

Cartrefi Cymunedol Cymru
Community Housing Cymru

One Big Housing

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Agenda:

- **Why change and what is Next Gen?**
- **How did we implement?**
- **Commercial Vs Customer – who wins?**
- **The ‘Digital Doorway’?**
- **What lessons can we share?**

Beth yw Next Gen?/What is Next Gen?

1 Serve our 23,000 customers in the most economic, efficient and effective manner

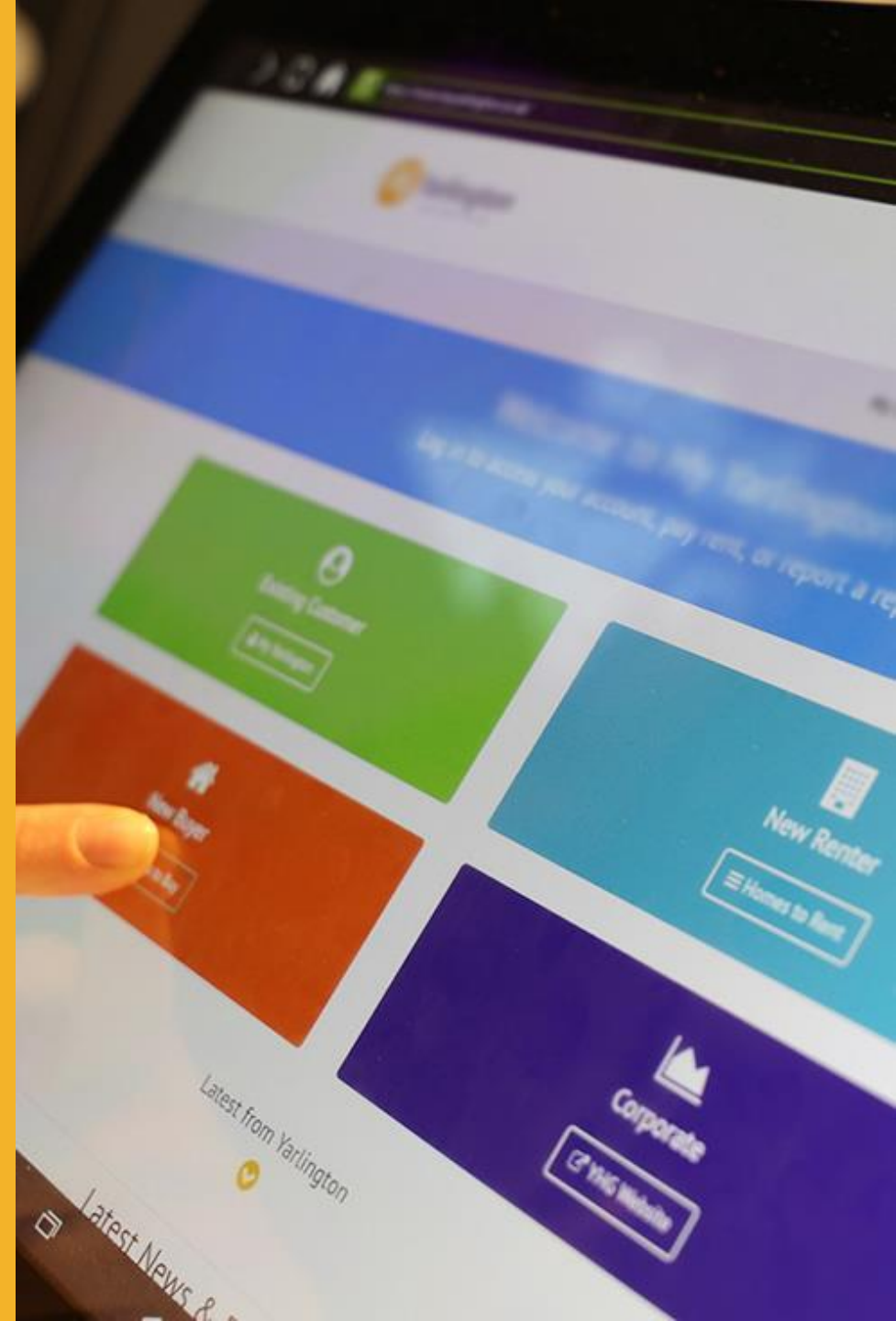
2 Implement a new service and operating model that is consistent with the needs of our customers

3 Significantly increase the number of new homes we provide in the South West



Porth Digidol/Digital Doorway

- Tenancy Agreements
- Consultation
- Community Plans
- 24/7
- Complaints
- I2a
- FRT
- Customer Communication
- Scrutiny



Gweithredu gan Gwsmeriaid/ Customer Implementation



disruption

Gweithredu gan Gydweithwyr/ Colleague Implementation



Gweithredu gan y Cwmni/ Company Implementation

Phase 1

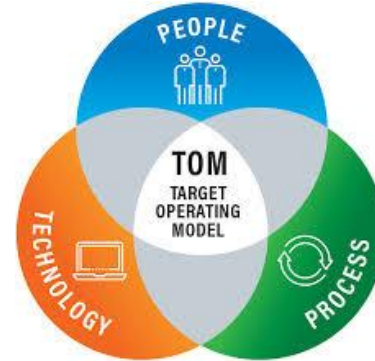


CUSTOMER PORTAL

CULTURAL SHIFT

OPERATIONAL SAVINGS

Phase 2



TARGET OPERATING MODEL

CULTURAL SHIFT

OPERATIONAL SAVINGS

Phase 3



TECHNOLOGY

CULTURAL SHIFT

OPERATIONAL SAVINGS

Cwsmer – 18 mis yn ôl/ Customer – 18 months ago

CORE LANDLORD SERVICES

I2A

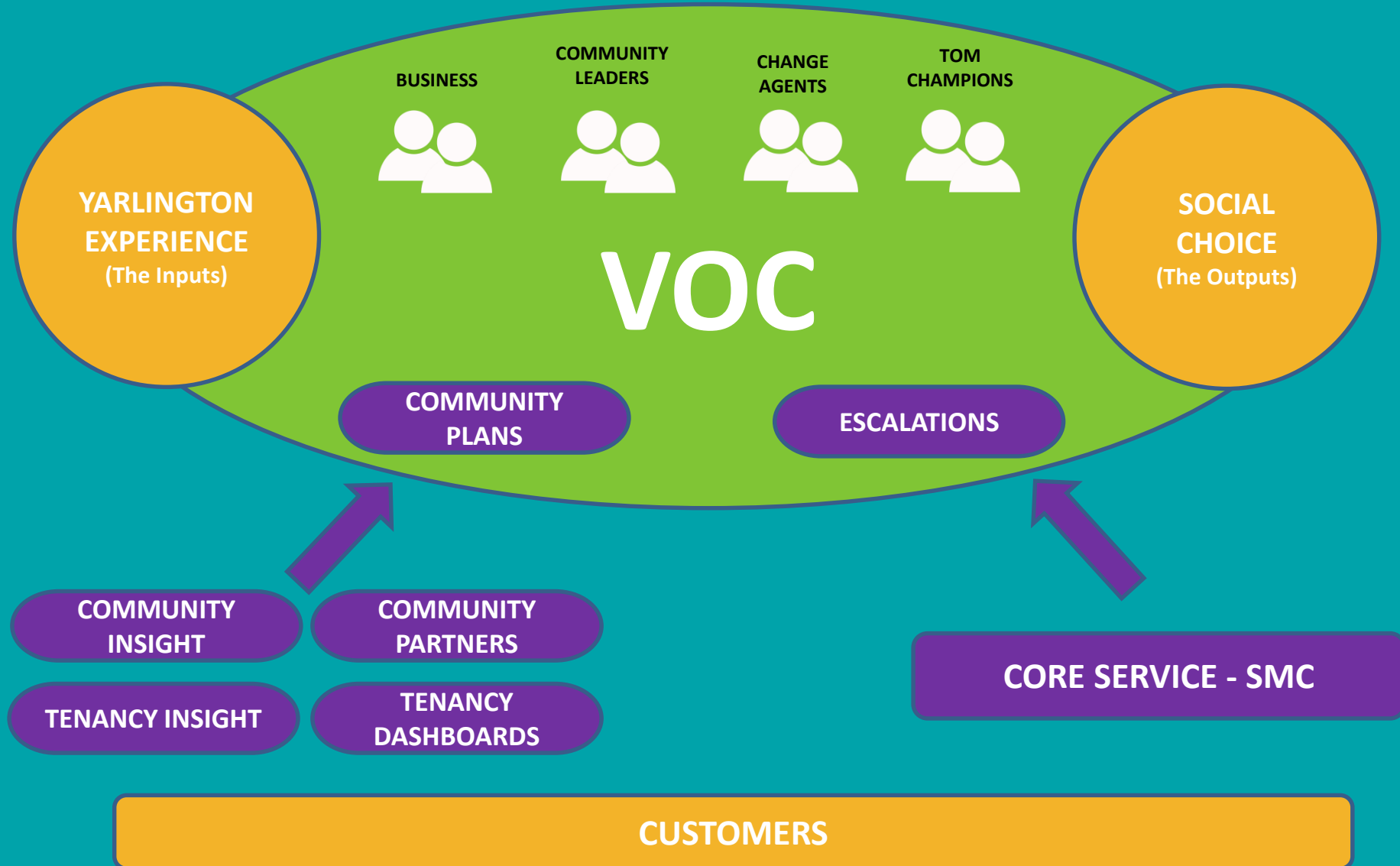
FRT

COSMIC

EI

CUSTOMERS

Cwsmer – Heddiw/ Customer – Today



VOC

- Exists to place the customer at the heart of our service delivery in regards to the overall customer experience.
- It also exists to define and deliver against our community needs and ensure that our customers are given access to additional support and opportunities.
- Customers are represented by their community leaders who have a place around the table and are an integral part of the VOC.



Profiad Yarlinton (Mewnbynnau) / Yarlinton

Yarlinton Experience (Inputs)



- Exists to manage and own the key critical inputs and outputs in regards to overall CUSTOMER consultation.
- Offers multi-channel access to customers in terms of consultation.
- Recognises the wider component parts of customer consultation and tenant involvement.
- Places a level of independent governance over customer consultation and holds the business to account.

Dewisiadau Cymdeithasol Yarlington (Allbynnau)/ Yarlington Social Choices (Outputs)

- Exists to deliver additional services and opportunities to both our customers and communities.
- Recognises the wider role that HA's play in helping their customers to lead independent and fulfilling lives within connected and inclusive communities.



Gwersi a Ddysgwyd/Lessons Learnt:

SEGMENT
YOUR
CUSTOMERS

FIND THE
RIGHT
PARTNER

DOUBLE
YOUR
BUDGET

PROCESS
MAPPING &
TOM

OPEN &
HONEST
COMMS

SEGREGATION
OF DUTIES

KNOW
YOUR
WEAKNESS

COMES
FROM THE
TOP

COLLEAGUE &
CUSTOMER
INVOLVEMENT

Y Niferoedd/The Numbers:

- 73% of our customers are now registered for My Yarlington
- Over 80% of repairs are now being booked online
- 43% of Independent Living customers are registered
- Our oldest customer on the Portal is 102
- 92% of our customers are satisfied with My Yarlington
- 88% of our customers are satisfied with the quality of service provided
- Maintained IIP gold
- Community Partners in field 90%

Mae hyn yn dweud y cyfan.../

This says it all...

- “Love live chat, I feel it’s a really good way to get in touch with Yarlington. I use it a lot”
- “I must thank you for such a swift response. Using the portal is much easier than calling in!”
- “[The] service experienced today was very efficient and prompt, you just need to persuade more folk to use the portal....!”
- “I can compliment just how well you run this service. Not something I do often so well done Yarlington!”

https://www.youtube.com/watch?v=MlCk8_tLSrQ