intervention, allowing planners to have more time to deal with the exceptions – follow-on-work, multi-visits, multi-trade, materials arrived etc.

The impact on operatives has been positive, they now have even more access to job information on their mobile device, they can call up the folio to view previous jobs, photos, property information and previous certifications.

They are now able to view the days schedule and future schedules and with a Google integration they benefit from better route planning that guides them to the properties from the job screen.

With Mobile Workforce Management, Kirklees Council have been able to develop forms and replace paperwork, forms such as timesheets, van checks, risk assessments, condition surveys etc.

Their journey to mobile working has had a positive impact on customers, more appointments are offered and kept. The online Customer Portal allows customers to order repairs 24/7/365 and make an appointment, they can even enquire on the progress of their repairs. Alerts inform the customers when their repair is due and when we set off to the property.





## Organisational Impact

The solution has provided greater efficiencies regarding support & maintenance, reducing costs whilst maintaining the standard of service. They have seen a saving of £9k per year for support costs, with a further saving on interfaces of £5k per year.

Responsive trades are now achieving more productive hours within their working day. They complete, on average, 20% more jobs per day.

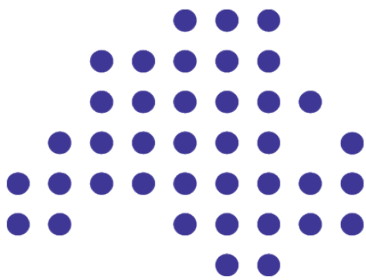
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“It's a lot easier now I am on mobile, I used to have paper tickets and kept having to trail backwards and forwards for my work. I really like the google maps function, the quick phone button and the extra information about the customer or the property that is available to me.”

Paul, Joiner

”





## The Future

The future will continue to see the relationship between Kirklees Council and Totalmobile develop as they continue along their mobile working journey.

The next phase of mobile working will see Mobile Workforce Management being rolled out into various departments, the next being Voids, Civils and Gas Cyclicals.

One of the next major developments will be for the Planned Teams, here the dynamic scheduling solution will provide the unique ability to create a separate "World" for these as most of their work will be manually allocated. The solution will provide them with the ability to view and monitor resource capacity effectively.



# Totalmobile

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

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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