



APSE Transport Seminar

13<sup>th</sup> June 2019

## Using Mobile IT to revolutionise SEN Transport

**Martin Owens**

BigChange – International Business Improvement Director

**Mark Betts**

Sheffield City Council – Service Improvement Manager for Transport

## Introducing BigChange...

- ❖ UK Company based in Leeds
- ❖ Established in 2012
- ❖ 20+ years experience in Mobile Workforce Management
- ❖ 25,000+ Subscribers
- ❖ Multi-Award winning technology



A handwritten signature in black ink, appearing to read "Marko Bek".

CEO & Founder

# 1 BILLION MILES

**8 MILLION JOBS**  
**60 SECTORS**

## JOBWATCH IS READY TO GO, WHATEVER BUSINESS YOU'RE IN

We're transforming businesses of all sizes throughout the UK and the rest of the world. We work with over 60 sectors using one product configured to create sector-specific versions of JobWatch, complete with instant customisation and experts who understand your industry.

And it's a difference that really does go a long way.

Jobs

 **BigChange**

## BigChange and Sheffield City Council

- ❖ Working together for two years following a Tender process
- ❖ Using two BigChange products:
  - ❖ Vehicle Tracking with Driver Mobile App
  - ❖ JobWatch Mobile Workforce App with CRM





Transport



# Sheffield City Council

SEN Operations





## Transport

## SEN Background

- ◆ 6.3 million pound spend
- ◆ 2,575 jobs per day
- ◆ 489,250 jobs per school year
- ◆ 6938 (internal) miles per day
- ◆ 1,318,220 (internal) miles per school year
  
- ◆ Internal
  - ◆ 5 million pound spend
  - ◆ 1029 SEN passengers
- ◆ External
  - ◆ 1.3 million pound spend
  - ◆ 166 SEN passengers

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## Why did we do it?

- ◆ Customers
- ◆ Risk
- ◆ Sub-Contractors
- ◆ Processes
- ◆ Budget



## Transport

### Issues: Customer Service

- ❖ Automatic Alerts when Transport is cancelled or delayed
- ❖ Automatic Alerts when the vehicle is near your home
- ❖ Notification of Driver and Passenger Assistant changes (including pictures)
- ❖ Digital access to raise concerns / complaints about the service
- ❖ Ability to see where the vehicle is on its journey





Transport

## Solution: Text Message Vehicle arrival notification

Dear parent, Please be informed that the below operative will be arriving at your location at an estimated time of 16:08 to collect your child.

Operative name: Mark Betts

Phone No. [+447972078753](tel:+447972078753)

Vehicle Reg: FD08EVW

RegardsTransport Services

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## Solution: Driver and vehicle ID

RE: Jobwatch alert - Job status changed - On the way - Mark Betts - Message (HTML)

File Message Insert Options Format Text Review

Cut Copy Paste Format Painter Clipboard

Times New F 12 A A

B I U ab A

Basic Text

Address Book Check Names Attach File Attach Item Signature

Follow Up High Importance Low Importance Tags Zoom

To... JobWatch <jobwatch@bigchangeapps.com>

Send


Cc...

Subject: RE: Jobwatch alert - Job status changed - On the way - Mark Betts

Dear parent,

Please be informed that the below operative will be arriving at 16:03 to collect your child.

Operative Name: Mark Betts  
Operative Phone No. +447972078753  
Operative ID:



Regards

See more about: JobWatch.

15:55 12/06/2019

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## Issues: Risk

- ❖ Passenger operations
  - ❖ Driver behavior
  - ❖ Passenger registers
- ❖ Vehicle checks
- ❖ Visible risk assessments and SSOW

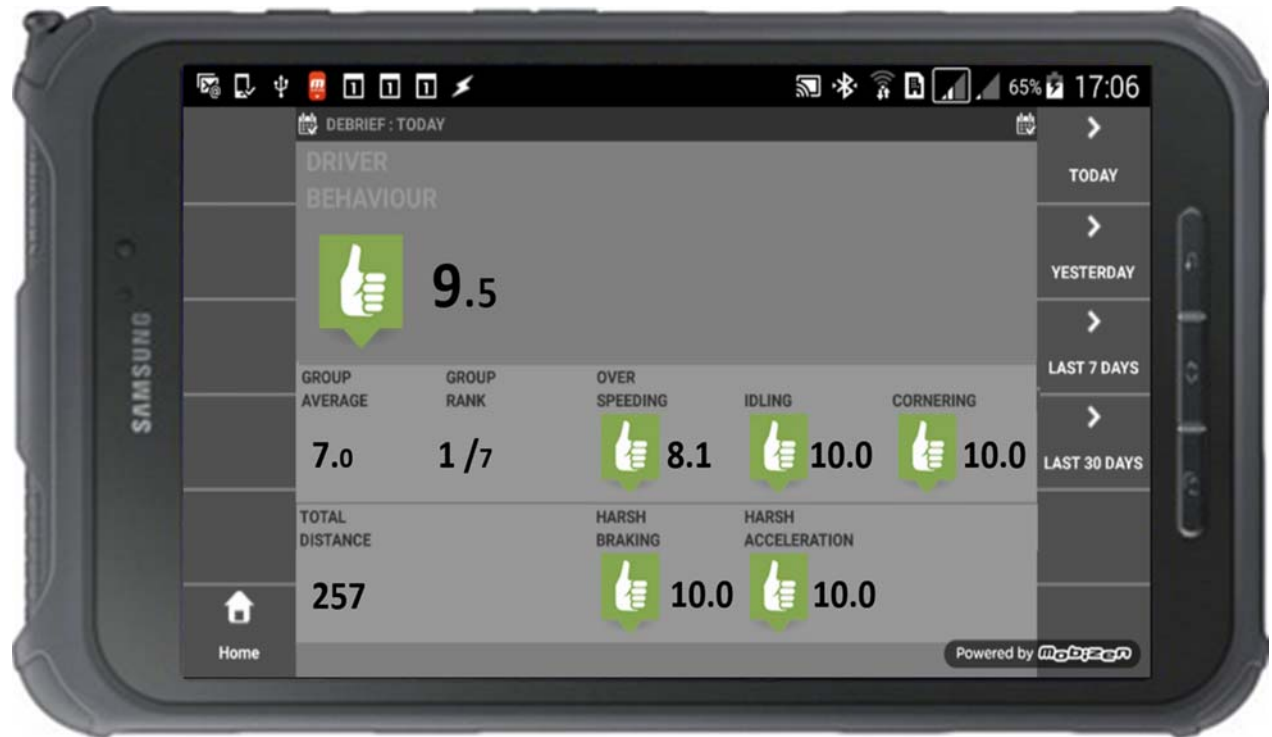
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## Solution: Driver Behavior



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## Solution: Driver Behavior

### Driver Behaviour Report













From 04/06/2019  
To 11/06/2019

Resource	Distance (mi)	MPG	CO2 (Kg)	Cruise control	Idling	Over-speeding	Harsh acceleration	Harsh braking	Cornering	Score
Sergio Smith	903		174	00:00:00	9.3	6.8	10	10	9.9	9.2
Eric Cantona	248			00:00:00	10	8.2				9.1
John Anthony	341		66	00:00:00	5.8	9.4	10	10	9.6	9.0
Jo Alexander	884	7.53		02:24:40 6%	0.6	3.7	10	7.2	10	6.3



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## Solution: Passenger Lists

	12/06/2019 07:12	00:00	Leaving Depot on Time
	12/06/2019 06:59	00:00	Transported
	12/06/2019 07:20	00:00	Transported
	12/06/2019 07:15	00:02	Transported
	12/06/2019 07:10	00:05	Transported
	12/06/2019 06:55	00:07	Transported
	12/06/2019 06:52	00:18	Transported
	12/06/2019 07:26	00:00	Transported
	12/06/2019 07:00	00:00	Transported
	12/06/2019 07:13	00:02	Transported
	12/06/2019 07:11	00:04	Transported
	12/06/2019 07:48	00:00	Leaving Depot on Time
	12/06/2019 07:17	00:04	Not Transported





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## Solution: Passenger Operations

### View job

Job result	WorkSheets
Status date	12/06/2019 16:51
Status	Completed with issues - Not Transported
Resource	MARK BETTS
Resource notes	The child was unwell
Customer notes	
Print name and signature	m barlow 
Mark as actioned	<input type="checkbox"/> Actioned
Office notes	<div style="border: 1px solid black; padding: 5px;">This is the third time in a row this has happened, need to investigate further</div>





## Solution: Passenger Operations

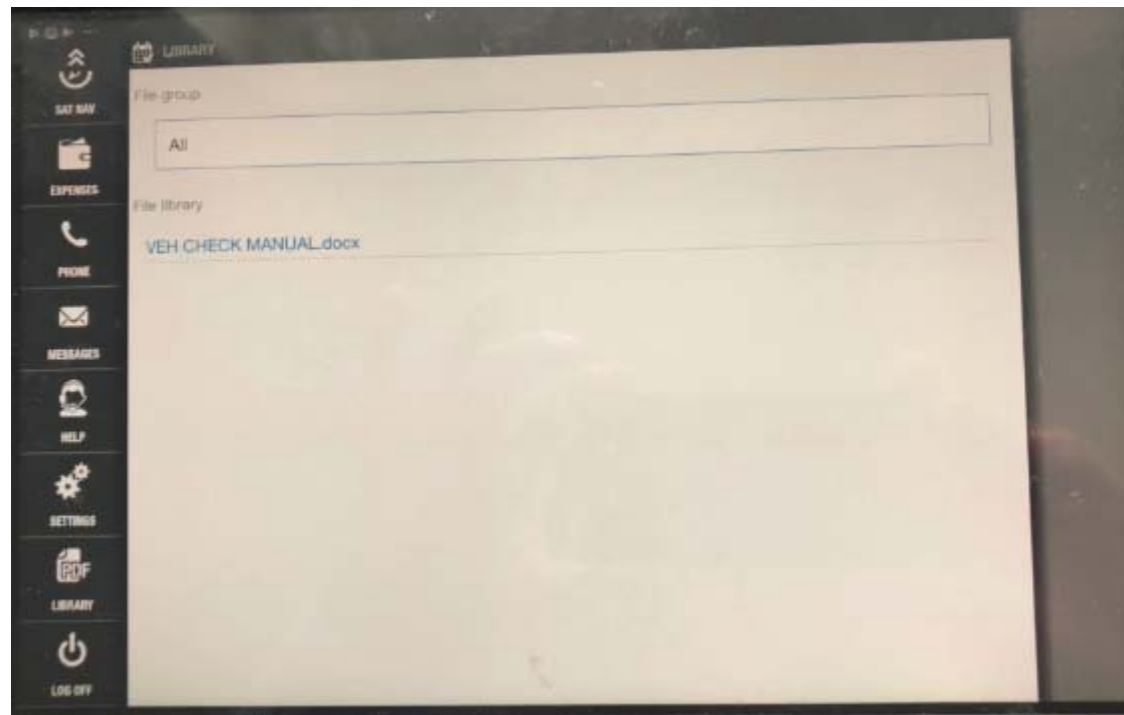
Date	Owner	Job status	Comment
12/06/2019 16:51	MARK BETTS	Completed with issues	Not Transported
12/06/2019 16:50	MARK BETTS	Started	
12/06/2019 16:50	MARK BETTS	On the way	
12/06/2019 16:48	MARK BETTS	Accepted	
12/06/2019 16:48	MARK BETTS	Sent	
12/06/2019 16:47	Mark Betts	Scheduled	
12/06/2019 16:47	Mark Betts	New	



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## **Solution: Risk Assessments and Safe Systems of Work**





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## Issues: Sub-Contractors

- ❖ Operational transparency
- ❖ Vehicle compliancy
- ❖ Passenger lists
- ❖ Invoices

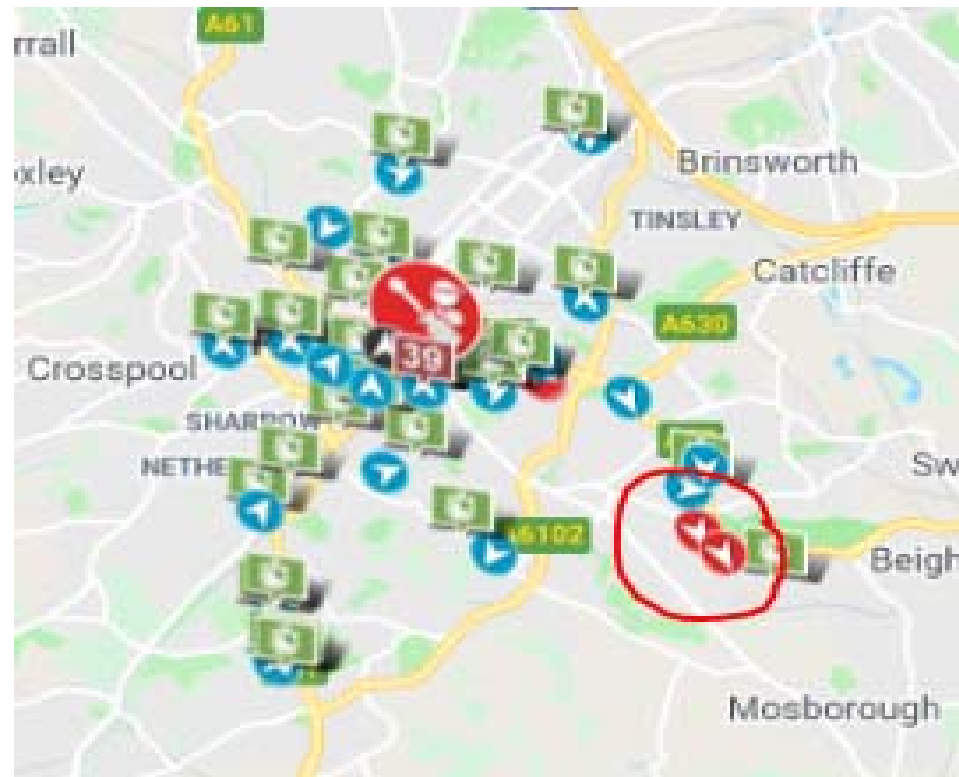
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## Solution: Sub-contractor GPS tracking





# Solution: Sub-contractor driver and vehicle ID

RE: Jobwatch alert - Job status changed - On the way - Mark Betts - Message (HTML)

File Message Insert Options Format Text Review

Clipboard Basic Text Names Include Tags Zoom


To: JobWatch <jobwatch@bigchangeapps.com>

Subject: RE: Jobwatch alert - Job status changed - On the way - Mark Betts

Dear parent,

Please be informed that the below operative will be arriving at 16:03 to collect your child.

Operative Name: Mark Betts  
Operative Phone No. +447972078753  
Operative ID:



Regards

See more about: JobWatch.

15:55 12/06/2019





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## Solution: Sub-contractor driver and vehicle ID

Dear parent, Please be informed that the below operative will be arriving at your location at an estimated time of 16:08 to collect your child.

Operative name: Mark Betts

Phone No. [+447972078753](tel:+447972078753)

Vehicle Reg: FD08EVW

Regards Transport Services

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## Solution: Automated Invoices

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VAT Reg No:



### INVOICE

Reference	
Date	12/06/2019
Job reference	
Order number	
Account reference	

Quantity	Description	Unit price	VAT %	VAT	Gross amount
1.000		11.00	20.00	2.20	13.20
1.000	Base Rate	25.00	0.00	0.00	25.00
1.000	PA Charge	8.00	0.00	0.00	8.00

Bank details
Payment terms: 30 days

Total ex VAT	£44.00
Total Tax	£2.20
Total	£46.20



## Transport



## Issues: Processes

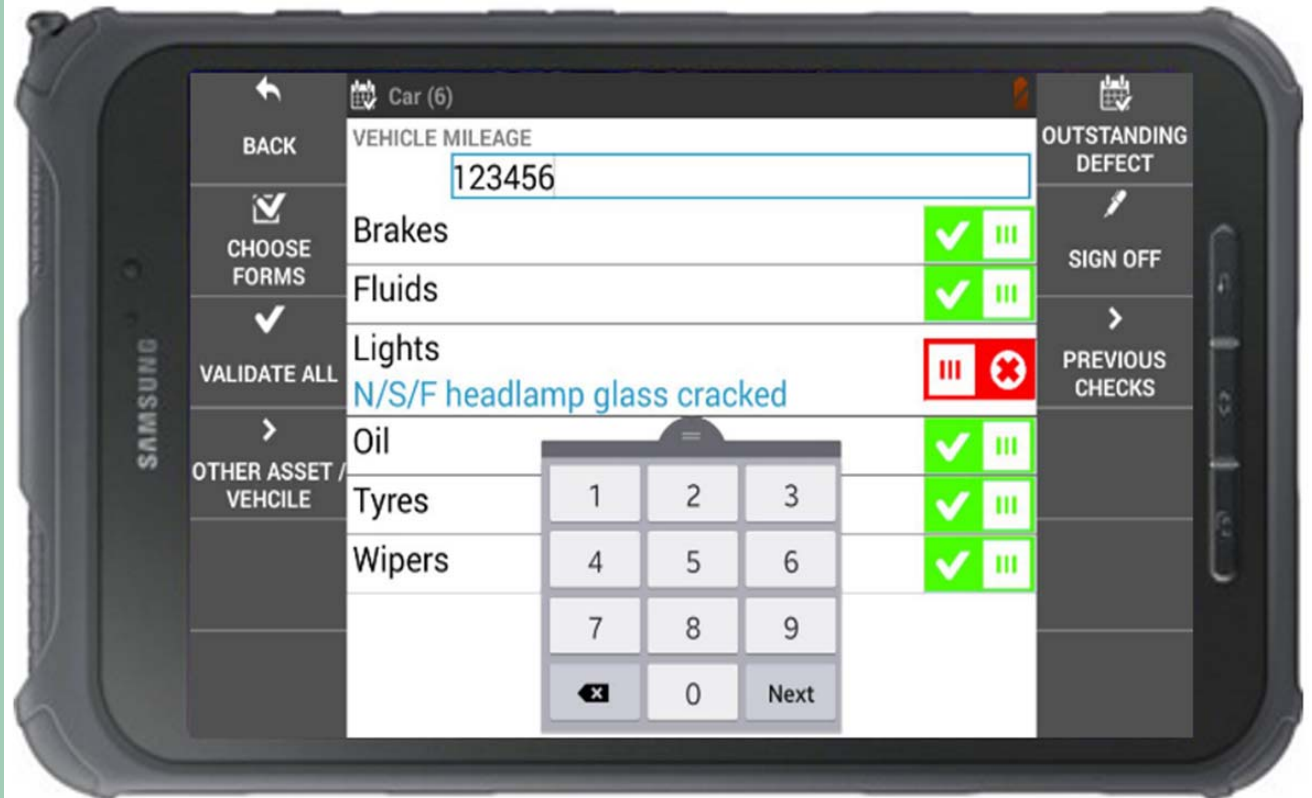
- ❖ Vehicle checks
- ❖ Payroll
- ❖ Run sheets
- ❖ Route sheets
- ❖ absences

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## Solution: Vehicle Checks





# Solution: Vehicle Checks

## Defect

Resource Compliance Officer  
Defect type Body Exterior  
Date 07/05/2019 07:34  
Notes PREVIOUS BODY DAMAGE UNREPORTED  
Comment   
Actioned 14/05/2019 10:56  
Defect archived since 14/05/2019 10:56



## Dialogue

Mark Ramsbottom 08/05/2019 07:23  
Repair at a later date when vehicle is free.

+  
Add



Close



Save

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## Solution: Vehicle Checks


### Driver Check

Resource **Compliance Officer**  
Vehicle **FH05DTU**  
Odometer **16,550 mi** 07/05/2019 07:34

**Transporter**

<input checked="" type="checkbox"/> Access and Exit Routes Clear	 <b>Body Exterior</b> PREVIOUS BODY DAMAGE UNREPORTED
<input checked="" type="checkbox"/> Brakes	
<input checked="" type="checkbox"/> Excessive Engine Exhaust Smoke	<input checked="" type="checkbox"/> Doors and Exits Unlocked
<input checked="" type="checkbox"/> First Aid Kit	<input checked="" type="checkbox"/> Fire Extinguisher
<input checked="" type="checkbox"/> Glass/Windscreen	<input checked="" type="checkbox"/> Fuel/Oil Check
<input checked="" type="checkbox"/> Indicators/Lights	<input checked="" type="checkbox"/> Horn
<input checked="" type="checkbox"/> Mirrors	<input checked="" type="checkbox"/> Livery / Decals
<input checked="" type="checkbox"/> Reflectors	<input checked="" type="checkbox"/> Other Minor Defect (Give Description)
<input checked="" type="checkbox"/> Seats and Seatbelts	<input checked="" type="checkbox"/> Registration Plates
<input checked="" type="checkbox"/> Security and Operation of Doors	<input checked="" type="checkbox"/> Section 19 Disc In Date and Visible
<input checked="" type="checkbox"/> Tyres and Wheel Fixings	<input checked="" type="checkbox"/> Steering
	<input checked="" type="checkbox"/> Windscreen Washers/Wipers



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## Solution: Payroll

TIME SHEET

<b>END WORK</b>	Wed 30 May 2018 09:46
<b>START WORK</b>	Wed 30 May 2018 08:00

Navigation sidebar (left):

- DASHBOARD
- TIMESHEET
- VEHICLE CHECK
- JOBS
- CRM

Navigation sidebar (right):

- START WORK
- SIGN TIMESHEET
- ABSENCES



# Solution: Dynamic Scheduling System

The screenshot displays a web browser window with the URL <https://clients.bigchangeapps.com/jobschedule.aspx>. The interface is titled "Schedule" and includes a search bar and navigation icons. The main content area shows a Gantt-style schedule for four staff members: Alex Dawson, Andrew Brook, Mark Betts, and Mick Hague. The schedule is for Thursday, June 13, 2019, and spans 24 hours. Alex Dawson has a blue hatched bar from 00:03 to 04:00. Andrew Brook has a blue hatched bar from 00:00 to 05:00. Mark Betts has a blue hatched bar from 00:32 to 04:00. Mick Hague has a yellow bar from 00:00 to 00:00. A tooltip for "Training - APSE" is visible over Mark Betts' schedule. The left sidebar contains a "DISPLAY" section with "UNSCHEDULED JOBS" and a list of categories with counts: Uncategorized (2), CSSR (0), Driving Assessment/Training (0), Facilities Management (0), Property Manager Core Offer (65), Stores - Planned (4), Stores - Voids (0), and Stores - Waste Collection (2). The bottom of the screen shows a Windows taskbar with various application icons and a system tray with the time 20:31 and date 12/06/2019.



# Solution Absences

Add / edit a note

Detail
Workflow
Note flags
Notes

### 1st Day of Sickness Reporting

Question	Answer	Notes
Can you give an estimated return to work date? *	No	
Have you arranged to see your doctor? *	No	
Can you please provide a contact number for us to contact you if necessary? *	12345	
Inform the employee they need to call us and speak to their supervisor on day 4 if they are still absent *	Yes	
Inform the employee that we have the right to contact them if necessary whilst they are off sick *	Yes	

### 4th Day of Sickness Reporting

Question	Answer	Notes
Inform the employee that we now require a self-certification form for today and if the absence continues for up to day 7	<input type="radio"/> No <input type="radio"/> Yes	
Inform the employee that if they intend to return to work on day 8 they must inform their supervisor as early as possible but no later than 07:00am	<input type="radio"/> No <input type="radio"/> Yes	
Inform the employee that if they do not return to work on day 8 they will need to see their GP to obtain a Statement of Fitness Work Note	<input type="radio"/> No <input type="radio"/> Yes	

### 8th Day of Sickness Reporting

Question	Answer	Notes
Telephone the employee if the employee fails to phone in to inform us that they are still unfit to return to work	<input type="radio"/> No <input type="radio"/> Yes	
Inform the employee that they will now need to send a self-certification form for the 1st week of their absence	<input type="radio"/> No <input type="radio"/> Yes	
Ask the employee for the contents of the Statement of Fitness to Work Note from their GP	<input style="width: 100%;" type="text"/>	
Inform the employee that they will need to keep us informed with details of a	<input type="radio"/> No <input type="radio"/> Yes	

Cancel
 Save



## Transport

## Issues: Budget

- ❖ Since 2011, Sheffield City Council has seen its total budget reduced by £430 million
- ❖ 33% reductions in Transport Service's back office staff since 2014
- ❖ Since 2014, SEN passengers have increased by 16%
- ❖ The Transport charging model has remained static since 2014 but Transport's direct costs have increased



## Transport

## Solutions: Budget

- ❖ Reduced back office staff due to efficient processes
- ❖ Reduced paper and printing costs by going paperless
- ❖ Reduced operational costs by using the system functionalities to focus on driving and job times



## Transport



## How did we do it?

- ❖ Created an internal project team
- ❖ Trained 20 drivers per week over 7 week period
- ❖ Went live on September 2018
- ❖ Kept an agile approach to the project
- ❖ Learnt from internal operations before going external
- ❖ Trained 20 taxi drivers (training still ongoing)
- ❖ Went live for external operations April 2019
- ❖ Gained buy in from the Transport Director and Head of Service





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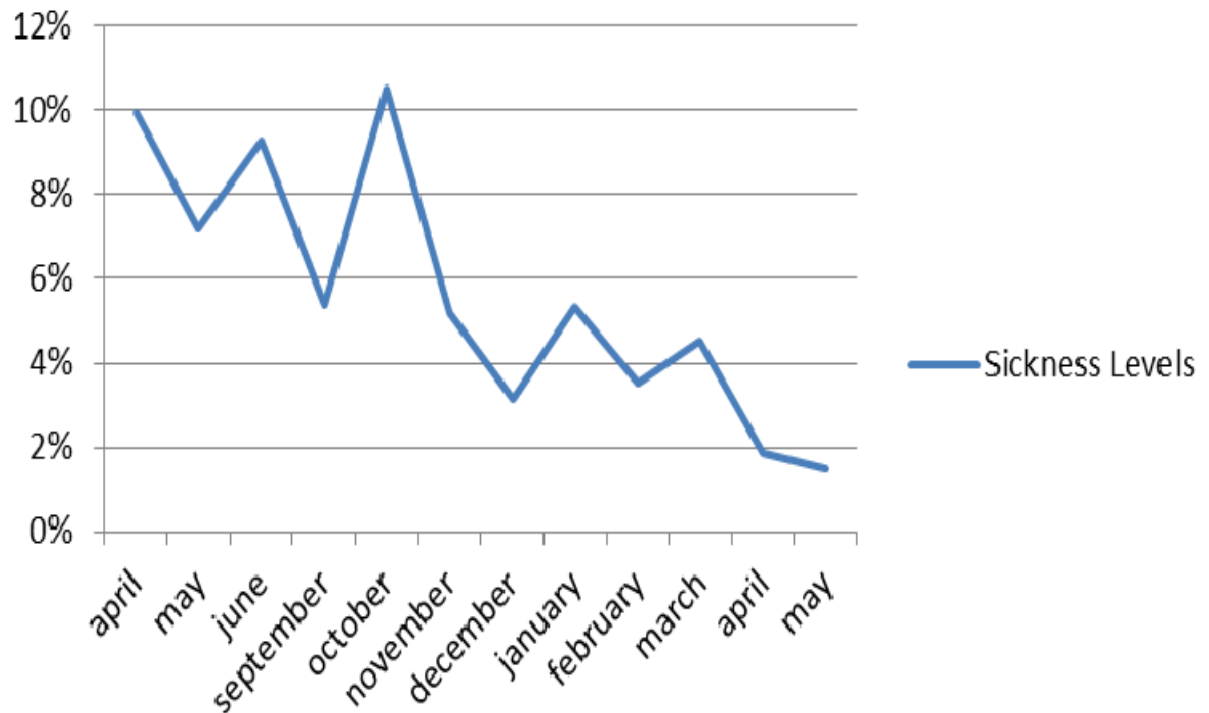


# Benefits Gained



## Benefits: Absences

### 2018/19 Sickness Levels





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## Benefits: Processes

- ◆ 4600 hours saved reducing inefficient processes



## Transport

## Benefits: Budget

- ◆ 102K savings in back office reductions
- ◆ 6K savings by reducing paper and printing run and route sheets
- ◆ 4K savings by digitalising vehicle checks and defect sheets
- ◆ 51K savings by reducing driver and assistants job times



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## Benefits: Customer Feedback

“Great idea!! The alert lets you know how long it will be until the school bus arrives to pick up your child”.

“Found the alert system extremely useful as it can take a while to get my son in his wheelchair and he would get hot if he was sat waiting in his wheelchair with his coat on for too long”

“The alert gives me time to sort everything out ready for school. I know exactly what time I need to be home ready for my child being dropped off”

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## Benefits: Customer Feedback

“My son waits for the text. He then puts his shoes on and keeps looking for the bus. It helps with my son’s routine.”

“I now can wait until I get the alert before I put my daughter’s coat on so she is not sat for a while waiting in her coat. The alerts also make sure I’m ready to collect her from Transport”

“The alert tells you the approximate time of arrival of your school bus. Also you get to know what time your child should be ready for.”

# Summary



# Using Software to improve workforce productivity



+

**BACK OFFICE  
CRM**



+

**JOB  
SCHEDULING**



+

**MOBILE  
WORKFORCE APP**



+

**VEHICLE AND  
ASSET TRACKING**



+

**ON-DEMAND  
BOOKING APP**





**THANK YOU.  
ANY QUESTIONS?**

