

Focusing scarce IT resources to enable future performance

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Who we are

From our 17-18 annual report



330

new properties
annually

12,000

gas & electrical
checks per year

over 1,000
people

people assisted with
training and services

£77m

income

top 50

developer

£2.5m

modernising
properties

9,800

homes

70

shared ownership
sales a year

0.1%

arrears

19,000

customers

1,000

ASB cases per
annum

30,000

repairs per year

700

voids every year

85,000

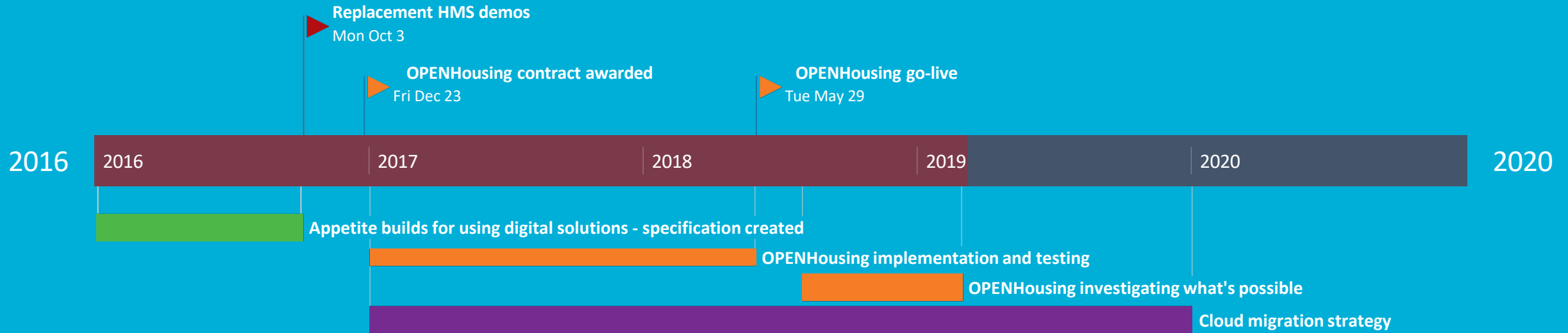
calls per year



Achievements to date



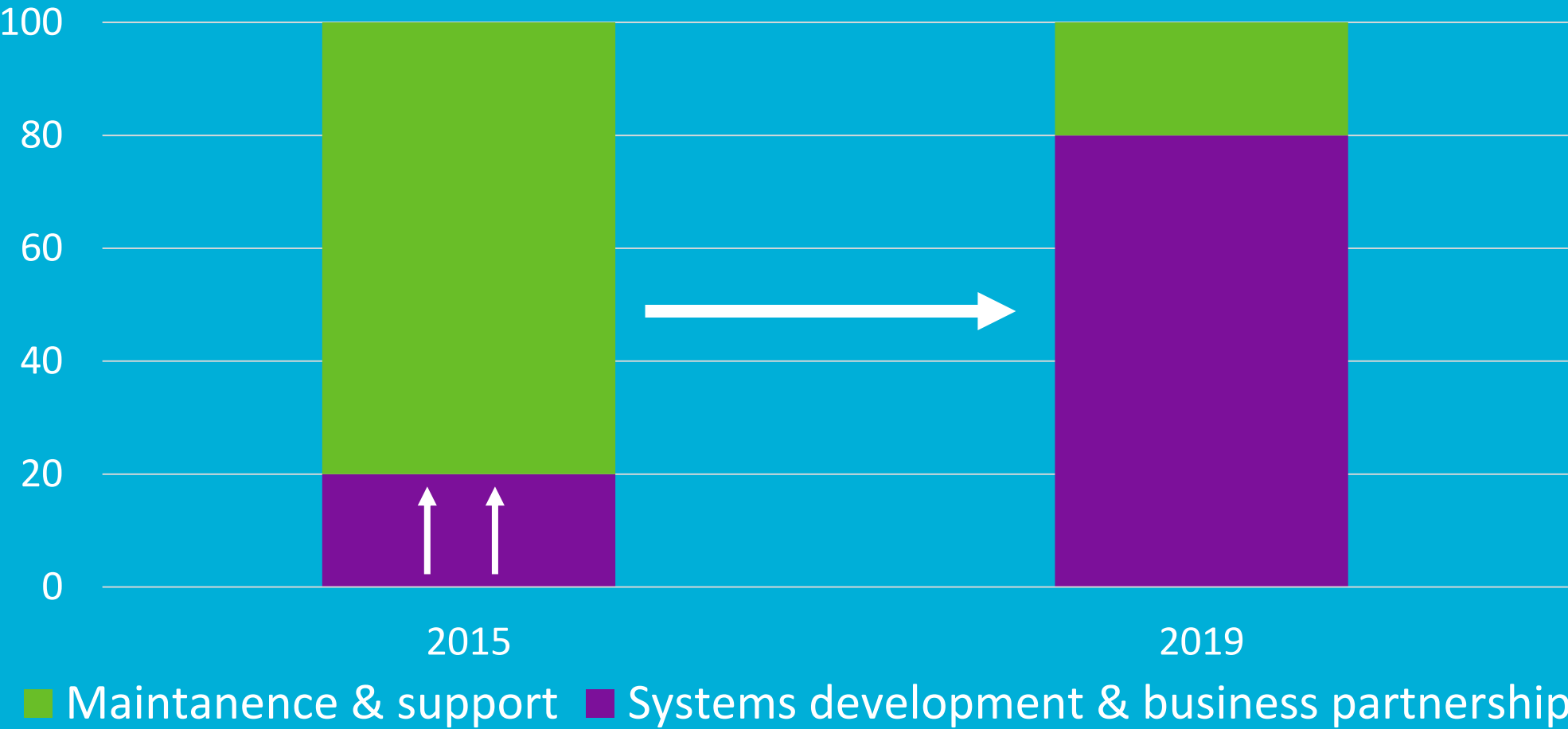
A very brief timeline



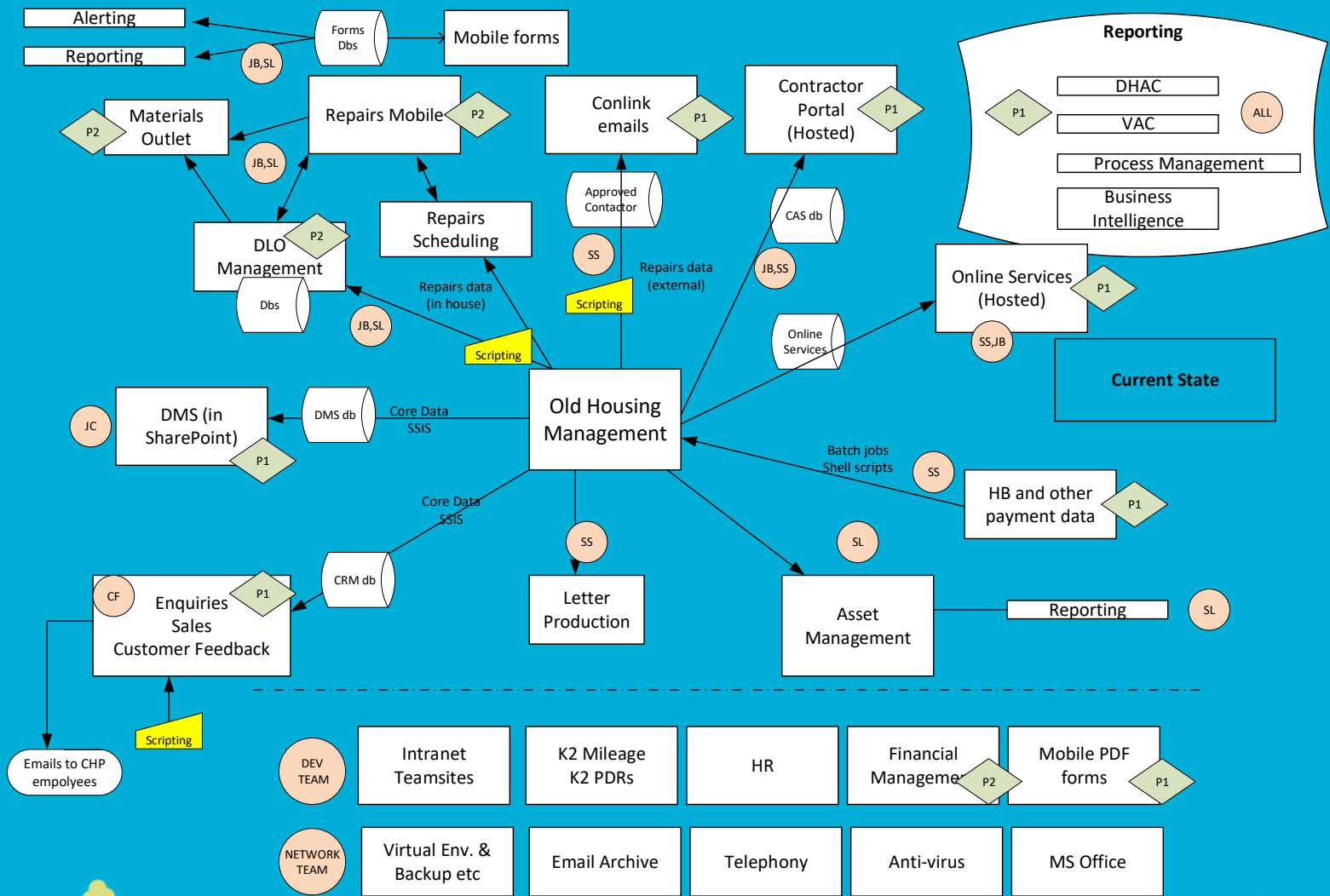
But it's getting busy.....



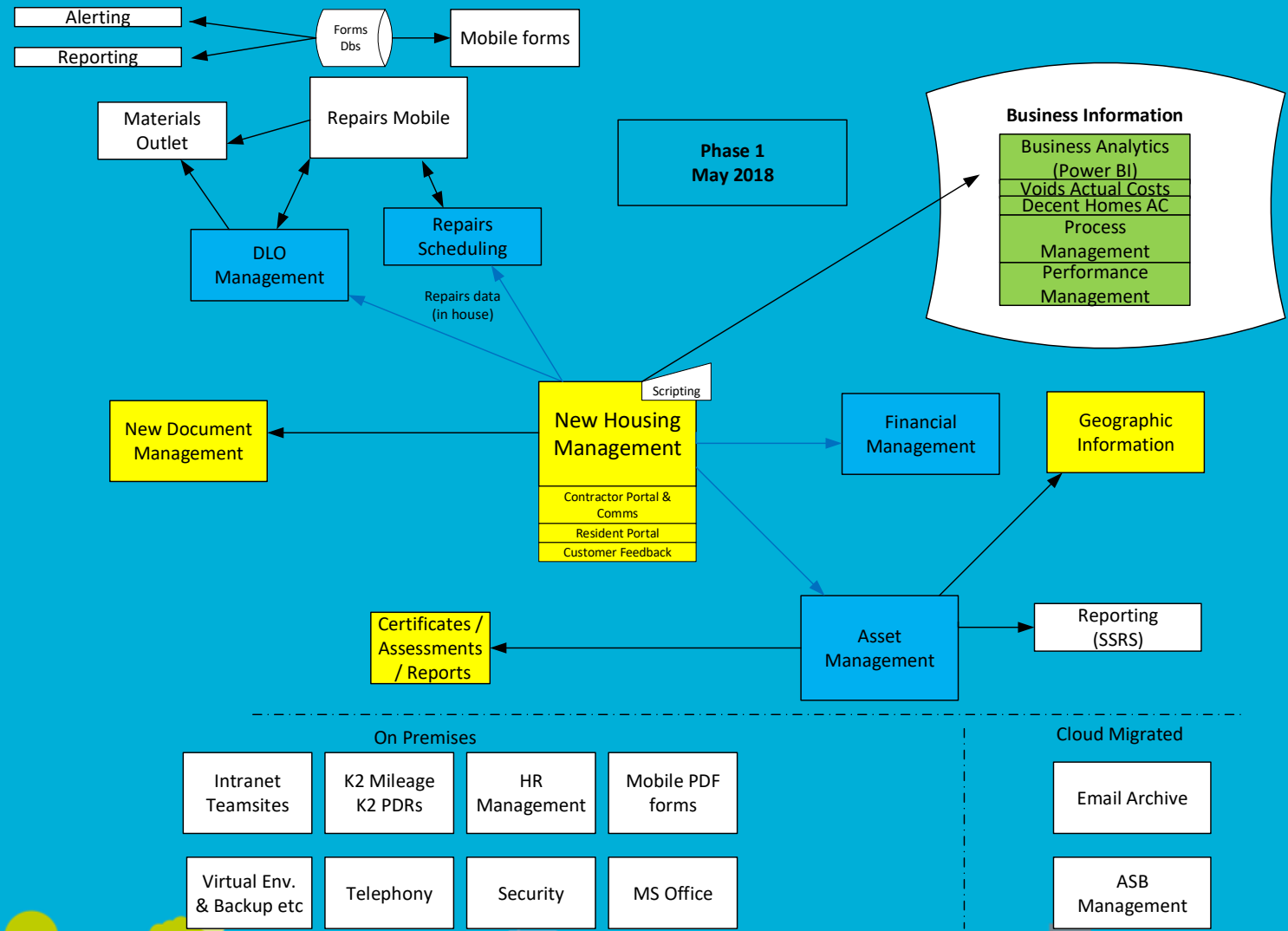
Tension between maintenance & development capacity



The burning platform - 2017 – no room to move

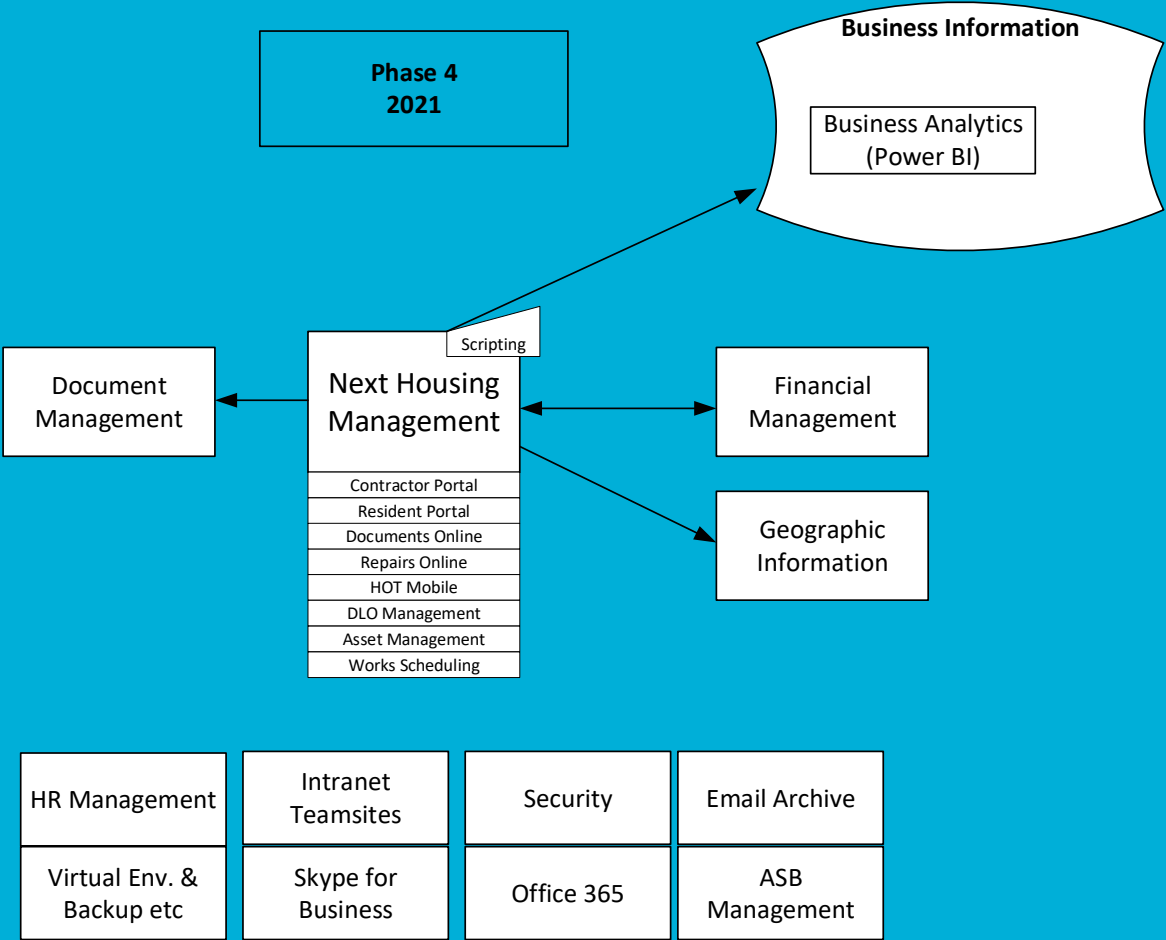


Achievements to date - 2018 – where we are now

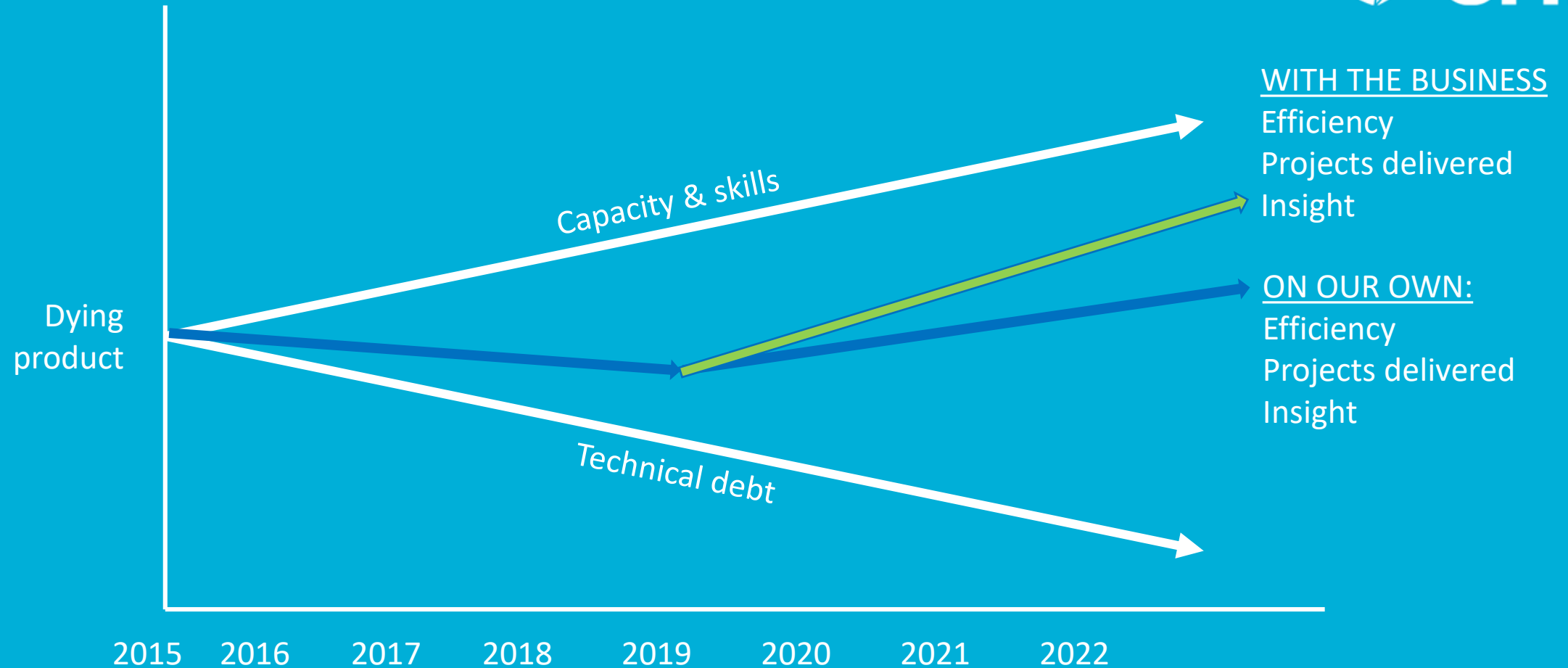


The future- 2021 –Enterprise Architecture

Cloud Migrated



The future- 2021 –Enterprise Architecture



What else has changed?



- Summer 2018 - New Chief Executive**
- Autumn 2018 - New Board Chair**
- Spring 2019 - New Corporate Strategy**



What else has changed?



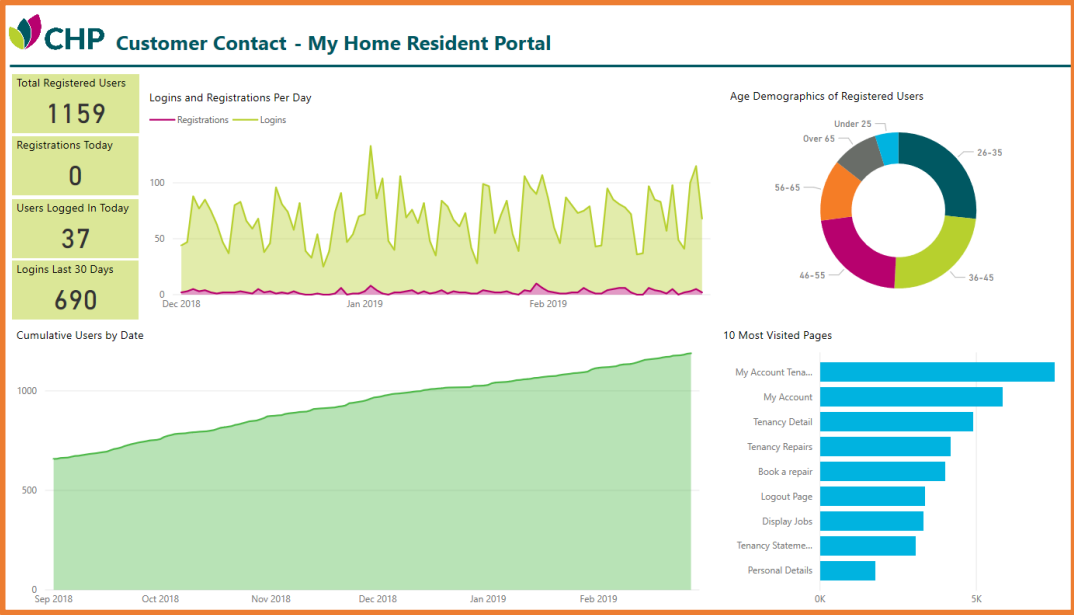
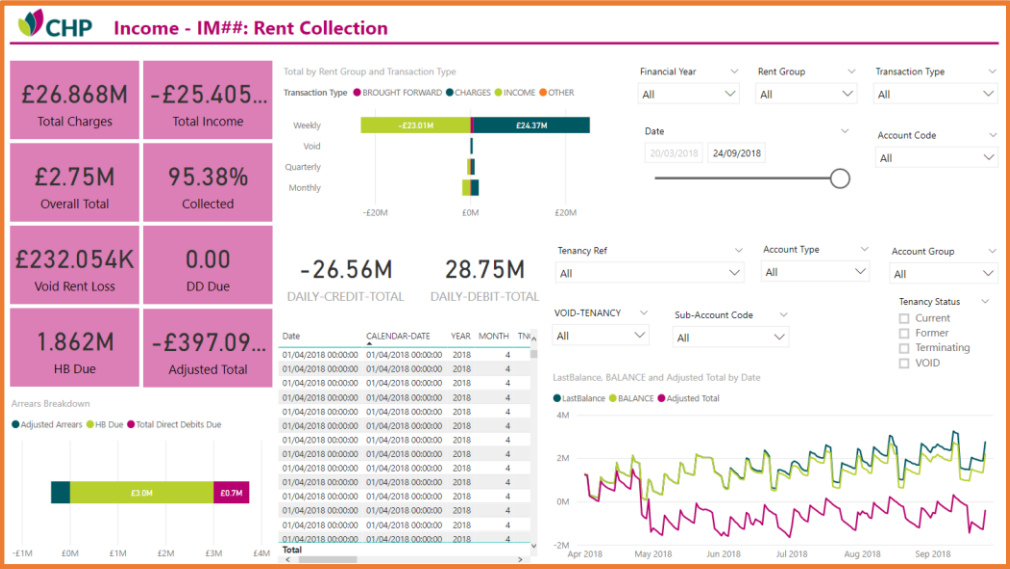
**“Any sufficiently advanced technology is
indistinguishable from magic”**

- Arthur C. Clarke



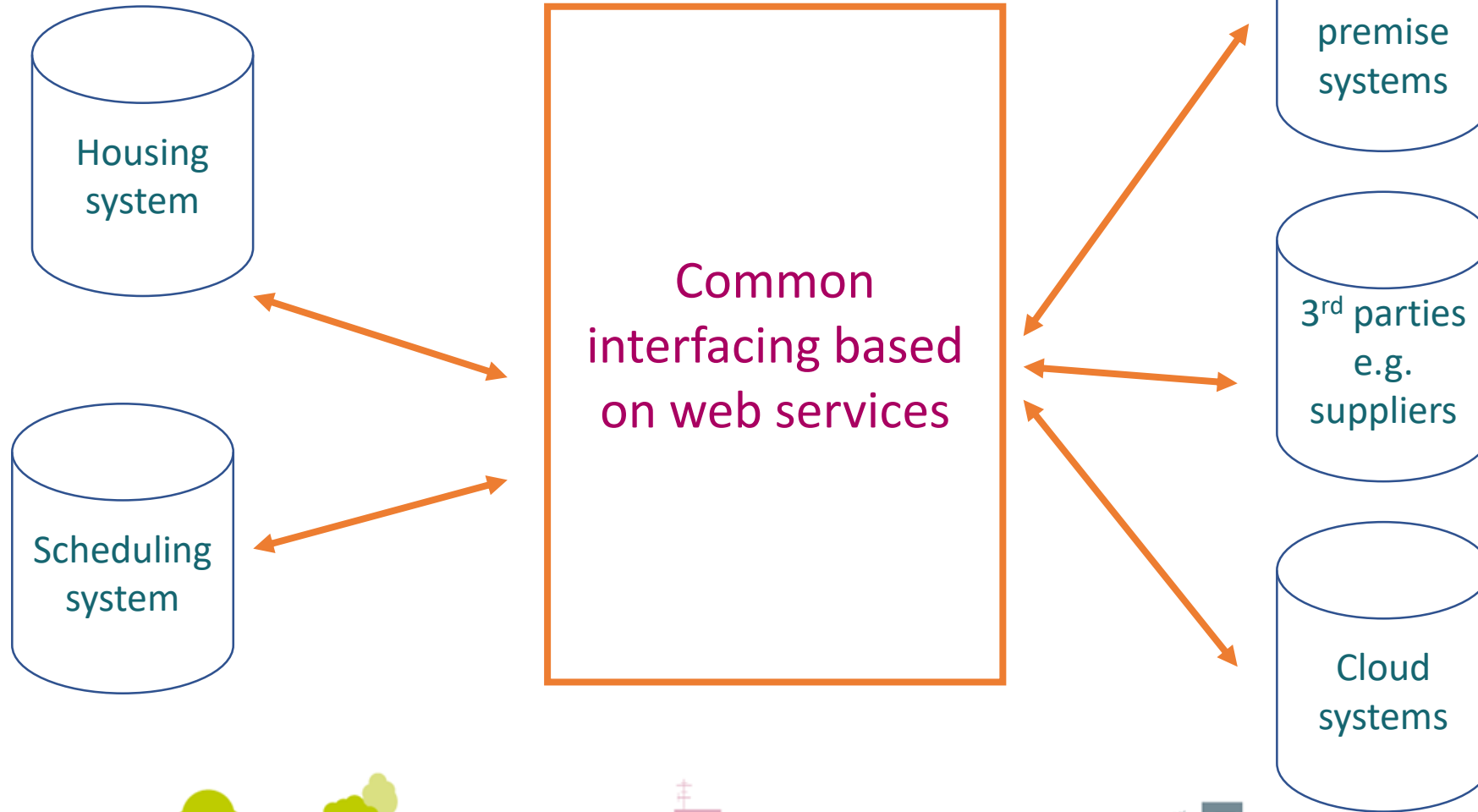
What can we do differently now?

Dashboarding and business analytics



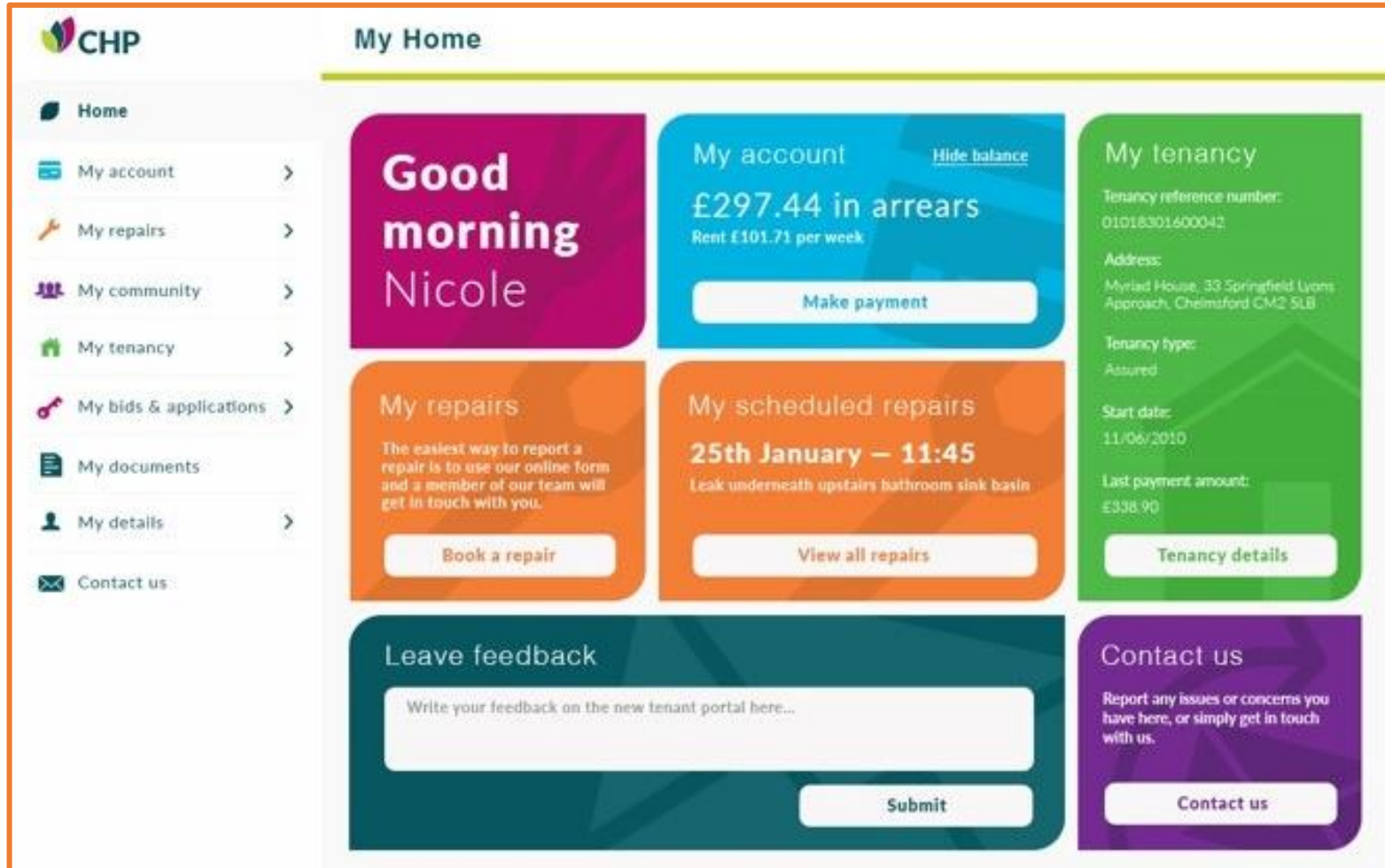
What can we do differently now?

Modern integration



What can we do differently now?

Great self-service

A screenshot of the CHP 'My Home' tenant portal. The interface is clean and modern, with a white background and colorful accents. On the left is a vertical navigation menu with icons and text for 'Home', 'My account', 'My repairs', 'My community', 'My tenancy', 'My bids & applications', 'My documents', 'My details', and 'Contact us'. The main content area is titled 'My Home' and contains several interactive cards. The 'Good morning Nicole' card is purple. The 'My account' card is blue and shows '£297.44 in arrears' with a 'Make payment' button. The 'My tenancy' card is green and lists details like the tenancy reference number, address, and start date. The 'My repairs' card is orange and includes a 'Book a repair' button. The 'My scheduled repairs' card is also orange and shows a specific repair scheduled for '25th January - 11:45'. At the bottom, there is a 'Leave feedback' section with a text input field and a 'Submit' button, and a 'Contact us' section with a 'Contact us' button.

CHP My Home

Home

- My account >
- My repairs >
- My community >
- My tenancy >
- My bids & applications >
- My documents
- My details >
- Contact us

Good morning Nicole

My account [Hide balance](#)

£297.44 in arrears
Rent £101.71 per week

[Make payment](#)

My tenancy

Tenancy reference number:
01016301600042

Address:
Myriad House, 33 Springfield Lyons Approach, Chelmsford CM2 5LB

Tenancy type:
Assured

Start date:
11/06/2010

Last payment amount:
£338.90

[Tenancy details](#)

My repairs

The easiest way to report a repair is to use our online form and a member of our team will get in touch with you.

[Book a repair](#)

My scheduled repairs

25th January – 11:45
Leak underneath upstairs bathroom sink basin

[View all repairs](#)

Leave feedback

Write your feedback on the new tenant portal here...

[Submit](#)

Contact us

Report any issues or concerns you have here, or simply get in touch with us.

[Contact us](#)



What can we do differently now?

Implement more systems! And ensure best use of existing systems

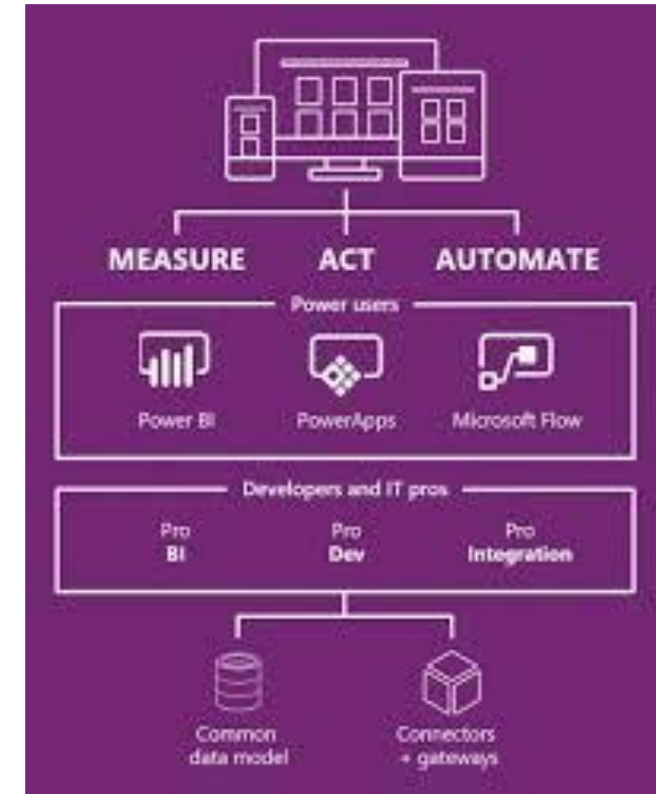


OPENHousing

Voids Tracker,
Allocations, Arrears
Ladders etc.

Self-service

Social media
login, documents
online, signups,
repairs logging
etc.



The big risks

Our resources

**Key members
of staff – IS
and business**

**Use of quality
assurance and ITIL**

- Business agreed programme of work
- Flexible options e.g. contractors

**Capacity to
deliver**

- Collapse
- Lack of functionality
- Fail to deliver

Suppliers



Taking a customer centric approach



Expanding our portal to offer a great customer experience

Potential enhancements

Documents online

With SMS or email notification

Tenancy sign-ups

Customer feedback, surveys and involvement

Permissions and workflow

Pets, adaptations etc.

GIS integration

Grounds, Repairs, Boundaries, local amenities....

Social media logging in

Logging of repairs

Including scheduling

Integrated payment provider

Direct debits
Statements

Resident surveys

Great communication

Live chat, case management and visibility, CRM records

