

Case Study

CHESHIRE PEAKS & PLAINS HOUSING TRUST

"The amount of paper that our staff had to carry around was escalating beyond control - we needed a secure alternative."

Mark Warren, ICT, Cheshire Peaks & Plains Housing Trust

"Dynamic Forms converts any paper template to electronic format and allows mobile workers to provide instant feedback on inspections, surveys or any other field-based activity."

Phone Jane on 0845 838 2184 for more information

Dynamic Forms makes life easier for the staff of Cheshire Peaks & Plains Housing Trust

Cheshire Peaks & Plains were established in July 2006 with the transfer of 5000 homes from Macclesfield Borough Council. They are a local social landlord providing high quality, affordable housing in Macclesfield and the surrounding areas.

Because their customers include a number of elderly and vulnerable people they have established their Trustlink Service. This aims to give customers the freedom to live independently with the peace of mind that comes from knowing that help is at hand whenever needed.

Monitoring the alarms is paramount to ensure customers enjoy all the benefits of membership of the service.

"A quick and secure transfer of information was an essential requirement."

Mark Warren

BUSINESS SITUATION

Cheshire Peaks and Plains provide accommodation for a large number of people, many of whom are elderly and vulnerable. Responsibility for these groups falls to the Trustlink team.

Apart from the **sheer volume of forms**, the paper-based process had **elements of significant risk** - loss of data, inaccurate reporting and lack of security.

THE SOLUTION

Having found Dynamic Forms, Cheshire Peaks & Plains arranged a meeting with igroup to discuss the options available and to **see a demonstration** of the solution in action.

The flexibility, ease of use, security and time saving elements all impressed the organisation. Dynamic Forms fitted the requirements in all respects.

THE BENEFITS

Once Dynamic Forms is rolled out to the staff of Cheshire Peaks & Plains they will soon **realise the many benefits** of electronic forms. Much quicker to complete and without the risk of error or loss, the whole process of data collection will become **much more straightforward**.



Business Benefits

- the data collected electronically is held securely
- quick and easy to process forms
- all forms are readily available to those who need them
- the risk of loss has been minimised
- staff no longer need to carry stacks of paperwork with them
- all data is collected as pages cannot be missed or ignored
- reduced costs in printing
- forms are easy to create and control
- the whole data collection process is streamlined and simplified

THE NEED

Cheshire Peaks & Plains' main priority when looking for a replacement for the existing paper-based data collection process used by the Trustlink team was to find something that provided **security for the data** and was also flexible, easy to set up and maintain, and **straightforward to use**. The solution had to work exactly how the organisation wanted it to ensure the best service for their customers.

"iGroup's software was benchmarked against similar companies, but their product was thought to offer the best value for money solution for the Trust without compromising on quality"

Simon Penaluna, Assistant Director of ICT, Cheshire Peaks & Plains Housing Trust

ACTION TAKEN

Once Cheshire Peaks & Plains had found Dynamic Forms the first thing they needed was a demonstration of the product. This was provided by one of iGroup's technical specialists who, after a **thorough discovery process**, ensured that the meeting covered all the aspects required by the organisation. From the demonstration it became clear that Dynamic Forms was indeed the solution that Cheshire Peaks & Plains were looking for. The increasing burden of paper forms could be removed from the roles of the officers who collected the data, to be replaced with a system that could be used on a variety of platforms if necessary. Once collected, the data is transferred back to the central portal in real time and stored securely. Most of the risks inherent in a paper based system have been eliminated.

"The end users of the software are really taking to it and are enthusiastic about the benefits it will provide to the way that they deliver their service."

Simon Penaluna, Assistant Director of ICT, Cheshire Peaks & Plains Housing Trust

THE END RESULT

Cheshire Peaks & Plains Housing Trust are in the final stages of creating and testing forms before implementing the system. They are preparing suitable training for the officers who will be using the forms, but because the process is straightforward this will not have to be a costly or time-consuming exercise. The officers will no longer have to carry large numbers of forms with them when they visit homes; they are also assured of having **access to all the forms** they may need at any time. **Data collection will be more efficient** in future as the risk of forms being incomplete, suffering loss or damage has been minimised. All in all, Cheshire Peaks and Plains will benefit from a **streamlined, cost effective solution**.

Customer Overview

Customer: Cheshire Peaks & Plains Housing Trust

Income: £19.963m (y/e 31Mar2010)

Industry: Housing trust

Asset value: £64.6 m (31Mar2010)

Vision:

"a team working with imagination and energy to create vibrant communities"

Customer profile:

Cheshire Peaks & Plains are a local social landlord providing in excess of 5000 high quality, affordable homes in Macclesfield and the surrounding areas to a wide range of customers, including the elderly and vulnerable.

The Trustlink Service is committed to giving customers the freedom to live independently with the peace of mind that comes from knowing that help is at hand whenever they need it. The service is available 24 hours a day, every day of the year, and is open to anyone who feels they would benefit from the service – there are no age restrictions and there is no need to be referred by anyone in order to be eligible.

"I find Dynamic Forms very useful, as it has reduced the amount of paper work I have to carry and complete on a daily basis."

Joanne Bannaghan, Dynamic Forms User, Cheshire Peaks & Plains Housing Trust