

Say hello

Get in touch to discuss your organisation & bespoke solution



# Develop your whole organisation with a:

## Service Review

### Your challenges



John,  
Assistant Dir.  
of Repairs &  
Property Services

*"I'm concerned that my team are not delivering the best possible service to our customers. The team seem disjointed and repeat a lot of the same tasks. Meanwhile, end users fall through the gaps. I've tried to improve our process before, but staff are resistant and we never see any significant improvements to our service delivery."*

### How we can help you

*"A service review is an opportunity to increase efficiency and improve customer experience in a localised area of your organisation; it's also a low risk introduction into a broader programme of transformation and cultural change.*

*By encouraging collaboration between people that may not have worked together before, and uniting them with a common approach, we can quickly get to the root of what's going wrong and why it's happening. Through the service review process, we identify waste activities to be cut and introduce new customer focussed metrics and productivity measures, helping drive the right behaviours and ensuring more time is spent on value-added work.*

*In our experience, enforcing change on people who have not been part of the process, is demotivating and counterintuitive. We positively engage everyone involved in the service, always involving front line teams throughout the process and getting them to take ownership for redesigning services, guided by our experts. As well as making sure you can realise the benefits now, our approach makes sure your people are skilled to make sustained improvement in the future."*



G,  
Director at  
Ad Esse

#### Business benefits

- Improved customer & staff satisfaction
- Reduction in waste, such as duplicated effort
- Sustainable benefits & continuous improvement culture

### Our methodology

We follow a proven methodology to ensure consistent excellence and help you get the most value from your investment.



1. Prepare  
Identify & align  
your objectives

2. Diagnose  
Understand your  
current situation and  
what needs to change

3. Innovate  
Plan your ideal future  
state without limitations

4. Fix / Design  
Redesign processes &/or  
systems

5. Implement  
Roll out your planned  
actions, overseen by our  
Implementation Manager

6. Sustain  
Achieve benefits & upskill  
staff to make future  
changes

#### Get in touch

[www.ad-esse.com](http://www.ad-esse.com)

hello@ad-esse.com | 01164 788 258

Registered office: 76 New Cavendish Street, London, W1G 9TB



# Client Story



## Poplar HARCA

### Continuous improvement in service charges

The team has a strong continuous improvement culture and was reaching the limit of improvements they could make on their own. Remaining problem areas occurred at points where their processes intersected with other services, or where technology was limiting potential advancements. In addition, the team needed to make changes in line with new internal policies and a changing regulatory environment, in a swift and collaborative way.

#### Results & ROI

- 19% reduction in account adjustments
- 46% of invoiced income collected in 4 months
- 5% reduction in failure demand in 3 months

#### How Ad Esse helped

A project team included members of Home Ownership, Finance, IT, and other business teams. The diagnostic confirmed, unusually, the problems were not with the calculating and billing of charges, the collections process, or the major works consultation process. The main problems were however: Property set-up (on systems), adjustments, and the time-consuming process of creating inspection packs.

The team created Value Stream Maps then added detailed workplace observations to get to root causes of the problems in these areas. The outcomes for which ultimately led to the design of new and error-proofed processes, using a combination of technology, removing additional sources of data (spreadsheets) and reducing handovers. Finally a new RACI Matrix was agreed to clarify and formalise roles and responsibilities across the service charges process.

In addition to the tangible benefits to service charges, the teams report much more stable relationships between themselves and others across Poplar HARCA. A baseline survey to measure team satisfaction, within 3 months overall team satisfaction increased to 73% (a 5% increase) and satisfaction with relationships increased by 18%. The difference in culture was noticeable not only to the team themselves but to other staff and managers.

The Head of Business Support reported that:

*"It has to be noted how relationships between teams who participated in the review has improved significantly. Issues which usually would've taken time and effort to resolve are now resolved through a quick chat or a meeting, almost immediately."*



**"Our new process is fit for the future and is truly focussed on our customers, designed with them at the heart of it. Not only has the end-to-end process been transformed, the way voids are managed now has also improved significantly. This review really showcased the power of collaborative working to the organisation. Those involved have felt engaged and empowered by the approach taken and continue to use the tools and techniques they have learned to drive continuous improvement."**

Jodie Sherwood, Director of Transformation at Saffron Housing Trust

#### Key Stats

- A housing trust reduced void rent loss by 50% each month
- An organisation reduced their use of paper by 90%
- A customer centric, collaborative culture open to future change and transformation

**"Residents are much more satisfied because our service is more consistent and there are clear actions. The greatest impact has been on staff who – now that they have a clear process – are able to close cases, take greater ownership of issues and have more positive relationships with both residents and other teams."**

Liz Williams, Assist. Dir. of Repairs & Property at Poplar HARCA

#### Why choose Ad Esse?

We're masters of change; helping organisations with a social purpose transform the way they work to create a long-lasting impact on the people who need it most. We are focussed on perpetual improvement and work with your frontline staff, as well as senior management. Our team have experience within the sectors we serve and we base all our work on Lean principles.