



## Mobile Working

### The Journey so far;

- 2009 – Building Services start to look at mobile working as a way of improving efficiency.
- 2009 – Discussions held regarding possibility of having corporate Mobile and Flexible Working Programme.
- October 2010 – Building Services introduce ‘human computer’ for housing repair operatives.
- 2011 – Mobile and Flexible Programme started.
- 2011 – Procurement of mobile working solution for Building Services.
- June 2012 – Live roll out begins in Building Services, starting with 15 Electricians.
- December 2012 – Enterprise mobile working platform introduced.
- 2012/13/14 – Building Services roll out continues, including non-domestic repair work. Currently approx. 300 trade operatives fully mobile and a further 100 staff working mobile using a ‘hybrid’ approach.
- 2013 – Cross service corporate team formed to deliver mobile working across Fife Council.
- 2013 – Series of early adopters groups mobilised including Building Services Supervisors, Housing Maintenance Officers, Play Area Inspectors and IT Field Services Technicians.
- 2014 – Mobile and Flexible Programme closed. On track to deliver annual benefits of at least £6.7M
- 2014 - Mobile Working Implementation team consolidated to continue mobile working roll out.
- 2014 – Housing Maintenance Officers fully mobile, including scheduling, delivering paper free end to end process for housing repairs. On course to deliver £280k annual savings.
- 2014 – Legal Services staff mobilised to allow remote working. For example, court solicitors able to view, edit, save and send documents when waiting for court proceedings to start.

- 2014 – Devices issued to Environmental Services teams to allow fast reporting of missed bin collections. Ensuring that front line Contact Centre staff can respond to any public enquiries at first point of contact.
- 2014 – Devices issued to town centre street cleaning teams to allow digital capture of work carried out and any further actions required. This staff group will be one cohort within a larger mobile working project for our Parks, Streets and Open Spaces service.
- 2014 – Development on Asbestos Information Database for council housing stock allowing all relevant asbestos information to be passed to operative with job on their mobile device (Building Services operatives and Housing Maintenance Officers – will be rolled out to other cohorts as they go mobile).

### Next steps;

- Roll out of mobile working on four different levels
  - Level 1 – access to corporate tools. Email, calendar, intranet, documents etc.
  - Level 2 – as above with the addition of form functionality to capture data in the field.
  - Level 3 – as above with addition of integration to pass data to/from back office systems.
  - Level 4 – as above with the addition of scheduling.
- Staff groups currently in scope
  - Council Extended Management Team
  - Property Services Inspectors and Clerks of Works
  - Building Safety and Standards Inspectors
  - Community Learning and Development
  - Fife Cares (community safety partnership)
  - Food Safety and Standards Team
  - Parks, Streets and Open Spaces
  - Waste Management (domestic, commercial, skip hire and waste transfer)
  - Pest Control
  - Dog Wardens
  - Noise Teams
  - Road Asset Inspectors

- Road Repair Teams
- Meals on Wheels
- Social Workers
- Building Services upgrade to new mobile working platform

On completion of the current scope Fife Council will have in excess of 2000 staff delivering services using mobile working.

Other groups are still at the discussion stage including Home Care (@950 staff).