

# Oxford City Homes

## Rocket Software's award-winning technology helps Oxford City Homes increase efficiency and reduce costs

Oxford City Homes (OCH) is the service within Oxford City Council that looks after Council homes, tenants and leaseholders. The organization currently manages nearly 8000 rented homes and more than 600 leasehold properties. Like all social housing providers, Oxford City Homes is required to keep records and monitor its performance.

### overview

Oxford City Homes was looking for a system that could collect, consolidate, and manage performance data measuring financial, operational, and productivity performance across their entire organization. Rather than using a mix of disparate systems and spreadsheets, they wanted the entire business performance to be viewed and analyzed, allowing cost and performance information to be reviewed together in one place.

The only technology available to fully meet these needs came from Rocket CorVu, an extremely flexible performance management package that can be tailored to meet any business needs. Oxford City Homes built their application based on the individual needs of their own business, and constantly adds enhancements to improve the use of the site, such as building customized reports for senior managers and introducing new frameworks.

### solution

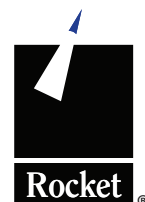
Since the introduction of the Rocket CorVu performance management system, the service provided to tenants and leaseholders has improved significantly as accountability has grown. The system also allows poorly performing areas to be highlighted at the earliest opportunity, allowing issues to be rectified.

CorVu generates reports and graphs that give users a variety of ways to look at data and see trend analysis. Project monitoring is based on milestones, ensuring projects are delivered on time and within cost. The system allows OCH to link to evidence and has been a fantastic tool in preparing for inspections as it enables the identification of cost savings, benefits to stakeholders and allows documentation of lessons for next time, ensuring a learning culture.

The Red/Amber/Green (RAG) status allows clear viewing of problem areas and areas of successes. The morale of staff has improved as they can clearly see when they have achieved targets. This has led to more cooperation between teams as resources are shared to achieve targets and has brought Oxford City Homes together as one team, with a common aim of continuously improving services to customers.

### Key Benefits

- Using CorVu to manage performance and action planning has reduce paper costs significantly.
- The system allows integration with other software, aiding data quality and highlighting problems quickly.
- Because weaknesses are highlighted quickly, action can be taken at the first opportunity, saving money in the long run, reducing complaints, and helping to get things right the first time.
- All managers have a clear and accurate idea of how the business is performing, leading to better budgeting and resource allocation.



## implementation

The CorVu technology has vastly improved services as it makes data owners responsible and accountable for performance, which has led to increased productivity and therefore services. Examples include delivering repairs on time, keeping appointments and higher satisfaction levels.

CorVu allows all data and evidence to be in one place and consolidates data to allow a holistic picture. A document library that captures all supporting information helps record where the service has improved, and a best practice database allows users to contribute and view best practice ensuring that they are up-to-date. There are up-to-date KLOEs on the system together with the latest TSA Standards and Customer Impact Proformas which detail improvements and cost savings arising from a new project, process, or initiative etc.

As the system allows performance at the team or individual level to be examined, it has helped managers to discuss performance as the details are visual and easier to digest. The system also forms the basis for performance information, which is cascaded down through team meetings as well as being included in staff and customer newsletters and on notice boards. It gives operatives the opportunity to report to management.

## results

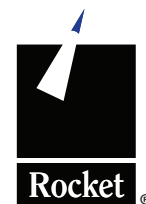
CorVu has allowed Oxford City Homes to have drilldown tools for budget and sickness allowing closer scrutiny. A result of this application is that sickness levels have improved, as the graphs showing team sickness have been displayed, people are being more accountable and seeing the impact of sickness. The system has allowed OCH to join up strategy and performance embedding themes and making performance a priority which drives improvement. All areas of the business have an input to the system, information is collected on ASB, tenancy visits, and how tenants have shaped the service, stock condition, Decent Homes, electrical surveys, repairs, voids, satisfaction, complaints and compliments, health and safety, equality, and diversity. This has allowed Oxford City Homes to evidence service standards and target weaker areas.

## about rocket software

Rocket Software ([www.rocketsoftware.com](http://www.rocketsoftware.com)) is a global software development firm that builds enterprise products and delivers enterprise solutions in the following segments: Business Intelligence and Analytics; Storage, Networks, and Compliance; Application Development, Integration, and Modernization; and Database Servers and Tools. Rocket is engaged in business and technology partnerships with IBM, EMC, Fujitsu, HP Enterprise Services, Datatel, Avaya, Motorola, and many others. The company is headquartered in Newton, Massachusetts, USA.

*"CorVu has been central to the performance revolution at Oxford City Homes. Providing staff at all levels of the organization with easy access to the latest data has led to better informed, more focused decision making and ultimately, improved performance and service delivery."*

-- Jo Gardner,  
Performance Manager,  
Oxford City Homes



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