' Improving workforce efficiency with technology'

Bolton Council

Elaine Bridge – Head of Service - Schools 1st
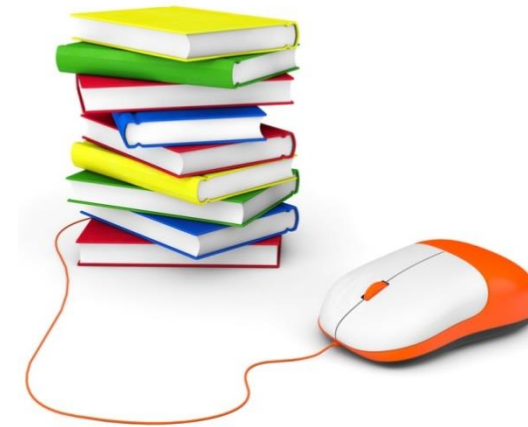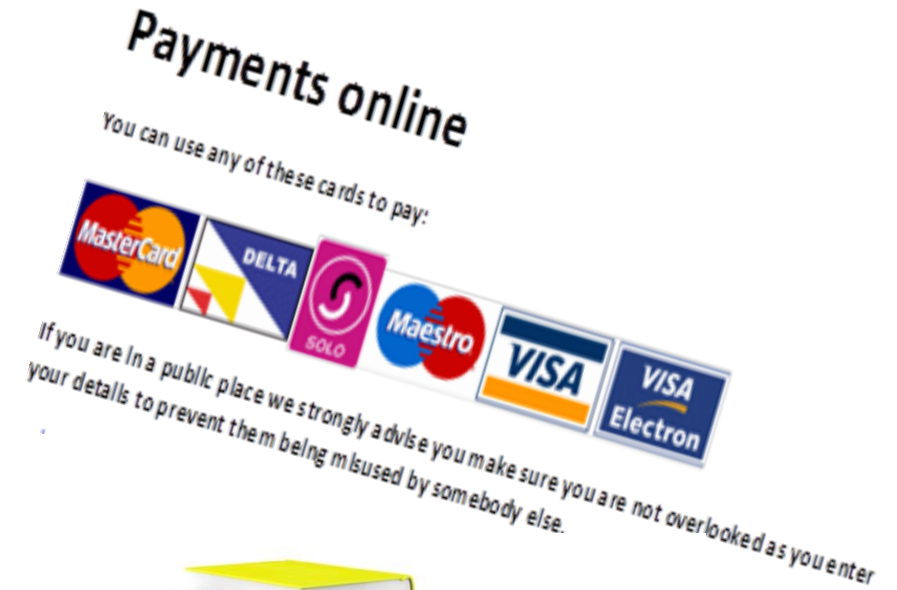
Samantha Hess – Business Manager

Introduction – 20 year technology cycle
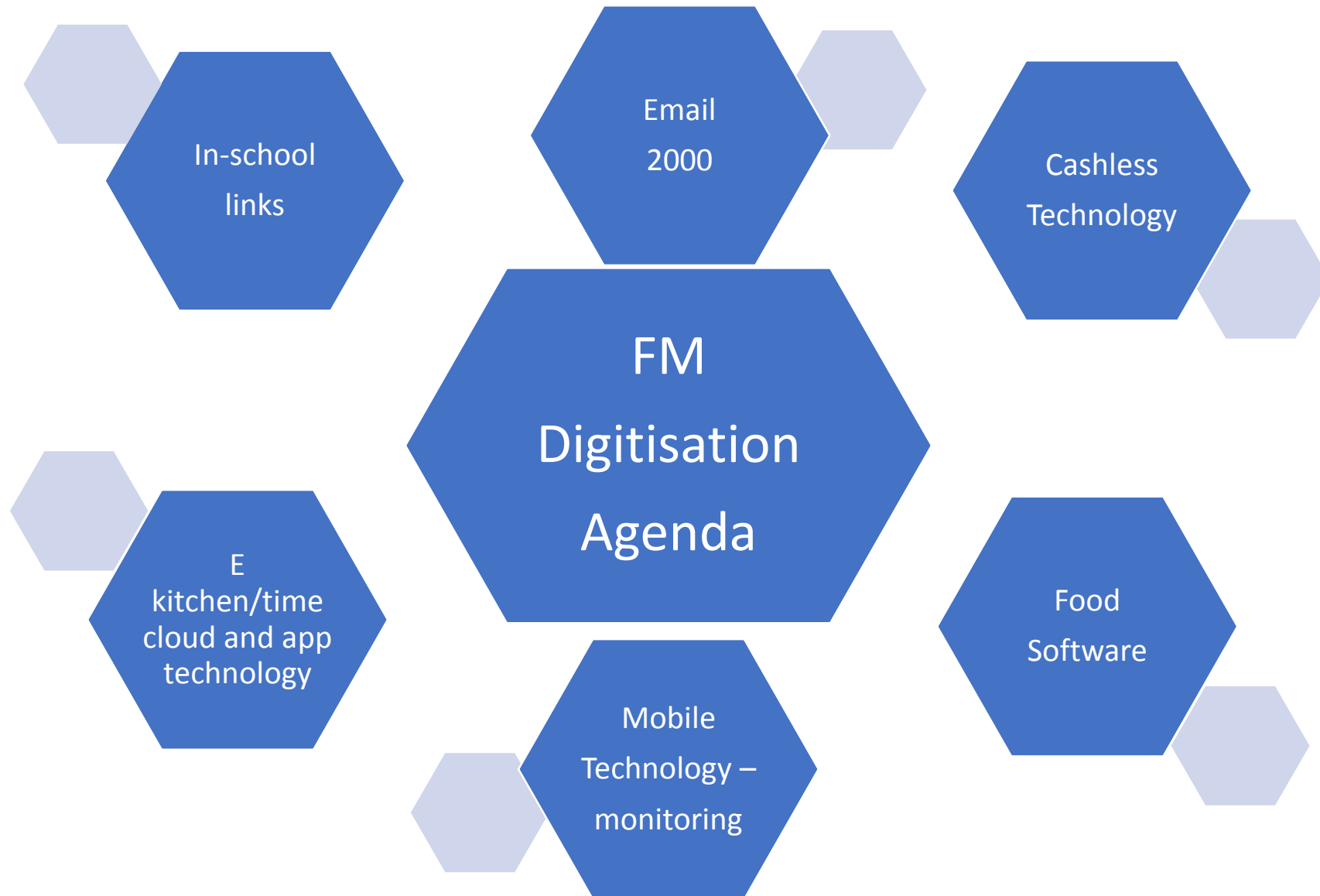
Councils' Digital Agenda

External & Internal Developments

- On line payments eg £7M BMBC
- On line contact
- Benefit Claims
- School Admissions
- Grant , planning applications
- Libraries
- Social Media

Payments online

You can use any of these cards to pay:

MasterCard DELTA SOLO Maestro VISA VISA Electron

If you are in a public place we strongly advise you make sure you are not overlooked as you enter your details to prevent them being misused by somebody else.

Considerations for IT Developments

- Organisational IT Culture
- ICT Governance – audit and legal
- GDPR
- Resources and funding
- Procurement
- Connectivity
- Specification
- Installation needs
- Training
- Service management IT expertise

Embarking on an integrated technology journey

1. Distill the needs of the customer/provider ➡️ _clear_ **solution**
- Who is the beneficiary of the development ? - pupils, schools, Council, service provider ?
- Has the end user been consulted ?
- Does the system need to integrate with other software ?
- What is the culture of the organisation developing the project ?
- Which agencies needs to be involved ?
- ID project lead - plan, time-manage

2. Be Aware !
- Multiple agencies conflict and are hard to bring together
- ICT and Information Management can restrict
- Audit, legal and procurement may dictate

3. Holistic Benefits
- Greater transparency and ability to scrutinise
- Confidence in data and end processes eg. Billing, payroll
- Greater GDPR compliance
- Empowerment of staff, broaden digital skills
- Improve scope of communication
- Streamline remote management activity
- Encourage a digital culture

1. E Kitchen Management - Paperless, cloud-based, digital

Drivers for Change

Paper removal

Accurate data and up to date document management

Speedy data exchange

Secure

Integrates and streamlined

No duplication of data inputting

Minimum skills required – simple operation

Types

Off the Shelf – procure a package

Home developed – corporate IT platform with external IT provider

'Add on' to a Menu System/Online Payments system – rarely links to CSS

Linkages

Pre ordering

Monitoring

On line payments

CSS

BMBC Quantifiable Efficiencies - 4 years on ……

Indicative savings

- Based on 100 catering units

- Direct labour savings in Year 4 only

- Estimated ad hoc postal costs

- ~1 day pw system maintenance/admin.

- Additional unanticipated savings

- Payback period with full labour saving – 3 years

E Kitchen Management Technology - Efficiency Savings Estimates

| Item	Volume	2015 Cost	Yr 4 Cost	Total Sav.	Comments
Kitchen Time Staff Saving		£ 43,260	£ 48,662	£48,662* (£183,702)	*1-2% inflation, Year 4 achieve't (£132k)
Admin Time Staff Saving		£ 12,362	£ 13,118	£51,302	Linked to staff restructure
Trading Return Pads	96	£ 745	£ 790	£ 3091	
Stock Books	96	£ 650	£ 689	£ 2679	
Meals Numbers Sheets	4032	£ 443	£ 470	£ 1838	
CT Order Forms	300	£ 3,000	£ 3,121	£12,450	
HACCP Forms	4000	£ 4,400	£ 4,669	£18,260	
Comments Forms	500	£ 55	£ 58	£ 228	
Production Sheets	3650	£ 400	£ 425	£ 1,660	
PDRs	4000	£ 410	£ 435	£ 1,701	
Instruct. Memo	2000	£ 220	£ 233	£ 913	
Food News	2000	£ 220	£ 233	£ 913	
Vacancy List	1000	£ 110	£ 117	£ 456	
Receipted Info	2000	£ 220	£ 233	£ 913	
Ad hoc/Corporate Info	2000	£ 220	£ 233	£ 913	
Movement Sheets	4000	£ 440	£ 467	£ 1,826	
Envelopes	1000	£ 10	£ 10	£ 41	
Labels	1000	£ 10	£ 10	£ 41	
Licensed Envelopes	1000	£ 140	£ 148	£ 581	
Light Equip Orders	100	£ 159	£ 168	£ 660	Reduced admin time ~ 5 hrs
Uniform Orders	500	£ 159	£ 168	£ 660	Reduced admin time ~ 5 hrs
Postal License		£ 2,000	£ 2,122	£ 8,300	
IT Licenses		£ 1,000	£ 1,061	£ 4,150	
Delivery/Petrol		£ 2,500	£ 2,653	£10,375	
Staff Meetings	4	£ 3,000	£ 3,121	£ 6,304	Reduced to 1
TOTAL			**£79,741**	**£175,244**	
				£310,244	

Time to recover investment incl. full labour removal – 2 years 11 months
(Bolton's payback is Year 5)

Reflecting on what we learned…….
E Kitchen Mgt. – 4 years on

10 Key Messages

- Be openminded to working flexibly, don't try and mirror old mgt. processes
- Plan own training and installation with tested methods
- It will expose bad practise – how to handle and communicate this ?
- Allow 2 academic years to embed but stick to time plan and milestones
- Look up a buddy or mentor from another council/user
- Consider reducing staff time in tandem with embedded system
- Control the messaging tool with a consistent application
- ID an 'author' of the system
- Use the technology to develop new ways of working – standard recipes, Menu Selector
- Consider central office digital skills – replace tradition manual admin processes
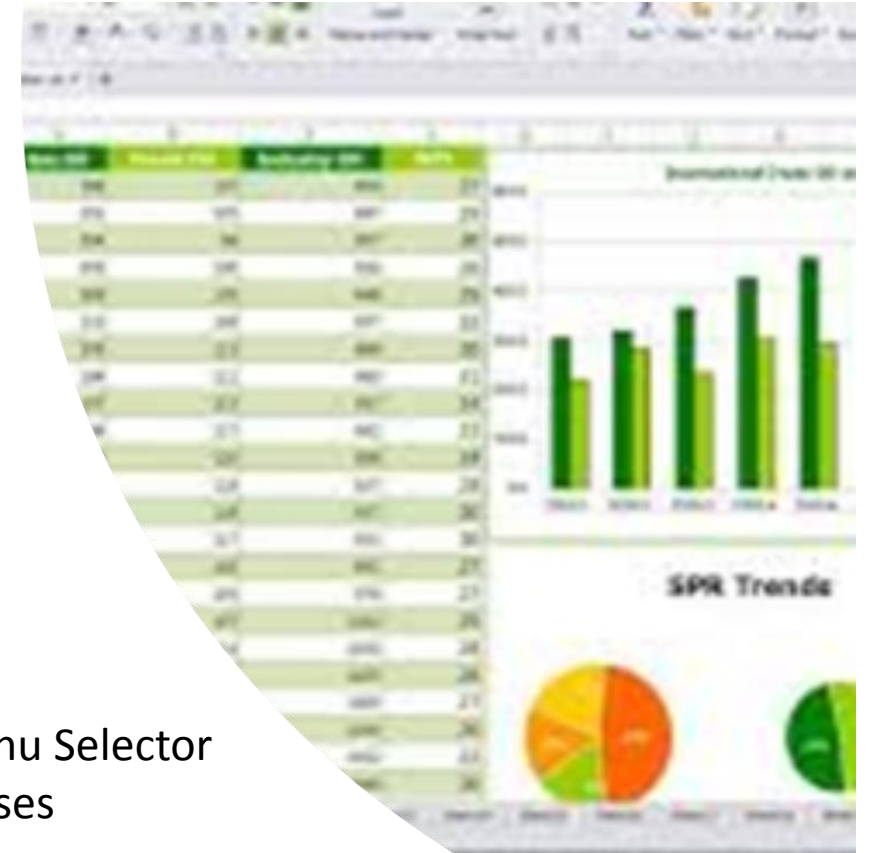
Tip of the iceberg - endless possibilities

2. Attendance Software - telephone based solution for cleaners

Key Drivers

- Paper removal

- Reduced petrol, admin time and travel

- Improved scrutiny of working time

- Reduced payroll fraud

Key Considerations

- Device Management

- Security

- Buildings clients' telephone systems

- Management IT expertise

- Training and staff commitment

.........Efficiencies and Benefits

Qualitative Outcomes

- Invest to save basis

- ID bad practise and behaviours

- Improved visibility of working time, able to scrutinise

- H&S compliance for lone working

- Links to relief cover system/output specs

- Ability to track employees - evidence

- Fewer disciplinaries

- More immediate solutions to absence issues

- Integrates with other software and systems eg payroll

- Ability to message and alert

- Reduces traditional admin processes

- Role models a new IT culture for the service

Drivers

Monitor

Simple Solution

Embed and tweak

Plan, research & consult

Trial and install
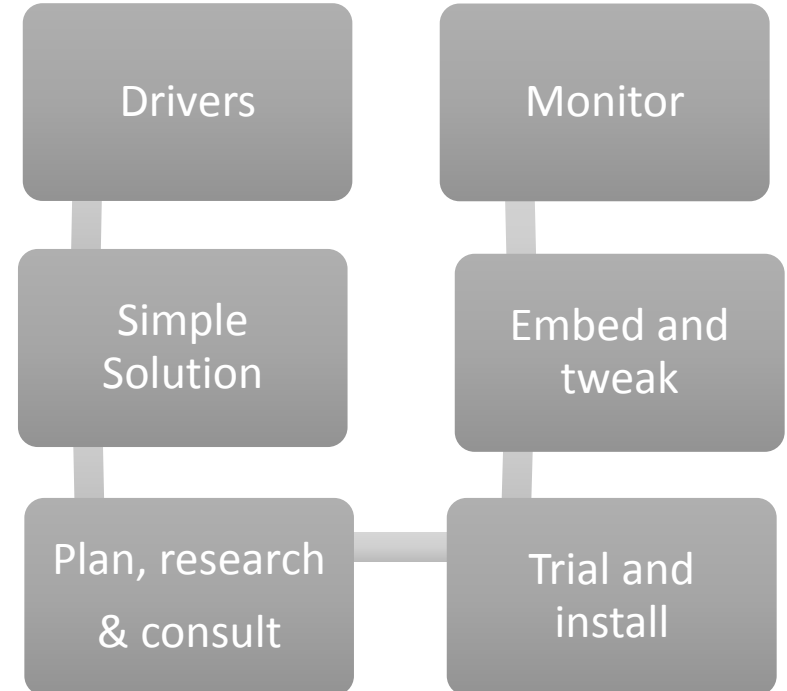
3. E Monitoring – a QA Solution

Added Value to evidence Excellent Services (£20 per contract)

Use of mobile devices to support remote management audits

Tailored suite of checks to address all BP, compliance & performance

Visual evidence through photographs

Provides trend information to inform training needs

Tracks remedial needs

Sophisticated reporting to assure customers

Customer - friendly to permit their input

Links to rewards and achievements

Support improvement and disciplinaries

Boosts morale and encourages BP

Links to central systems and other software.

Non subjective with closed questions

Appendix 4

SAMPLE Monitor at Valley House (963)

Summary

Inspected by	Clare Carr-Duff
Inspection date	29/11/17 13:44
Type	Outer Building

Signoff Notes

Signature Client Initials	Comments	Action Required	Date to be completed
	*Top Floor Offices – dust build up *Main Offices – dust build up *Ladies Toilets – dust build up *Male Toilets – dust build up	Spot checks and staff Retrain Micro fibre glass cloths	2 weeks
Inspector Initials	Other Comments		

Overall scores

Questionnaire	Score	Max	Percentage
Main	139	154	90%
1st floor	93	100	93%
Ground floor	110	115	96%
Total for site	342	369	93%

Room type scores

Group	Score	Max	Percentage
Main			
Female Toilets/Showers	116	123	94%
Male Toilets/Showers	85	92	92%
Offices	64	74	86%
Staff Room/kitchen	61	64	95%
1st floor			
Male Toilets/Showers	85	92	92%
Offices	64	74	86%
Stairways	16	16	100%
Ground floor			
Female Toilets/Showers	116	123	94%
Staff Room/kitchen	61	64	95%

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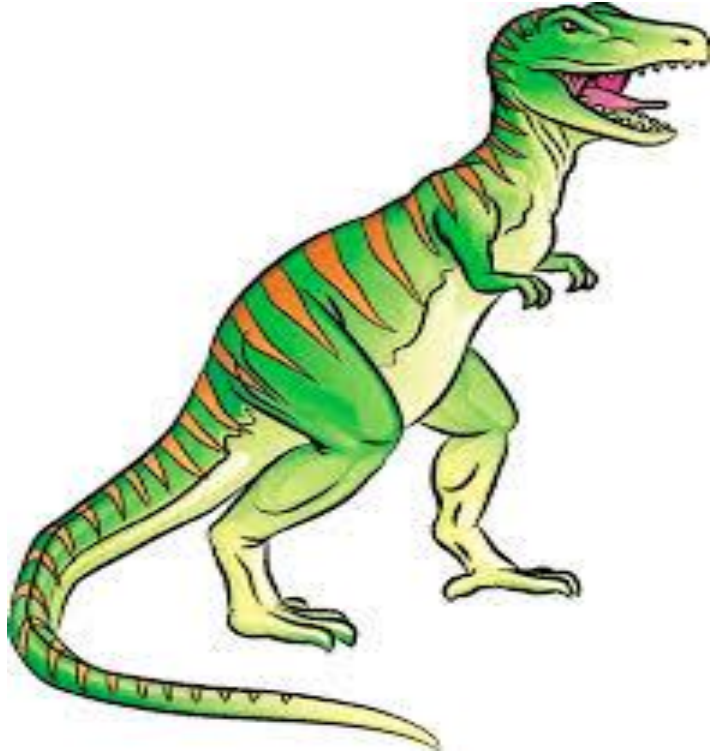
The Digital Future

Now…..

- I procurement and e auctions
- Team sites
- Self service
- On line recruitment
- Automated access systems and security
- Mobile working
- Digital voting

Then ….

- NFC – near field contact for payments
- Seamless food ordering - production
- Personal Alarms
- Robotics
- Artificial Intelligence – Intelligent Cleaning

Which one are You ?

Thank you for Listening