

NWLDC modernising service delivery with Aareon



North West Leicestershire District Council (NWLDC) has ambitious plans to modernise service delivery and embrace the opportunities offered through the adoption of digital technologies many of which are becoming prevalent in customers' homes.

The Council owns and manages approximately 4,200 rented homes in semi-rural locations throughout the district.

The housing service headed by Chris Lambert undertook a review of its primary systems in mid 2017 to consider if the existing systems would support the wider Council digital engagement ambition. The review, led by Alysium Consulting and involving both managers and front line staff from the housing service concluded that new systems would be required to provision the digital foundations upon

which the service could deliver improved efficiency and enhanced customer services.

NWLDC was seeking a complete business solution that would increase operational efficiency, reduce the time and cost of service delivery and significantly improve business performance. The solution should enable an exchange between all parties involved, providing end- to- end integration of the customers, employees and business partners.

Enabling NWLDC staff to become agile and deliver the same level of service anywhere, removing the need for paperwork and painstaking preparation, allowing staff to answer the unexpected question, handle a “spontaneous” appointment and managing dispersed communities through technology. Although traditional face-to-face meetings will always have their place, meetings for the mobile generation are turning towards online meetings, video conferencing as the most logical choice, allowing a more collaborative working style.

NWLDC understand that the millennial generation is becoming increasingly more important. For this generation, using smartphones and tablets to chat via video is perfectly natural and they are strong advocates of mobile working, in particular the use of apps to provide instantly accessible opportunities to manage their daily lives.

Alysium Consulting supported NWLDC to specify and procure the solutions required using the OJEU Competitive Dialogue process. Chris Lambert said ***“I was sceptical about the amount of time and the number of people involved in the competitive dialogue (CD) style of procurement, as I had no previous experience of this. As we now approach the conclusion of the process I am glad that we listened to advice and used this method”***

Following a thorough evaluation process that saw all of the mainstream housing system providers put forward their solutions and through the process of proposal review, presentations and site visits, NWLDC selected Aareon as the preferred supplier. The chosen Aareon solution will give NWLDC

a fully integrated Housing Management System, Choice Based Lettings, CRM, Asset Management, Mobile Working and Customer Self-Service App and Portal.

Ian Lockwood, Head of Business Development stated ***“NWLDC recognise the need to digitise customer relationships, enabling a more service-orientated offering, from an on-line customer portal to the smart app and customer relationship management, all elements interlocking seamlessly, to provide a positive customer experience. We look forward to working with them on their Digital Journey”***

NWLDC are starting the implementation of the new solution portfolio which will deliver a range of new digital services for the benefit of the customer. Chris Lambert said ***“Public Services are moving to a more digital mindset and it is important that Housing Services within North West Leicestershire move with them. Our ambition to continue our new build programme, provide commercial opportunities for the team and continue to offer the best possible products and services to our tenants have been key drivers for the project”***

Ian Lever (Alysium Consulting) said ***“this has been an excellent project and NWLDC staff have shown a tremendous commitment to ensuring success throughout. Our extensive experience of both housing service delivery and Local Authority ways of working ensured we could assist NWLDC throughout the process and we are now supporting other Local Authorities in a similar journey”***

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