

Islington Council

Delivering legislative change to a dispersed workforce



Islington like many London boroughs has a diverse range of housing and accommodation. Their aim is to ensure that all residents have the opportunity to live in good quality, affordable homes in safe, sustainable communities.

Within the borough, the council is the largest single landlord with 23,000 tenancies and 9,000 leaseholders. There are also 43,500 privately-owned homes and around 11,000 housing association homes in the borough.

Knowledge Solutions is working with Islington Council to support the update of their Northgate iWorld Revenue and Benefits system.

Islington Council required a solution to educate and update their geographically dispersed workforce with new processes that have largely been driven by legislative change.

Using Knowledge Solutions Islington's process experts quickly created simulation and elearning content that is delivered both online and within a classroom environment. Initially the project will involve around 300 users, with the aim to eventually roll-out Knowledge Solutions to around 10,000 housing professionals. Islington are adding additional functionality from the Knowledge Solutions' suite to enable them to include in-process help and support and automatically create reference documentation.

The project has already been progressed into Islington's fraud office to help with their process change management. This follows positive feedback at pre-live stage from the Revenue and Benefits section.