



APSE Building Maintenance and Repairs Seminar: Bringing building maintenance into the 21st Century

Building & Facilities Maintenance,
Durham County Council

John Hallam, Business Development Manager





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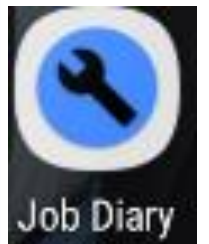


Why Are We Here

Bringing building maintenance into the 21st Century

- The building maintenance service at Durham
- Developing a mobile app in-house
- Embedding the technology and looking to the future

KEEP
CALM
THERE'S
AN APP
FOR THAT





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The building maintenance service at Durham



- Building & Facilities Maintenance:
 - Construction Services*
 - Repairs & Maintenance*
 - Compliance Management
 - Facilities Management, Catering and Cleaning Services
 - Business Development
- Historically: 800 DCC buildings and schools
- Increasing external customer base (250-300)
- Housing > Lift Maintenance (4,500)

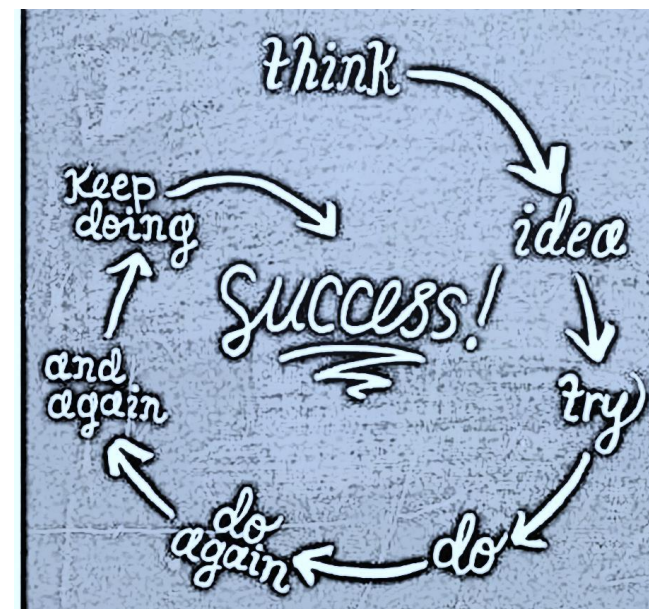
Developing a mobile app in-house

- Innovation and Improvements: Why?
 - The needs of the Customer, the Tradesperson, the Manager / Service
 - Continual Improvement = Good Practice
- Starting Point: improved diary management and appointments
- Why an app?



Developing a mobile app in-house

- Procurement v Development
 - Off the shelf: ready to use > not tailored to 'our' needs
 - Develop bespoke product: it will do what we want it to > longer journey (+ support & dev)
- Programme, Project Manager / Team
- The development and trial period
 - Small cross section or specific team (phased approach)
 - Get TU's and users on board early > spread the word for you
 - Extensive testing > pick a device and process that works for you
- Some key points
 - Make it user friendly
 - Engage with users and customers > listen to feedback and adapt
 - Reinforce the message: spread the word early (get ahead of the gossip), P2W, TU's, Managers





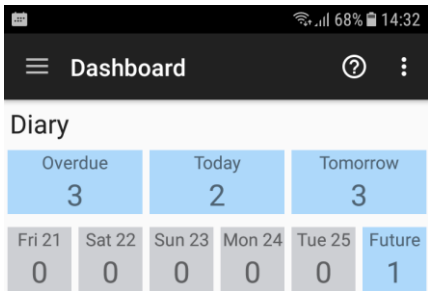
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- Version 1.8: What's In Now
 - Diary Management / Appointments
 - Dynamic Process and User Friendly
 - Customer Notifications
 - Useful tools: help, directions, phone, attachments, jobs at same property, notes, photos, multiple choice / drop downs, personalised dictionary ...
 - Dynamic Risk Assessment
 - Request materials / self procure
 - Details of works carried out (stopped / completed)
 - Signature capture
 - Out of Hours
- Automatic Interface to back office system and customer portals

Developing a mobile app in-house

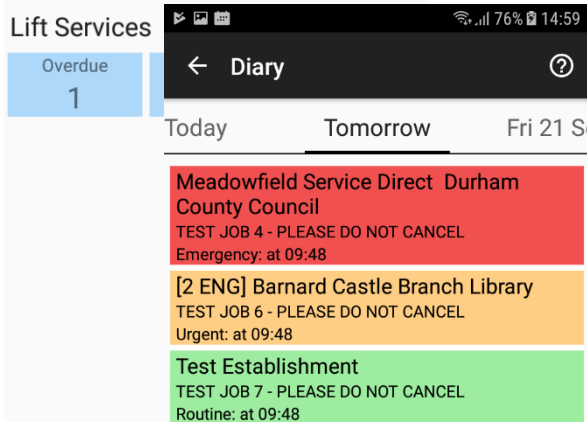


Dashboard

Diary

Overdue	Today	Tomorrow
3	2	3

Fri 21	Sat 22	Sun 23	Mon 24	Tue 25	Future
0	0	0	0	0	1



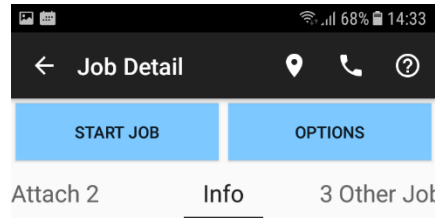
Lift Services

Overdue 1

Diary

Today Tomorrow Fri 21 Sep

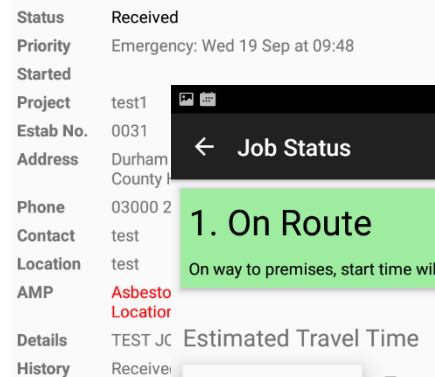
- Meadowfield Service Direct Durham County Council**
TEST JOB 4 - PLEASE DO NOT CANCEL
Emergency: at 09:48
- [2 ENG] Barnard Castle Branch Library**
TEST JOB 6 - PLEASE DO NOT CANCEL
Urgent: at 09:48
- Test Establishment**
TEST JOB 7 - PLEASE DO NOT CANCEL
Routine: at 09:48



Job Detail

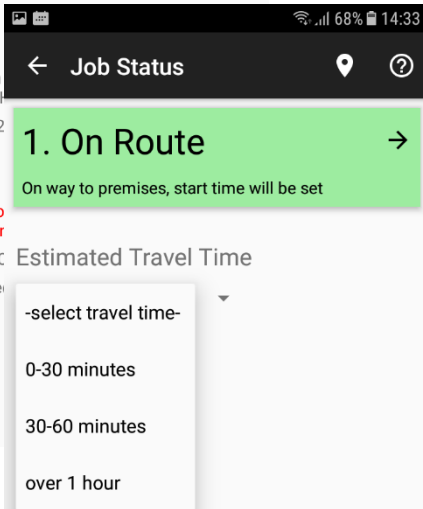
START JOB OPTIONS

Attach 2 Info 3 Other Job



Job Status

Status Received
Priority Emergency: Wed 19 Sep at 09:48
Started
Project test1
Estab No. 0031
Address Durham County Council
Phone 03000 2
Contact test
Location test
AMP Asbestos Location
Details TEST JOB
History Received

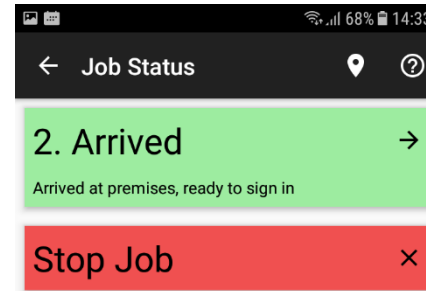


Job Status

1. On Route →
On way to premises, start time will be set

Estimated Travel Time

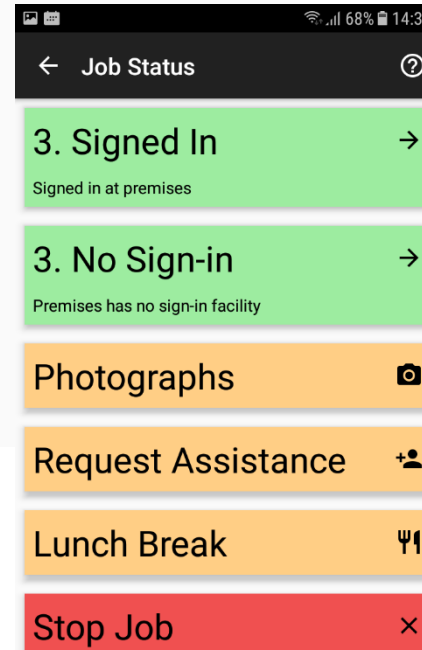
- select travel time-
- 0-30 minutes
- 30-60 minutes
- over 1 hour



Job Status

2. Arrived →
Arrived at premises, ready to sign in

Stop Job ×



Job Status

3. Signed In →
Signed in at premises

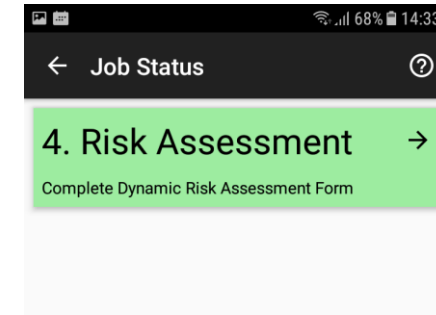
3. No Sign-in →
Premises has no sign-in facility

Photographs 📷

Request Assistance 👤

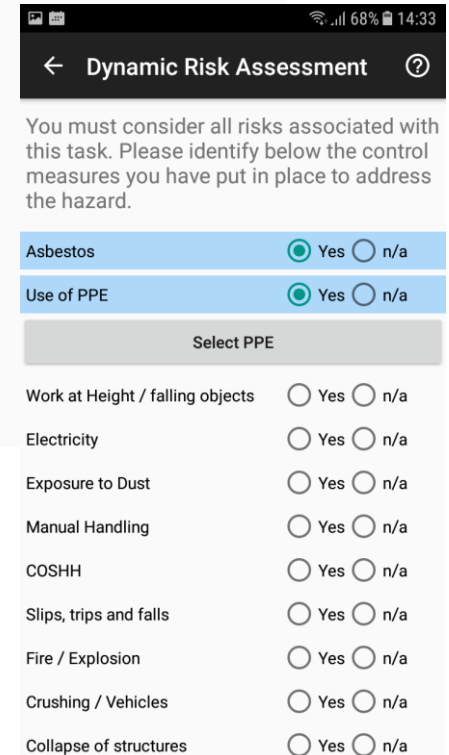
Lunch Break 🍴

Stop Job ×



Job Status

4. Risk Assessment →
Complete Dynamic Risk Assessment Form

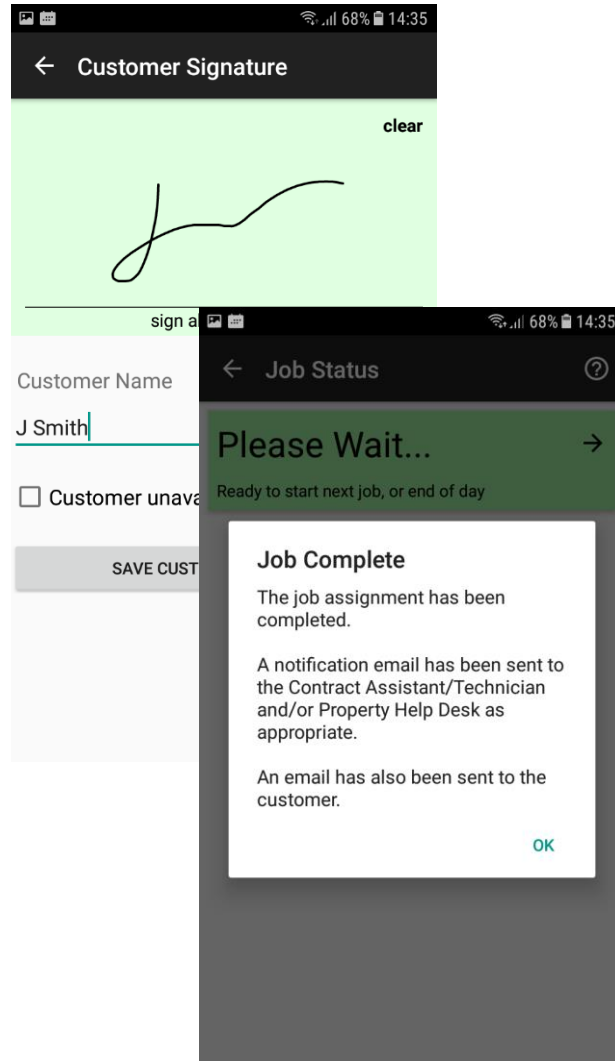
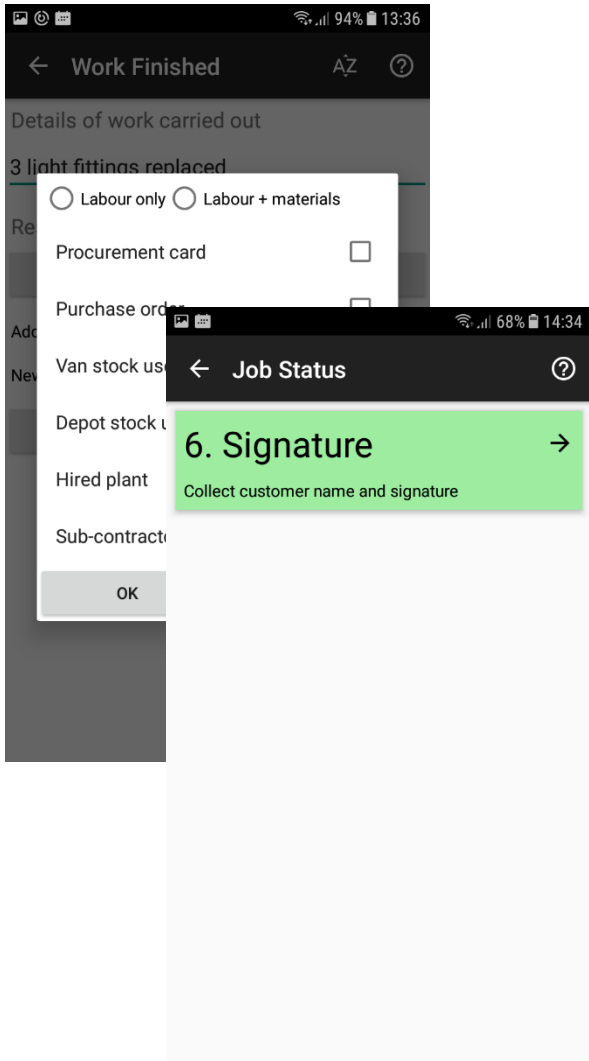
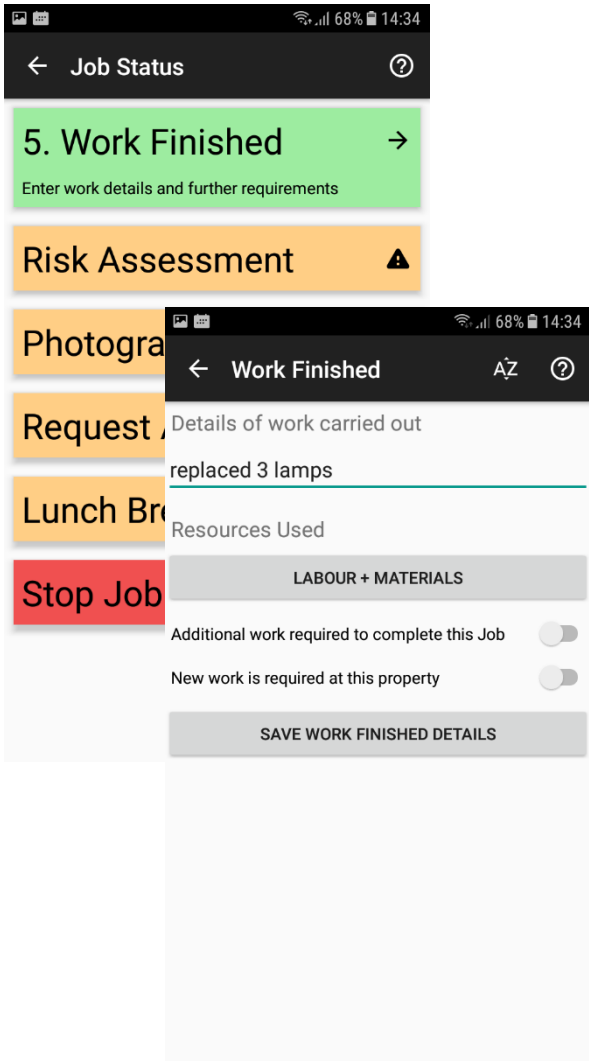


Dynamic Risk Assessment

You must consider all risks associated with this task. Please identify below the control measures you have put in place to address the hazard.

Asbestos	<input checked="" type="radio"/> Yes <input type="radio"/> n/a
Use of PPE	<input checked="" type="radio"/> Yes <input type="radio"/> n/a
Select PPE	
Work at Height / falling objects	<input type="radio"/> Yes <input type="radio"/> n/a
Electricity	<input type="radio"/> Yes <input type="radio"/> n/a
Exposure to Dust	<input type="radio"/> Yes <input type="radio"/> n/a
Manual Handling	<input type="radio"/> Yes <input type="radio"/> n/a
COSHH	<input type="radio"/> Yes <input type="radio"/> n/a
Slips, trips and falls	<input type="radio"/> Yes <input type="radio"/> n/a
Fire / Explosion	<input type="radio"/> Yes <input type="radio"/> n/a
Crushing / Vehicles	<input type="radio"/> Yes <input type="radio"/> n/a
Collapse of structures	<input type="radio"/> Yes <input type="radio"/> n/a

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Job Complete

The job assignment has been completed.

A notification email has been sent to the Contract Assistant/Technician and/or Property Help Desk as appropriate.

An email has also been sent to the customer.

OK



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Embedding the technology and looking to the future



- Embedding starts before you develop (previous comments)
 - Get users on board early > spread the word for you
 - Reinforce the message: P2W, TU's, Managers
 - “Enforce” the message: it is coming
 - Make it user friendly
 - Engage > listen to feedback and adapt
- Phased Approach
 - a select few > specific teams > R&M > whole service
 - Version 1 > v1.8 > v2.0 (auto updates) > v3.0 (servicing docs) > v4.0 (timesheets) > v5.0 (PPC and O&M's) > v6.0 (BIM?)
- The roll out
 - Training ... training ... and more training > ongoing support
 - Video (demo), app help guide and office based assistance
 - Continue to listen and adapt!
 - “Enforce” the message: it's in, you must use it



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Embedding the technology and looking to the future



- Some benefits to date
 - Customer
 - appointments
 - information on hand
 - streamlined process > reduced delays between attendance and completed repair
 - improved timeliness and accuracy of billing
 - User – reduced paperwork, less queries (challenges), improved H&S
 - Manager / Service – improved customer satisfaction > increased income, reduced work in progress, reduced costs, improved transparency and reporting
- *2019 APSE Service Awards:*
 - Best Innovation or Demand Management Initiative ????*
- Catering App – procure or develop?





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I've talked enough ...

- Managing asbestos together
Speaker: Steve Turner, South Lanarkshire Council

Ask the panel: Q&A session

- APSE Performance Networks Seminar Thursday 6th December
 - Group Workshop: Durham Building Maintenance – App Development

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