

Infocflow Case History:

## Raglan Housing Association



*With over 10,000 homes in 95 local authority areas, Raglan Housing Association needed one system that could distribute information which everyone could access.*

*Raglan Housing Association is based in Poole, Dorset with offices in Bournemouth, Horley, Bristol, Reading, Leicester and Bedford. A few simple facts will quickly make it obvious what a large and flexible organisation they are - one which always needs to know what is going on everywhere they operate.*

Raglan Housing Association owns and manages over 10,000 homes in 95 local authority areas. There are a further 1,750 properties at different stages of development, ranging from pre-site proposals to properties nearing completion.

Raglan's portfolio involves new homes in inner cities, as well as in urban and rural areas. They also redevelop redundant brown field sites and empty properties which help town centre regeneration.

Apart from homes for rent Raglan also provides shared ownership properties as well as low cost homes for key workers.

### **Working within the locality**

In recent years, Raglan has introduced local working for all front line housing staff. They are supported by a housing services centre which offers residents a single contact point for all their housing enquiries.

In the majority of cases the advisor who takes a call will deal with that enquiry directly. A good example of this would be if a resident was reporting a repair.

However, with other issues, such as anti-social behaviour, the advisor will pass the enquiry on to a specialist.

### **A growing need for information**

The housing services centre also deals with enquiries from prospective residents looking for rented accommodation.

Enquiries regarding shared ownership properties are handled by Raglan's sales department based at Bournemouth.

In addition to this, each area office has its own local housing staff - housing officers, surveyors and community initiative officers.

But it doesn't stop there. Raglan's development managers, who are responsible for delivering nearly 400 new homes for this year's development programme, are generally based at the area offices with administrative and technical support from head office.

Obviously, Raglan is a widespread organisation with many people in need of up-to-date information.

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### **Assessing Infocflow**

Infocflow seemed to be the answer and after a thorough testing and assessment programme, Raglan decided to implement it.

"The main benefit as far as we were concerned was that all of the reports could be read in one portal," said Jan Lewis, Raglan's head of IT. "Getting reports to people is just part of the job. We want them to be able to read them and act upon them easily and simply."

She went on to explain that most of the Infocflow reports were to do with either rents or maintenance. "The speed with which staff in area offices receive information on rent arrears, for instance, means that they, in turn, can respond faster - to manage those arrears.

“Infoflow also delivers repairs reports which enable us to check that repairs are completed on time and to everyone’s satisfaction.”

#### **The Reports Raglan use**

So far, Raglan has only been using Infoflow to distribute Business Objects and Crystal reports. They freely admit that they are still in the process of building their report portfolio which they see as something that will grow as new systems and requirements materialise.

However, as the following summary of the reports they are already distributing - together with their recipients and uses shows - Infoflow is already playing a big part in improving the distribution of management information within the organisation.

*“It is nice to know that our staff can request their own reports without the need for extra licences.”*

#### **25 Repairs Performance Reports**

These are distributed to Raglan’s chief technical officer and his team for the monitoring and day-to-day management of their repairs service. They gauge resident satisfaction, jobs completed in and out of target and report on the performance of external contractors. Some of them are also used for the management and monitoring of gas and electrical servicing compliance.

#### **12 Housing Services Centre Reports**

These are distributed to Raglan’s housing services centre management and staff. They are used for monitoring performance, gathering call statistics and the preparation of board and committee reports.

#### **16 Audit Reports**

These are used to identify new properties, resident accounts needing attention, data anomalies and so on.

#### **Systems Administration & Security Reports**

These are used by IT staff to manage system access.

#### **6 Rents Reports**

These are used operationally by Raglan’s revenue manager and her team - as well as by housing management staff to monitor and manage accounts. They also serve as a reconciliation aid.

#### **12 Housing Management and Committee Reports**

These are distributed to the director of housing operations and regional directors and their teams. They cover void statistics and performance, arrears statistics and actions as well as tenancy terminations.

#### **How reports are sent out**

“At the moment, we are still sending out reports mainly in PDF format - and they are usually read on screen. But we intend to expand the use in the future and make use of the other functionality that Infoflow can offer,” said Jan Lewis. “It is nice to know, though, that our staff can request their own reports without the need for extra licences.”



- *Infoflow is a highly automated information capture, storage and distribution system.*
- *It can take information from any data source, filter it and re-distribute it*
- *Therefore, it gets relevant information to the people who can use it most effectively*
- *That is why it enables faster and better decision making*
- *It does this without the need for additional BI licences*
- *At the same time it also reduces training costs*

***To discover what Raglan Housing Association already knows, call Infoflow on 0870 116 2500 to arrange a demonstration***



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