

# TESTIMONIALS

## Target Nominated for Housing Digital Nomination Awards 2023



In October 2021 Target Housing implemented a mobile working solution for over 80 frontline support staff. The objective was to provide their staff with more operational flexibility, ensure data was recorded accurately and instantly, and to maximise the use of their time.

At this point Target Housing had no digital platform for recording interaction with their clients, so frontline staff were returning to the office to record notes and complete paperwork. This often resulted in delayed data recording and multiple journeys to and from the office.

The investment in a real time Mobile App, Pyramid Mobile, has given staff the ability to not only record client interaction whilst out in the community, but with the dynamic filing system within the App, all paperwork is now in one place, and can be accessed and completed anywhere.

Furthermore, the App works offline, with data synchronised when an Internet signal is reacquired. Prior to the implementing the App, only a handful of staff had laptops and the paperwork used had been in circulation for many years.

The transformation highlighted the need for up to date technology and now every staff member has a laptop, mobile phone and can access their client records anywhere.

To ensure staff adoption of the new App, the forms were designed in consultation with frontline staff and managers. This ensured that they were fit for purpose, user friendly and client focused. This digital transformation has enabled Target Housing to place the client at the heart of everything they do.

### Using Technologies and processes to improve workplace efficiencies

The direct impact of using the mobile App is evident and has provided numerous efficiencies across the organisation. Staff no longer rely on paper-based systems, data is recorded instantly and can update the central system when a signal is acquired. This ensures case notes, support plans and other related documents are always available to managers and frontline staff alike.

Previously it was against Target Housing's GDPR Policy, for staff to complete their paperwork at home, as sensitive information was not being kept securely. Now staff can use the App in the knowledge that the data is stored, encrypted and processed securely.

With immediate filing of documents in SharePoint, staff no longer need to return to the office to update systems, saving paper, fuel, and the time associated with filing case notes/documents. Staff are now more productive, efficient and it allows them to focus on their time spent with clients.

Managers have also been able to streamline their time to evaluate Support Plans and serious incidents, as frontline staff can forward completed forms for Manager approval. This is also facilitated within the App, and the Managers comments/signature are also recorded on the final document.

**Omniledger Limited**  
1 Alders Court  
Watchmead  
Welwyn Garden City  
Hertfordshire  
AL7 1LT  
Tel: 01707 324201  
Fax: 01707 375572  
sales@omniledger.co.uk

[www.omniledger.co.uk](http://www.omniledger.co.uk)



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Target Housing have seen a vast improvement in the quality, accuracy, and maintenance of client data, with records constantly being updated.

By having a robust system in place staff have stated they feel more confident completing the paperwork and allows them to keep on top of their workload, become more efficient and save time and resources.

## Identifying technologies and applying them in practice

Target Housing were aware that in 2020 they were behind in terms of digitalisation as an organisation, which became even more apparent with the Covid-19 pandemic. They need to undertake a complete overhaul of their frontline processes, IT systems and their day-to-day procedures.

They began by looking at what they wanted staff to achieve, how this could be deployed, managed and easily adopted. A key element was the buy in by staff to enable them to be able to complete all of their work remotely, be that note writing, support planning or completing risk assessments.

Target Housing had been using OmniLedger's Housing and Case Management System since 2011 and were aware that there was a mobile platform available.

After initial trials and investigation OmniLedger's Pyramid Mobile App was identified as the solution, as this replicated all the functions of the core HMS system, with the benefit of being able to work offline, capture data and automatically file the completed documents.

A library of digital forms was designed with the support of OmniLedger, Service Managers and Support staff, which would effectively replace their paper based equivalents.

The App ran on a wide range of platforms and once Target procured the appropriate equipment the system was deployed to all frontline support staff and managers.

There have been constant updates to forms and the training is ongoing but overall, the uptake and feedback has been overwhelming.

## The benefits of digital transformation

There have been many benefits to Target Housing's digital transformation project and staff have advised them that the system is easy to navigate, straight forward and user friendly. Due to staff being able to access and update records remotely, even between appointments, there has been a significant saving in both time and fuel. Staff also felt less pressured and rushed, as records can be updated as they progress through the day.

Target Housing also have many non-drivers who have advised they find it extremely beneficial to type up notes whilst waiting for a bus or on public transport, using their mobile phones/tablets.

The quality of work has vastly improved as service managers are able to edit documents and send back to staff if they feel it is not up to standard and staff have a solid framework in place to work from.

Staff no longer rely on the internet and connectivity issues are a thing of the past, and with fewer documents they aim to become completely paperless in the next 12-18 months.

Clients are an integral part of Target Housing's digital transformation process and support plans, meeting logs and general client interaction can be recorded with them, in the comfort of their own homes.

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Welwyn Garden City  
Hertfordshire  
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In conclusion Target Housing have said that they have a happier workforce, who are better equipped to maximise their time, keep case files up-to-date and Target Housing are saving time, money, fuel and reducing their carbon footprint.

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