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

Building & Facilities Maintenance,

Durham County Council

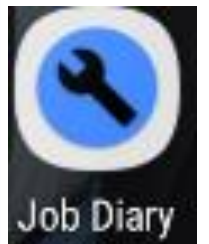John Hallam, Business Development Manager

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

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
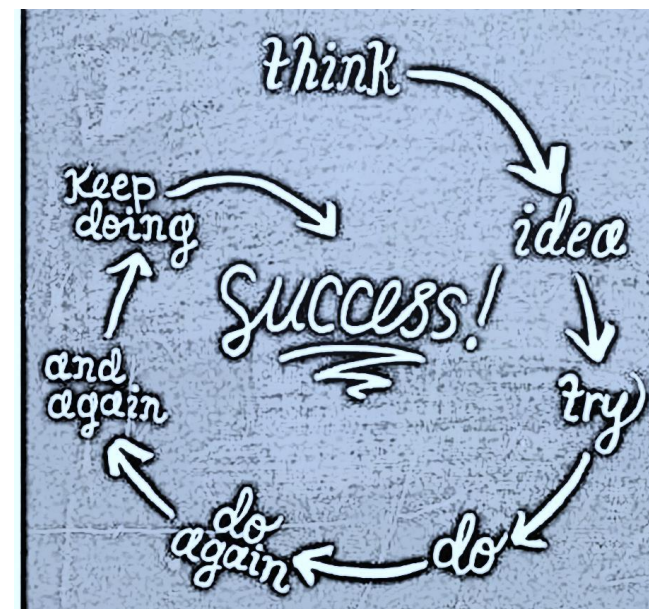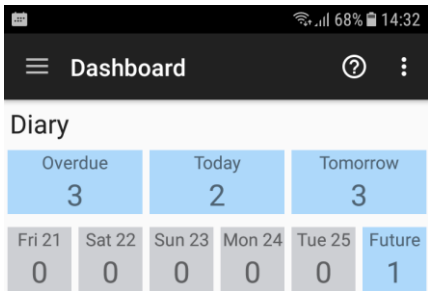
Developing a mobile app in-house

- 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

Developing a mobile app in-house

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

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?

I've talked enough …

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

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Ask the panel: Q&A session

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

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