

Intelligent Appointments and Dynamic Resource Scheduling

DRS



This is a presentation to talk about our new DRS system which is going to be implemented very soon. This presentation follows on from the one you had on the new SOR's. This is just a high level presentation to give you an overview of the new DRS system. If any questions can be left until the end of the presentation or if you can have your discussions in your tool box talk after this presentation and then your team leader will feedback to us. Then we will update you on any feedback provided after this presentation.



DRS users in Wales/ England

- Adra (was Gwynedd)
- Caerphilly County Borough Council
- Cardiff County Council
- Cartrefi Conwy
- Merthyr Valleys Homes
- Newport City Council
- NPT Homes
- Tai Calon Community Housing
- Tai Tarian
- Trivallis (was RCT Homes)
- Vale of Glamorgan Council
- Valleys to Coast Housing
- Wrexham County Borough Council
- Great Places Housing Group
- Guinness Property
- Liverpool Mutual/ Torus
- Peaks & Plains
- Regenda
- Riverside
- Sanctuary
- Severnside Housing
- Shropshire Towns and Rural Housing
- Weaver Vale Housing Trust



You can see how many Housing authorities currently use this DRS system. We are already behind as all of these have a scheduling system in place although not necessarily working aside open housing. We have spoken to another Social Housing provider to gather information on how the DRS system works for them to then use this while planning and implementing the system to suit our needs. We also have regularly asked the Professionals from Advanced what other companies do with certain scenarios.



The reason you have previously had a SOR presentation was to inform you of the rollout of new SOR's. These SOR's were created in order to work with DRS to give accurate timings for jobs. The SOR's have all been integrated into DRS to calculate the SMV (Standard Minute Value) which will then set the time duration for different jobs. If there are multiple SOR's against a job this will calculate the combined value to give the full duration for the job. There are going to be situations where you will attend a property for a job and it turns out it is a bigger job than what was reported or the tenant may ask for other works to be completed whilst you are there. As you have a set time duration to be in the property communication with the planners will be crucial. If you need more time in a property the planners will need to know as they will re-arrange your work to allow you to have more time to complete the repairs.

Background Work



There have been lots of background work going on for many months now in order to get ready for the implementation of this new DRS system. The Lead Job Planner role (me) was only advertised earlier this year whereas the planning for this new system started well before then. Also the Job Planers have only recently been advertised and we are waiting for people to accept the roles and then they will be starting very shortly to complete some testing and then will be involved in the pilot.

Once I was in my lead planner post one of the first tasks I was given was around the personal data sheets we had all of you fill in (show an example of a sheet). This was then used as a template to then add each worker into the DRS system. We need your addresses to be correct and up to date at all times as DRS calculates your daily routes based on what is closest to your home location to reduce your travel time. It will also make sure you are at a job close to home by the end of the day. The skills you provided also need to be kept up to date as DRS looks at these skills to assign jobs to you. So whatever skills you put down you can be assigned any jobs with this skill, for example, (use example based off the trades in the room). If you want to review the information we have down for you. You are free to fill out a new form and I can then update your new details or if you let your team leader know they can send me across a list of names who want their details to be checked and then I can be in touch to go

through what information we have on file for you.

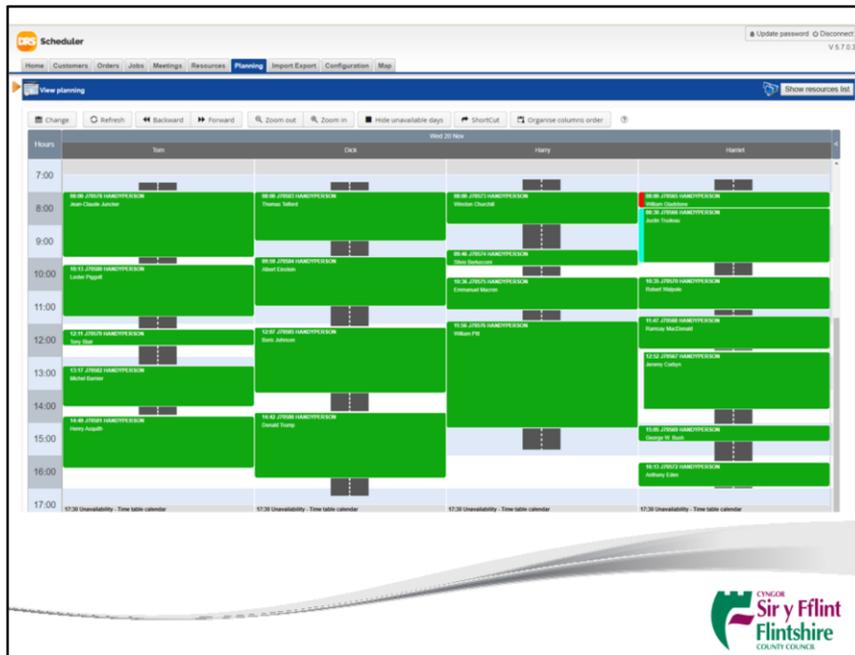
There are also plenty of other background work that has gone on including testing. We are currently completing 6 weeks of testing to test everything in the system and to test different scenarios to make sure there are no issues and if there are issues we are picking up then we are working to getting them resolved and re-tested. We have had some trades involved in testing and they have been able to have a look at the system and ask questions and think of different scenarios which have aided our testing. So I encourage if anyone wants to be involved in testing put your name forward to your team leader and you will get the chance to see the system and how it is all going to work before we go live.

Booking appointments intelligently As short a wait time as possible

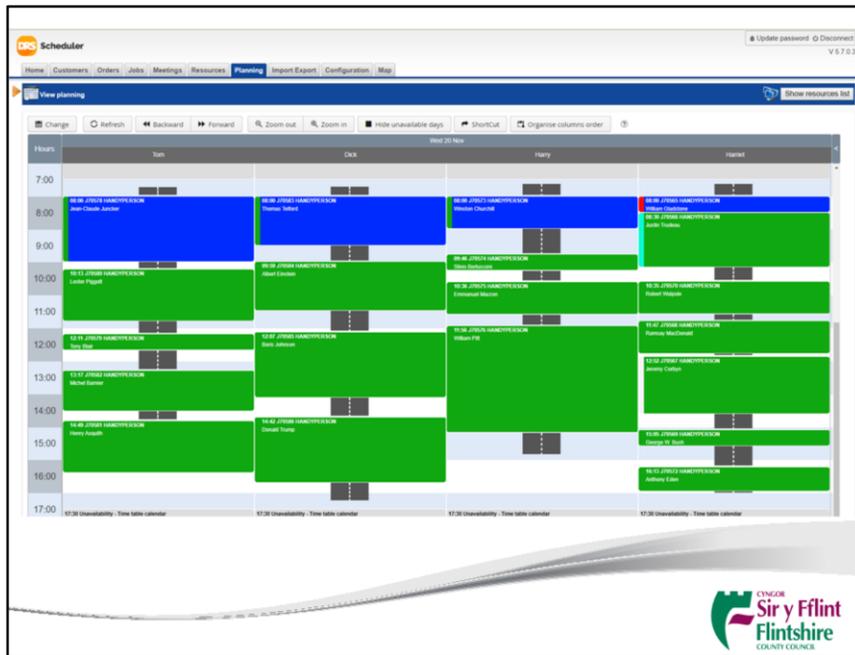


You can see we have 4 different time slots we will be offering to customers, Our chosen time slots are 08:00-18:00, 08:00-12:00, 12:00-18:00 and 10:00-14:00.

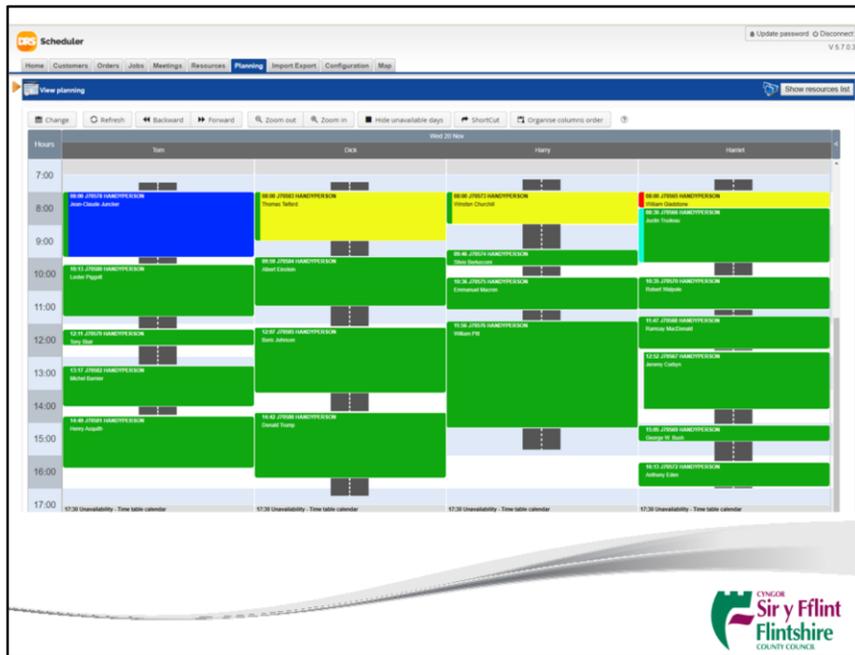
The colours show which are the best slots. The best slot will show a golden star with a number 1. Green means under 20 mins travel time, dark blue is over 20 mins, light blue over 30 mins, orange over 40 mins and red not able to book in an apt. This will also only allow appointments to be booked in within the jobs target dates, if this is not possible it will be passed to the planner who can override this if necessary.



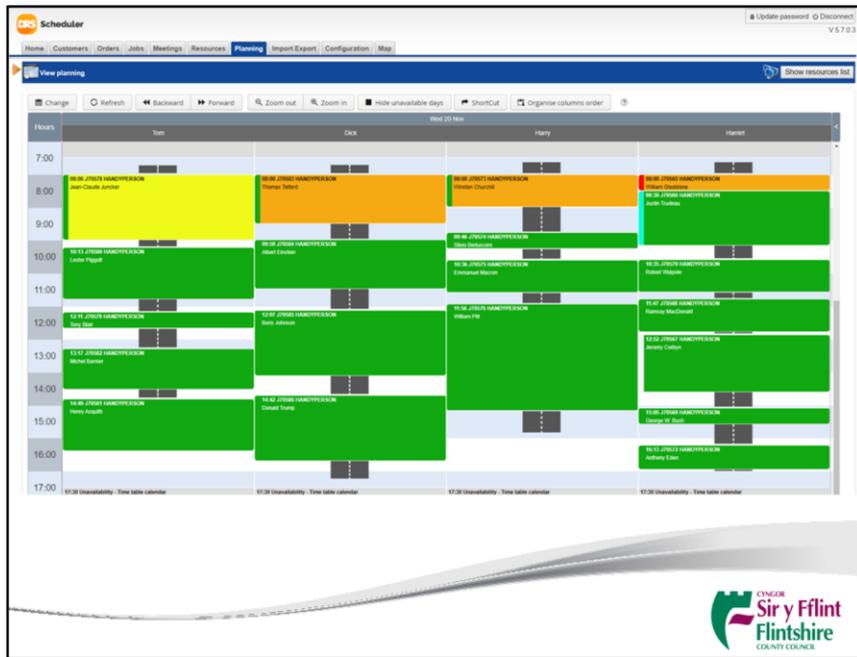
Next I am going to show you what the planners are going to be looking at every day. This will be a typical diary full of appointments, this is showing the same day for 4 different people. These jobs will then change colours based on their statuses. This currently shows all these jobs are planned into the diaries. You can also see gaps in-between the jobs this is the system calculating and taking into account the travel time from one job to another.



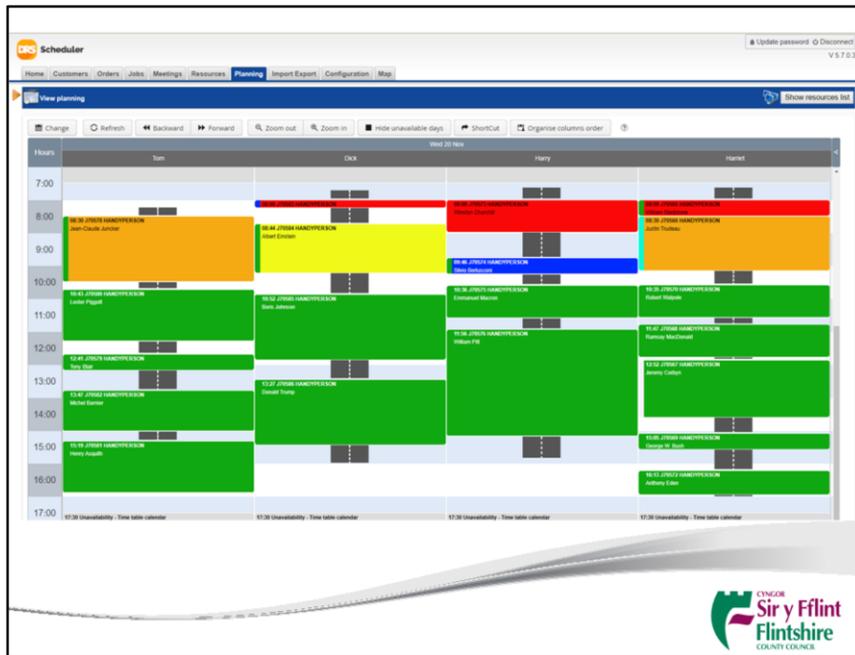
As the day begins all the first appointments will show as dispatched to show the planners that the trades are on the way to their first job.



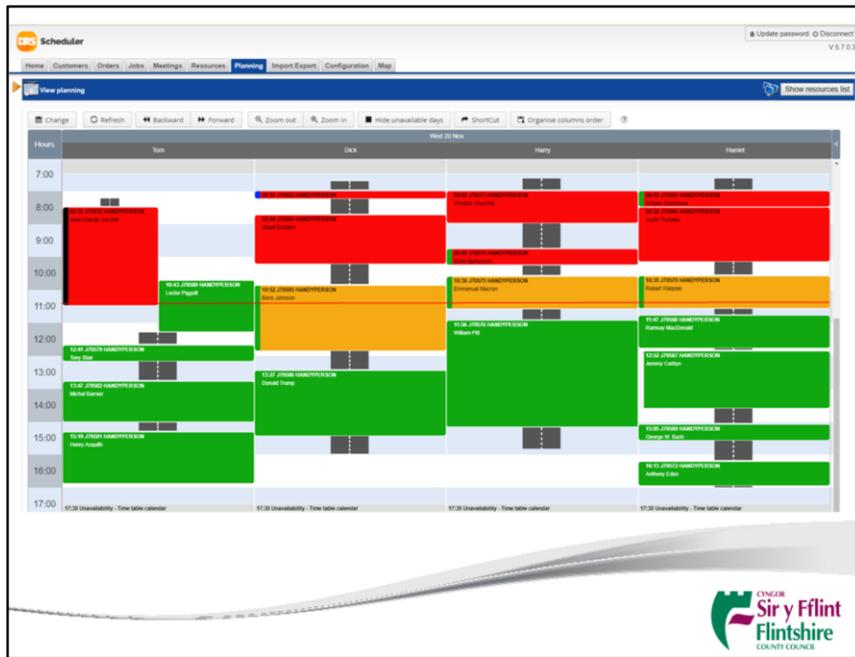
Then the colours will change once the jobs are accepted on the PDA.



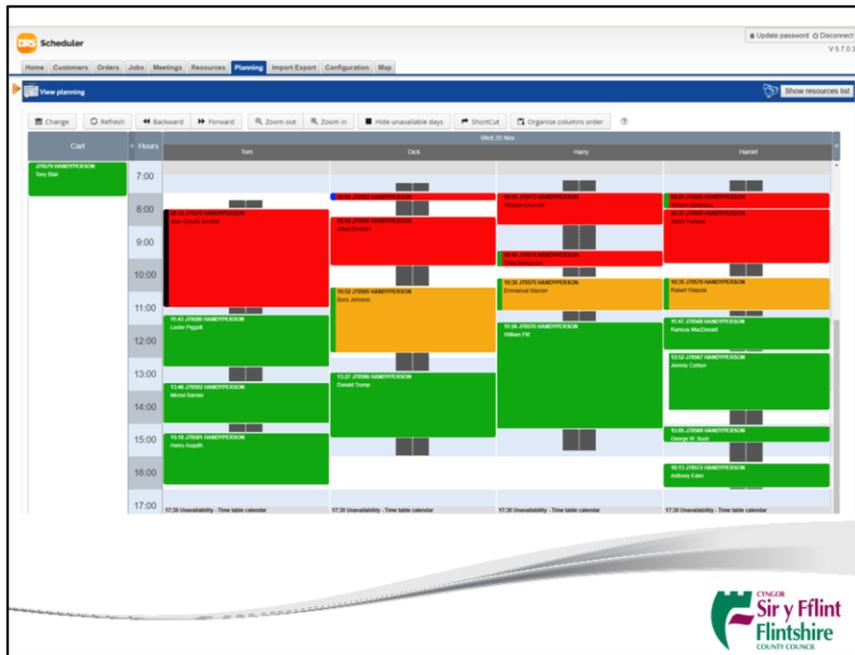
And again once the job is started on the PDA.



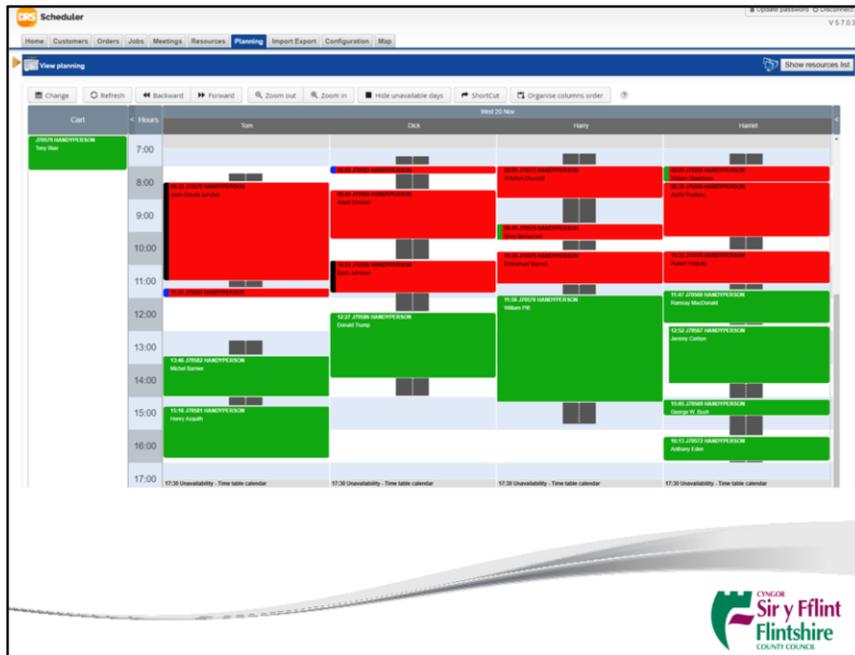
Then as jobs are completed they change colour again but may get different coloured sidebars.



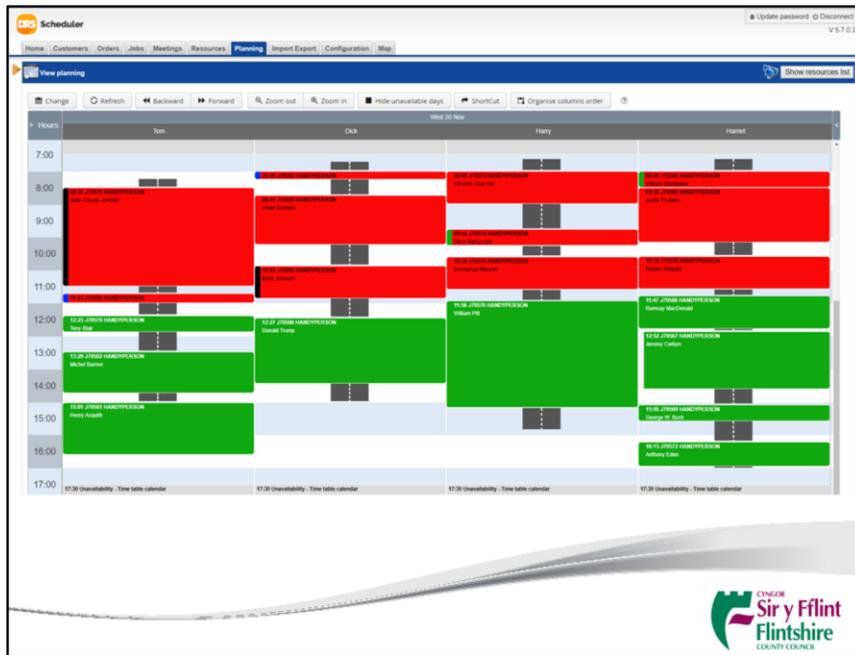
These sidebars visually tell the planners if the job was completed, a no access, if there is a job concern or if it is part completed.



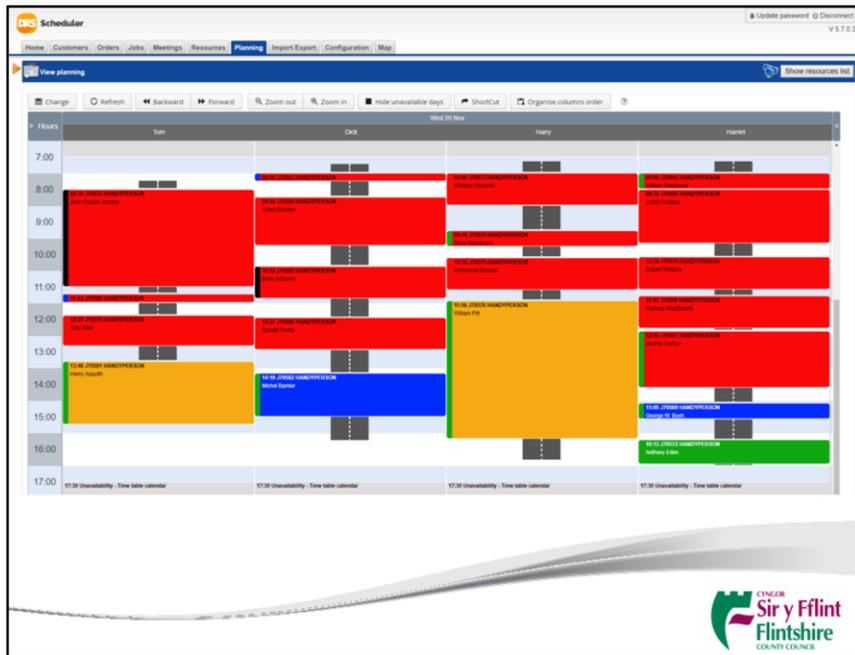
Here we are showing on the left we have an appointment which needs booking in.



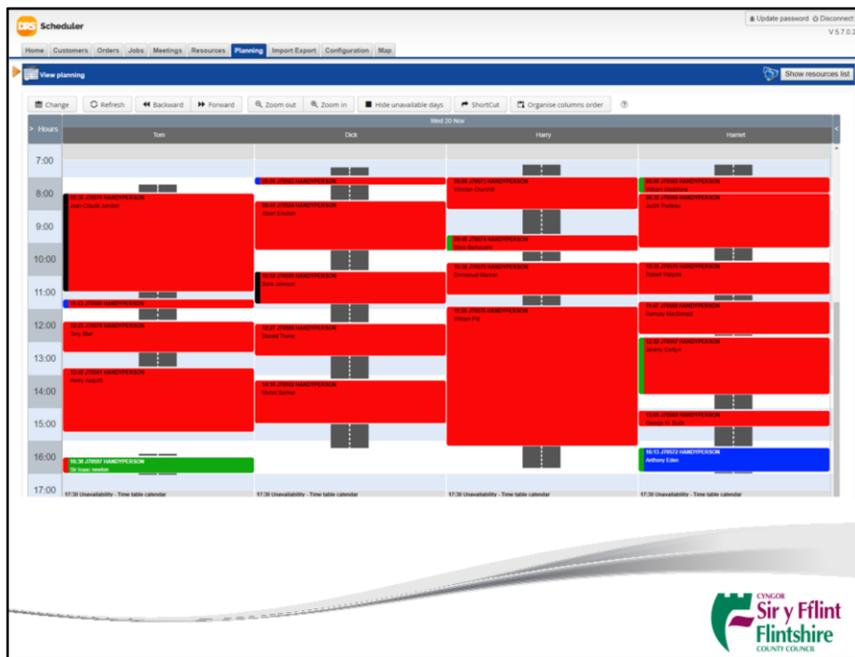
This first engineer has completed their second job a lot quicker than what was planned for them. This has then updated the diary and now allows room for this other job to be planned into their diary.



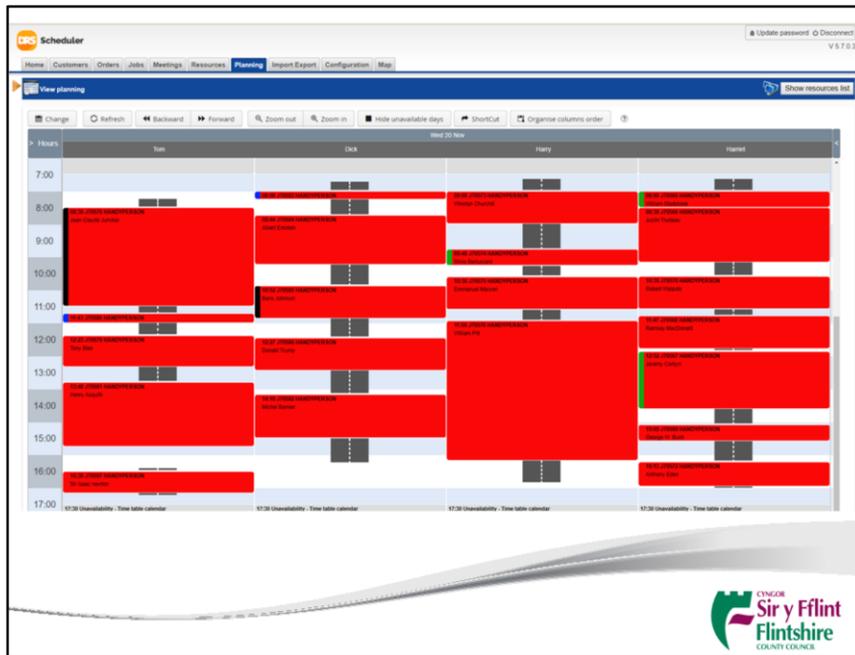
This still calculates the travel time to ensure it is possible to fit this appointment into the day.



You can then keep tracking the day and the planners are able to see that work is being completed and are able to look into any jobs which may need Follow-on work raising.



This is also why it is important for you to have good communication with the planners as we will be able to see if anyone is free to take jobs if for some reason you cannot get to all your jobs.



Then at the end of the day all jobs should be showing as completed.

What will DRS Provide?

- Well organised day
- Sensible routing
- One job at a time
- First time fix –focus on current job
- Someone to manage the problems that arise
- Variable start / end times and locations
- Less admin & paperwork
- Work – Life balance
- Improved Customer Satisfaction!



Well organised day- Lots of jobs will be planned in to fill your day, so you will always have a full day's work.

Sensible Routing- The system will plan the best route so you are traveling as little as possible and staying close to your home area. It will start you at a job close to home and finish your day with a job close to home.

One job at a time- Instead of having all jobs sent to you at once they will be sent through one job at a time so you just focus on the current job and then once you complete it you will then receive the next job.

First time Fix- We want to fix jobs on the first visit so we do not have to visit the property multiple times. This is why the SOR's had to be updated and van stocks are going to be looked at to ensure we can fix repairs with only 1 visit.

Someone to manage the problems that arise- There are currently myself and 2 job planners who will be available to take phone calls so if you have any issues you will be able to get through to one of us and will be able to support you with any problems.

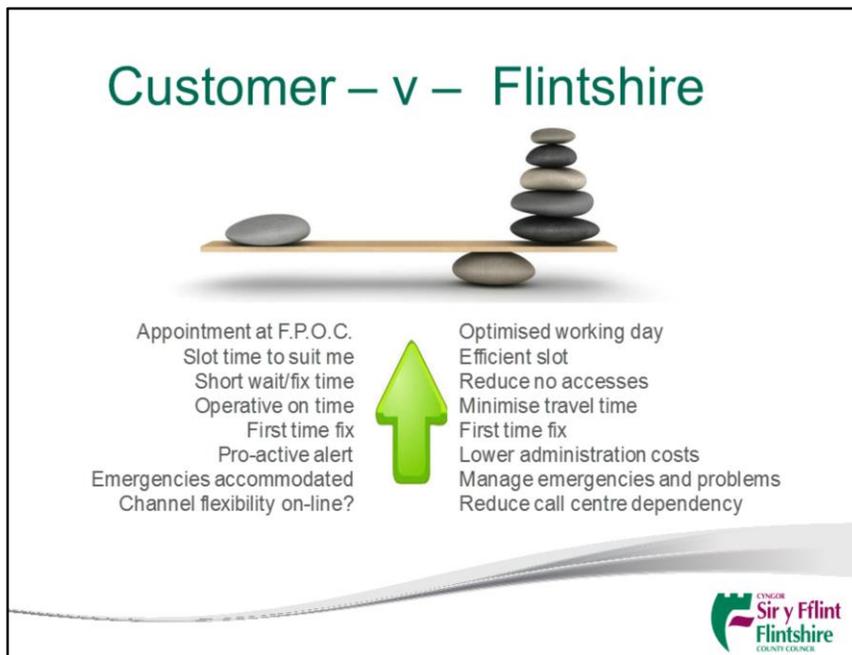
Variable start/ end times and locations- DRS takes into account compressed or different working hours and will fit in work based around these set times. Which is why again if your working hours change the planners need to be told otherwise work will be getting booked in when you are not available to work anymore. Also variable locations are able to be set so for example if you have to take your van up to Alltami

Depot first thing in the morning for an MOT, this will then be put into your diary and then calculate your working day and travel time starting from Alltami rather than your home. This is also the same if you are going back there at the end of the day to collect your van it will make sure to work your day around to ensure you can be in Alltami before you finish.

Less Admin & paperwork- Currently you do not have a lot of paperwork but this will also help to minimise this. Also this system will help to reduce admin as it works it all out itself. Planners are only required for daily emergency jobs and then to support if issues do arise during the day. Unavailability reasons are input onto your diaries and the system will re-schedule any affected jobs.

Work-Life balance- You are not having to plan your days ahead of time, you focus on one job at a time so when you finish for the day you are not thinking about your jobs booked in for tomorrow or the rest of the week, you can enjoy your free time and then in the morning you get your first job for the day and then focus on that. It is less stress and less work for you.

Finally, Improved Customer Satisfaction!- Customers are getting appointment slots and will be getting repairs fixed within targets. This makes our tenants happy.



This overall will help to bring balance between customers and Flintshire.

Customers are getting appointments when they first call up (first point of contact), they are given time slots, reduced waiting time for repairs to be fixed, operatives will attend on time due to planned out diaries, repair will be fixed on the first visit, reminder alerts, emergencies done same day.

Flintshire staff will have an optimised working day, efficient slots, lower chance of no accesses, minimal travel time, first time fix no back and to properties or stores, lower admin costs, have time to be able to focus on emergencies, reduce calls through to call centre.

Summary Benefits

- Cyngor Sir y Fflint – Flintshire Council
 - Improved resource utilisation / better service to the customer
 - Reduced mileage, better for the environment
 - Operative & Staff job satisfaction – retention / less training
- The field operatives
 - Job satisfaction / Working day improved – *“I used to drive miles and do a few electrical jobs, now I’m an electrician who sometimes drives”*
- The back office staff – Call centre & Planners
 - Improved Communications/ Direct Contacts
 - Tools to manage their working day
- Customers / Tenants
 - Greatly improved service
 - Satisfaction in the high 90%



So as a summary here are the benefits DRS will bring.

Flintshire County Council as a whole will have improved resource utilisation which will bring a better service to our customers. Reduced mileage to be more environmentally friendly. Operative and staff job satisfaction, operatives have work planned out for them and less travelling, staff have DRS system, in place to plan in appointments clearly and easily to show available slots.

You the field operatives as covered will have job satisfaction, working day is improved, less driving around as route is efficiently planned for the day to avoid back and to driving.

Back office staff will improve communication, this is internally with each other but also with reduced calls to contact centre they are able to answer more calls more efficiently and you as tradesmen will have direct contacts to call which will be myself and the planners. Means no more struggling to try and get through to someone when needed. DRS will help manage the trades working days but also it will help benefit the working day of the back office staff. Contact centre are able to give tenants an appointment slot which means tenants are happier.

Customers/ Tenants are being given appointments slots rather than just a time frame of between now and 28 days. This is obviously a greatly improved service for them, workmen will be on time to appointments and if there are any issues the planners are available to contact tenants directly if say we were going to be arriving out of their set time slot. They will also be getting reminder texts so they know when operatives are on way to keep good communication with tenants to avoid no accesses. This will keep customer satisfaction in the high 90%.

Thanks for your time

- Do you want to be involved in testing?
- Do you have any questions?



Thank you for your time, if anyone is interested in being involved in any testing of the new DRS system if you get in contact with your team leader and put your name forward we can get you involved in one of our live training sessions so you can see the system yourself and input your ideas. If you have any questions you have time now to ask me some now but if not you can bring any questions or suggestions up with your team leader and then they can feedback to myself. Before I hand you over to your team leader for your tool box talk we are going to ask you to collect your new chargers.