adam Housing
WREN Case Study

Introduction

adam have been working in partnership with WREN (a collective of four London Boroughs; Waltham Forest, Redbridge, Enfield and Newham) since 2015, delivering a market leading temporary accommodation solution, seamlessly housing homeless families in London.

The relationship has enabled WREN to quickly find temporary accommodation from a fully compliant supply base with confidence, whilst saving valuable staff time and money. Over 26,000 households have since been safely placed into housing by the boroughs, relating to over £350million of spend.

2020 has seen the evolution of this relationship and the collaborative development of a bespoke Housing Management Solution (*adam* Housing). The new solution is enabling WREN to streamline the temporary accommodation process further, allowing fast and secure decision making.

Project objective

Built using *adam*'s expertise in digital commissioning and the knowledge from WREN staff, who are dealing with temporary accommodation processes daily, *adam* Housing has been developed to allow WREN to match their citizens with the most appropriate Housing even more efficiently, capturing the full process along the way.

Property listings - *Consistently review live property availability*

> **All the key information you need is there, you can see the availability straight away, you can drill down into specifics quickly – and when you combine that with the filtering options you have, it's a really appealing tool to use – especially when you have to act fast.**
>
> Dave Sambrook, Procurement and Brokerage Manager, London Borough of Waltham Forest

Project outcome: new end to end platform built for local authorities

The outcome of the project was a new end to end housing solution, which enabled WREN's users to act fast and with the confidence that they are also acting diligently when managing the demanding temporary accommodation process. This included having one place to:

- Create and manage a 100% compliant supply chain.

- Access live property availability, with 100% confidence in property compliance. To date, 8,000 safety certificates from 2,000 Listings have been automatically checked by the solution.

- Create and manage property bookings. Already 1,500 families have been placed safely into Temporary Accommodation on *adam* Housing.

- Facilitate automatic electronic invoicing and supplier payments.

- Automatically monitor supplier and property compliance throughout the booking period

How did we achieve it?

A fully managed implementation process engaged all WREN stakeholders, ensuring the end result was a bespoke platform ideal for WREN, its residents and the temporary accommodation market.

Dedicated project management:
Our dedicated project manager coordinated an expert team to manage the implementation. An extensive project plan was governed by *adam*, detailing all tasks and timelines to meet the agreed objective, whilst meeting all project milestones in a timely manner.

Agile software development:
Software development specialists used proven agile technology development methods to get the required result for WREN, ensuring the end result was an effective housing management solution.

It was important for the Councils' temporary accommodation teams to instantly have access to live property availability, with all relevant information to support informed, efficient decision making. Therefore, a Live Listings module was created, providing real-time, accurate listings data, including property type, location, cost, and safety certificates, available in both a List and Map view.

With a standardised Listing upload process, WREN can have 100% confidence in Listing compliance, supporting fast placements.

Bespoke training:
A bespoke training plan was designed and executed, ensuring that both WREN and supplier users had the expertise to make best use of the new solution.

Engaged agents:
adam's in-house supply chain team provided comprehensive support in ensuring agents were fully enrolled on the platform. This meant that they could list and manage their available properties including existing bookings. The team worked to not only onboard those existing agents, but also to expand WREN's supply chain using a range of strategies.

Overcoming challenges

adam took a multi-faceted approach to meet the needs of four authorities.

Delivering seamlessly to four authorities:
Using a variety of tried and tested project management methodologies, we ensured the correct team members were fully informed and involved where required. This meant that the solution was mobilised swiftly and effectively across all four authorities.

Maintaining business as usual through complex data migration:
We swiftly transferred the group's agents details to the new system, enabling business as usual to be maintained. This included checks and follow-up reviews to ensure all correct property information was included.

Why *adam* Housing?

- Save crucial time and **quickly place citizens in the most appropriate accommodation** using our instant property availability module

- **Control the spiralling costs**, with listing oversight ensuring that properties are only booked at or below regional rates

- **100% confidence in listing compliance**, containing all relevant property information and valid compliance certification

- **Automated invoicing processes deliver FTE savings**, preventing the need to manually receive and upload invoices, benefitting both councils and suppliers

- **Single system to engage with suppliers** from registration through to payment, with total transparency and audit capabilities

- **A single tool for contract management**. Track open complaints and repairs, flag issues and track document expiry, with automatic alerts triggering improved supplier behaviours

Looking for a similar housing platform? Interested in following in WREN's footsteps?

Call us on: 0800 988 2326
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wrenhousing.co.uk

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