



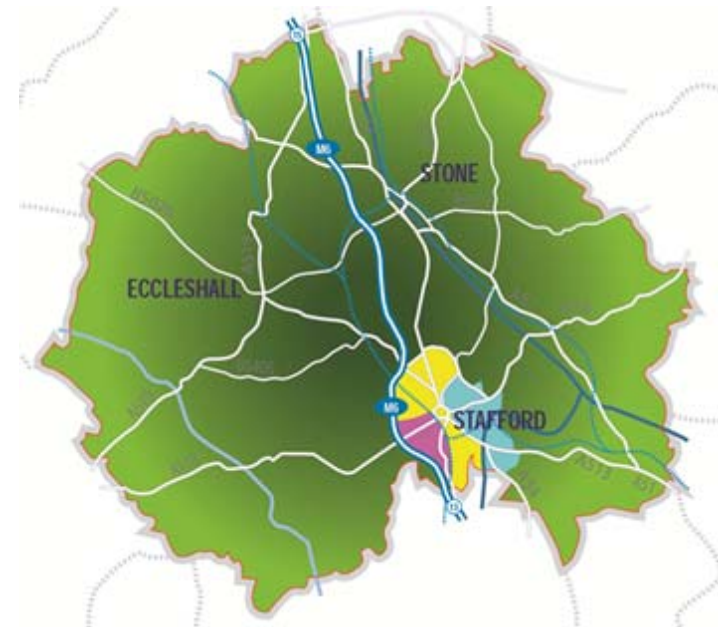
Stafford
BOROUGH COUNCIL

Mobile App for Agile Working

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Stafford Borough Council

Background to Stafford Borough Council

- Covers an area of approximately 230 square miles
- Population of over 125,000 people
- The Borough is mainly rural in nature, with the largest population centres being Stafford and Stone



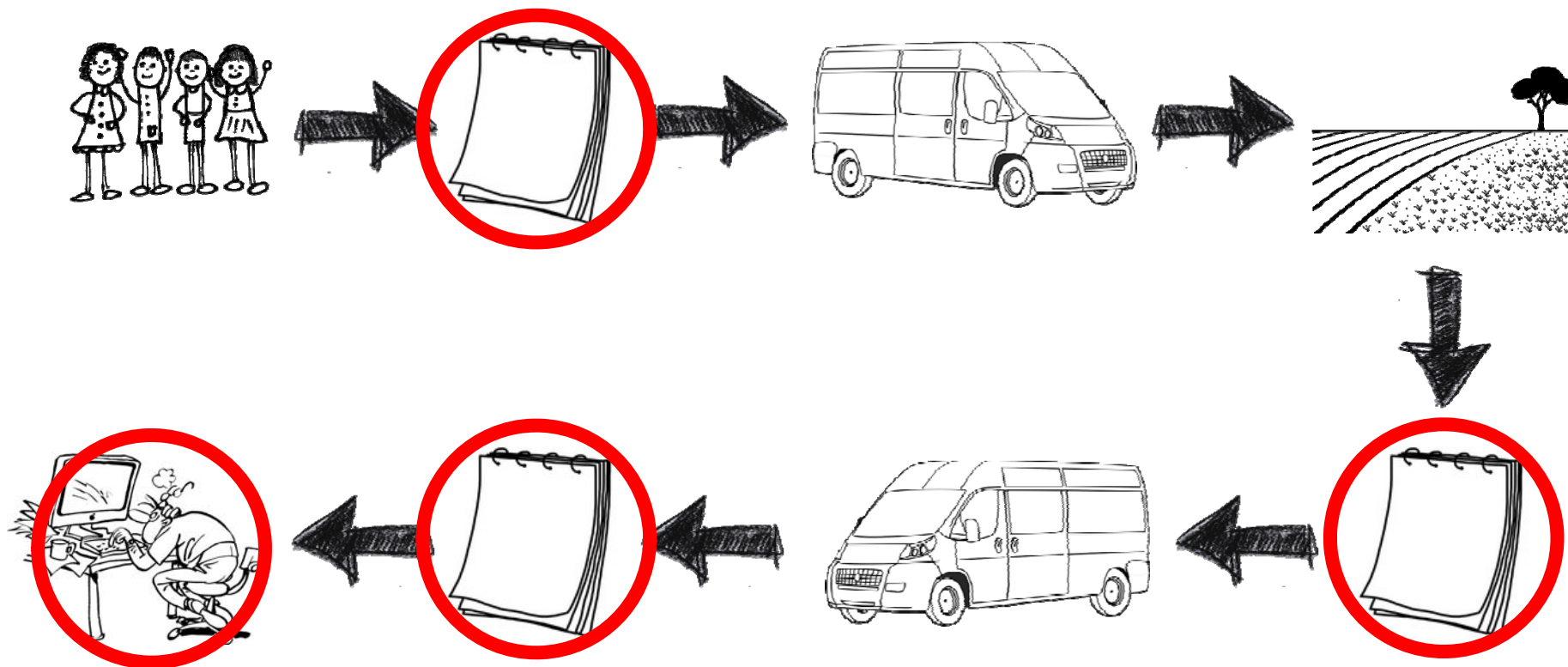
Environmental and Health Services

- Operational Services
 - Streetscene
 - Bereavement Services
 - Waste Management
 - Pest Control
- Regulatory Service
 - Food Hygiene
 - Health and Safety
 - Noise Pollution
 - Air Pollution
 - Licensing
- Health and Housing
 - Housing Options
 - Housing Standards
 - Health and Wellbeing

Operational Services – The Beginning

- An Apse consultation showed 30% downtime for Streetscene Operatives
- Management determined this was due to:
 - Operative picking up paper jobs in the morning
 - Time take to fill out completed jobs
 - Returning those jobs to the depot
 - Not logging self referred works
 - Inputting information back into the back office

Streetscene Paper Process



The Reasons for Going Mobile...

- The purpose of the project was to source and implement a mobile working application which would enable the Streetscene work force to:
 - Raise jobs (as a replacement to the paper version of the Referral Sheets)
 - Receive the daily jobs raised within the Boroughs KANA Lagan CRM system electronically rather than in paper format
 - Improve efficiencies across the service

The Journey

- Building requests from scratch – used existing KANA Lagan requests as starting point
- Building in geographical auto-allocation of jobs to relevant teams via shape files
- Auto-email requests to other organisations if not SBC owned
- Fly tipping requests go to Environmental Enforcement before Streetscene (via ‘Tasks’)
- All jobs can be “manually signed off” on the APP
- All jobs auto-close on “sign off”

The Benefits...

- Allocation of jobs directly to crews electronically
- Ability to raise and close own jobs whilst out in the field
- Jobs complete more efficiently and in “real time”
- Reduction/removal in ‘lost jobs’
- Provide more accurate costing information to support bidding for additional works
- Ability to auto-allocate jobs using a process of GIS integration
- To auto-email organisations if issues are not SBC
- Potential for the App to be used in other areas of SBC

Abavus – My Council Services



- Auto Allocation of jobs directly to crews electronically
- Raise and close jobs in real time
- Reduction/removal in 'lost jobs'
- Update remotely
- Inform resident

My Council Services



Contact your council

Call your council or find their headquarters, using our location finder. Find the out of hours phone number.



Payments

Pay your council tax, library fines, parking fines, gym memberships etc all from the palm of your hand.



News updates

Get the latest news and information about events from your council.



Social Media

Post the details of your report to Twitter and Facebook



Submit an issue

Report potholes, anti-social behaviour, abandoned vehicles and more.



Access information

Check out road congestion, planning applications, library opening times, bin collection days.



Notifications

Receive automatic updates on the issues you've submitted.



Traffic updates

Get access to local traffic updates and view all roadworks in your local area.



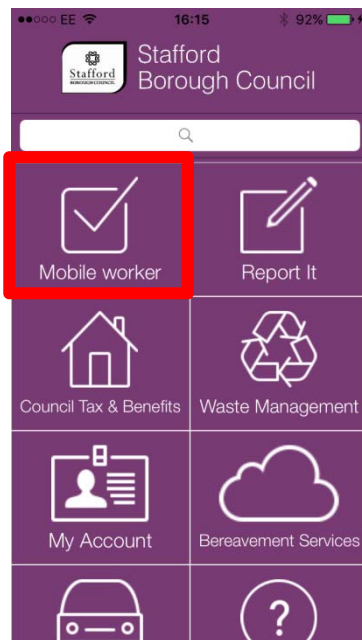
Apply for it

Apply for blue badges, housing benefits, parking permits and planning permission via My Council Services.

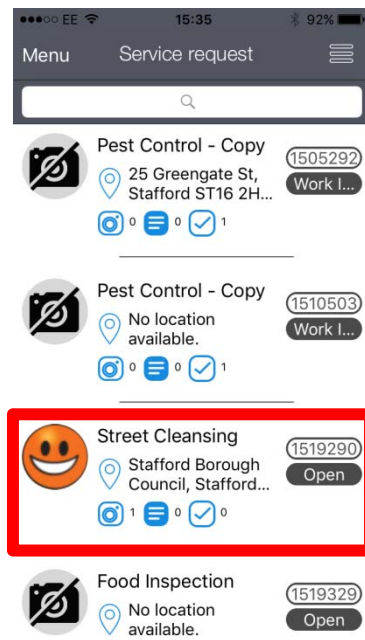
My Council Services

- Available on iOS, Android and Windows Mobile devices
- Automatically inform residents
- Available to the public
- Restrict access using access roles
- Integration into current systems
- Completely Customisable

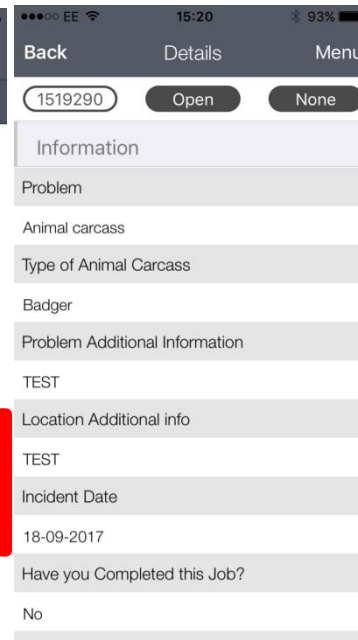
Remote Working



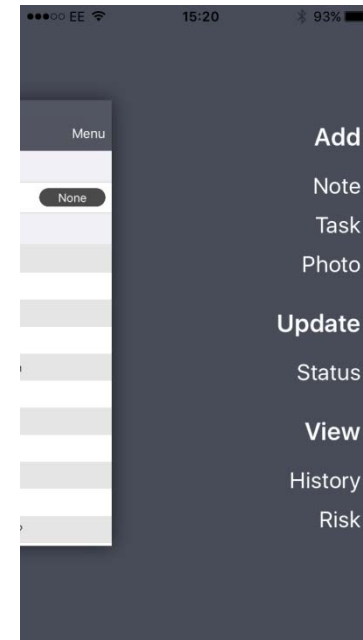
Access Job List



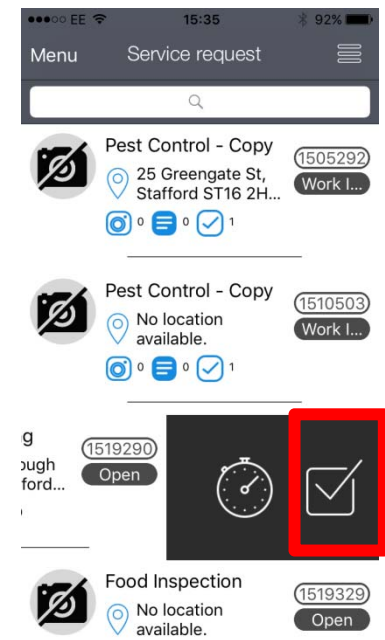
Select Job



View Details

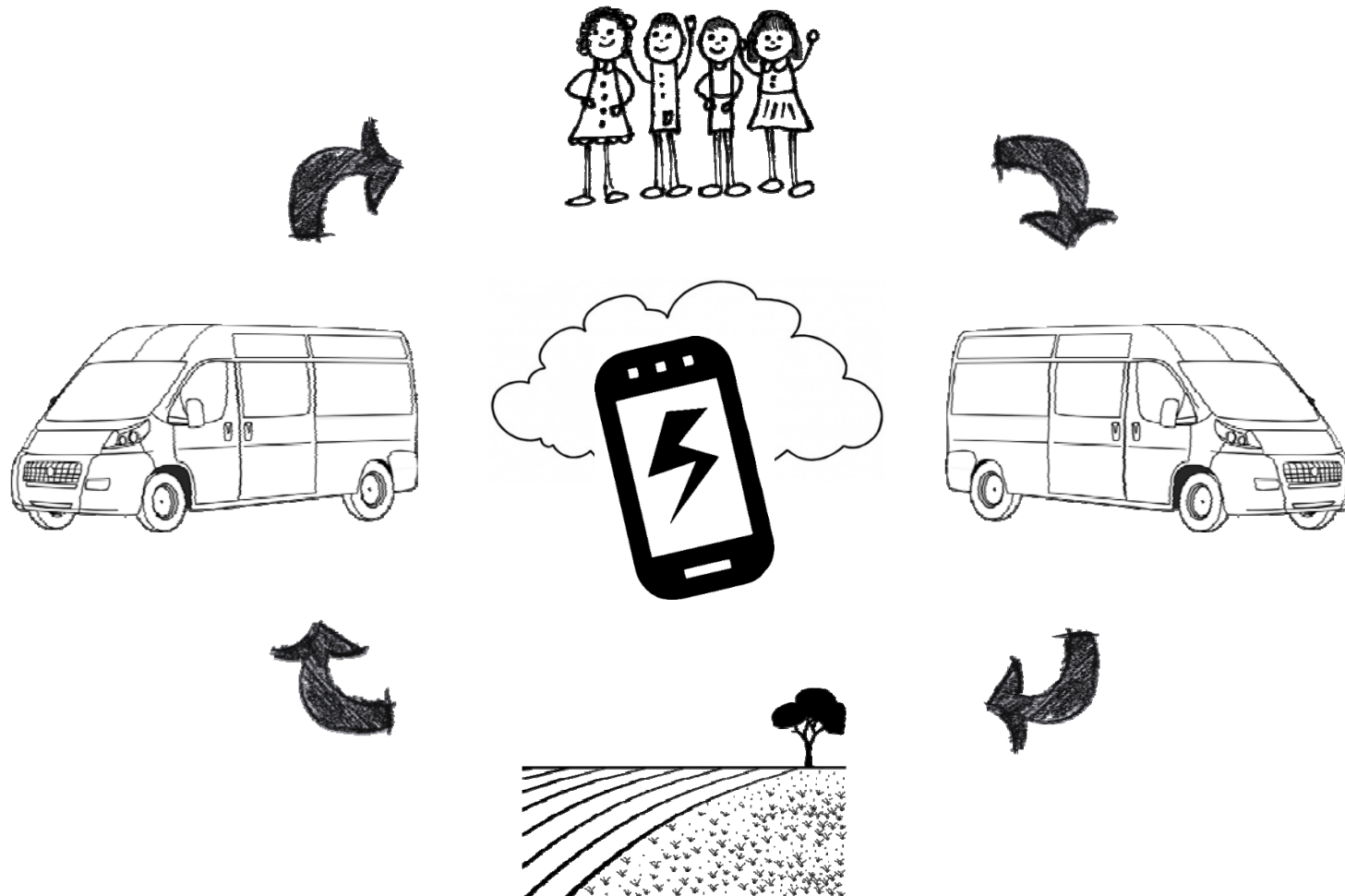


Add, Update and View Request

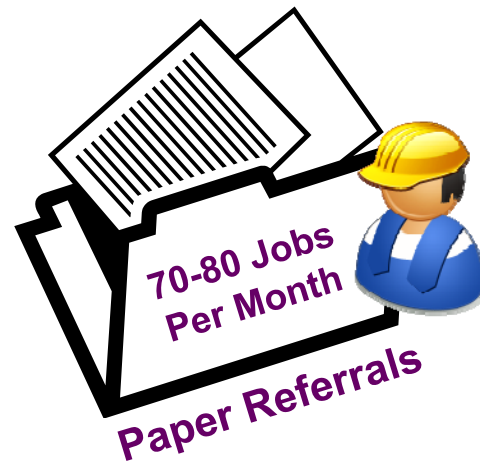


Close Job

Streetscene Agile Process



Scores on the Doors



Mobile App Jobs

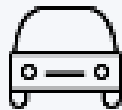


Streetscene Inspections



Gritting

Gritting



Car Park Inspection

Used for Inspecting
Stafford Borough Car
Parks



LAMS Inspection Form

Land Audit Management
System Inspection Form



Non Conformance Report

NCR Form



Playground Inspections

Streetscene Operative
Playground Inspection
Form



PPE Inspection/Order Form

Monthly Inspection for
Streetscene Seniors



Vehicle Inspection

Vehicle Inspection for
Senior Streetscene
Operatives to...



Site Specific Risk Assessment

Site Specific Risk
Assessment



Town Centre Cleanliness Survey

Town Centre Survey
carried out by EH Tech

Benefits of Mobile Inspections

- Reduce paper usage
- Inspections created and stored whilst out in field
- Less time wasted as Operatives don't have to return paper form
- Completely reportable
- Rules can be created in order to automatically raise issues to relevant people

Regulatory Services



Fly Tipping

Report Fly Tipping In
Public Places



Full Taxi Vehicle Inspection

Taxi Vehicle Inspections



Charity Record

Record of any charities
working within Stafford
Town Ce...



Food Inspection

Risk Rating Forms for
Food Businesses



Food Business Registration

Application for the
Registration of a Food
Business



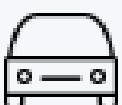
Operator Inspection

Used for Taxi Operator
Base Inspections



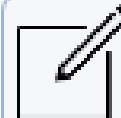
Taxi Rank Monitoring

Used by Enforcement
Officers to monitor taxi
rank usage



Abandoned Vehicle

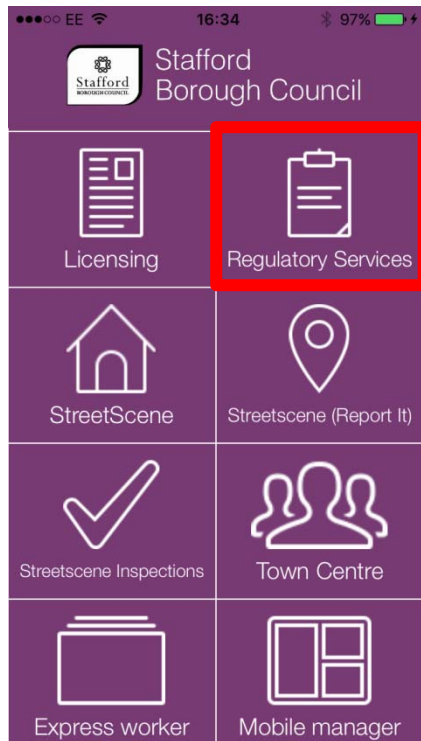
Report an Abandoned
Vehicle



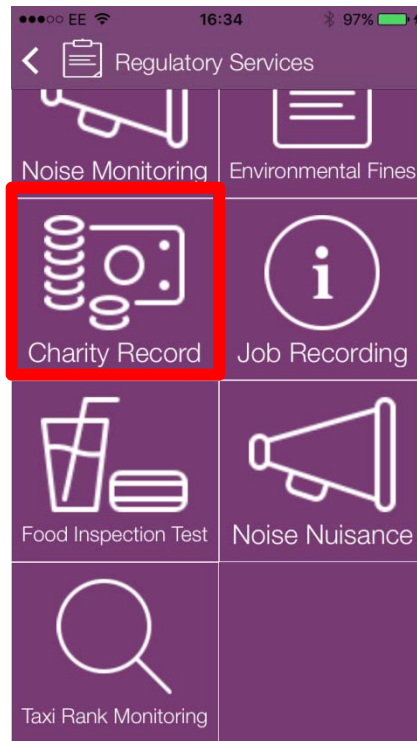
Business Updates

Premises Information
Update

Charity Workers Record



Access Service



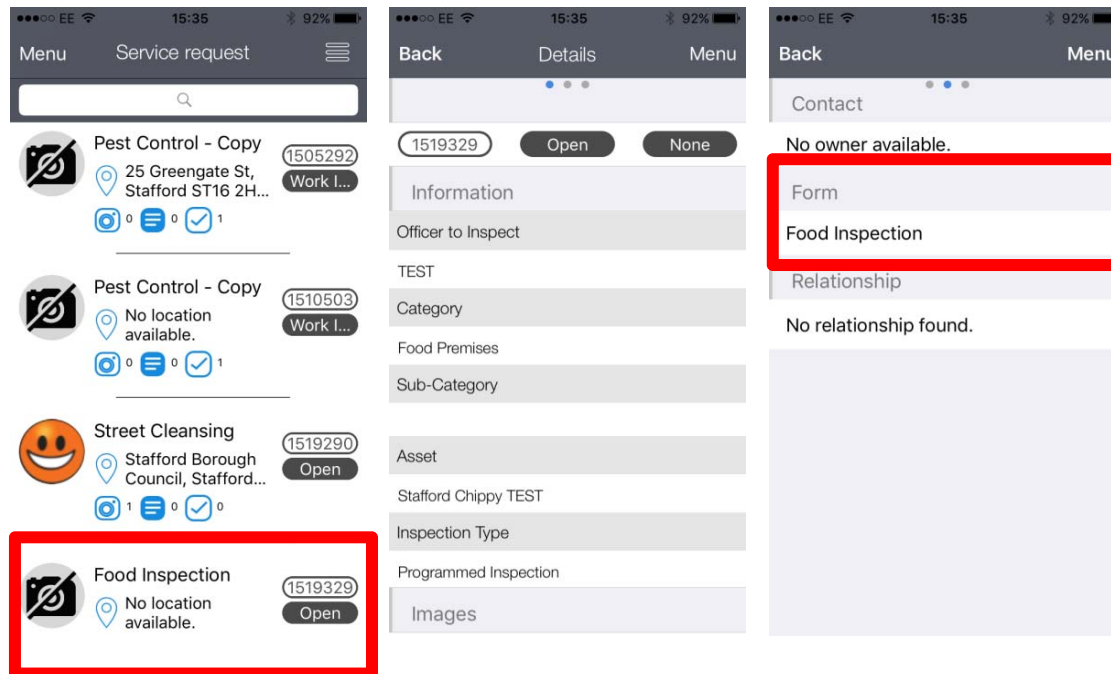
Access Form

Complete Record

Food Inspections – The Next Step

- The purpose of the project was to enable EHOs to complete a food inspection completely remotely, this would require them to:
 - Receive list of premises due for inspection
 - Complete an inspection form
 - Risk rate the business based on the FSAs guidelines
 - Produce relevant correspondence and send it to owner

Food Inspection – Receiving Jobs



Select Job

View Details

Select
Attached Form

Food Inspection – Completing Inspection

Back Officer Next

Officer Details

Officer Name
Thomas Dyer

Time of Arrival
Select here

Persons Name
Input here

Position
Select here

Officer Details

Back Premises Next

Premises Details

Premises Name
Input here

Update Premises Telephone Number
Input here

Update Premises Mobile Number
Input here

Update Premises Email
Input here

Update Premises Website
Input here

Update Owner/Manager Name
Input here

Update Owner/Manager Telephone Number
Input here

Premises
Details

Back Inspection Next

Inspection Details

Which Legislation?
Select here

Areas of Premises Inspected
Input here

Samples Taken
Input here

Compliance with Smoking Regulation?
Select here

Is there a Food Hygiene Sticker Displayed?
Select here

Fridge/Freezers, Temperatures, Food in Process and Temperatures
Input here

Inspection

Back Inspection Next

Improvements

Food Hygiene and Safety (Legal Requirements)
Input here

Food Hygiene and Safety (Recommendations)
Input here

Structure and Cleaning (Legal Requirements)
Input here

Structure and Cleaning (Recommendations)
Input here

Confidence in Management/Control Procedures (Legal Requirements)
Input here

Improvements

Back Food Hygiene Rating Submit

Hygiene Rating

Food Type/Handling Method
Select here

Method of Processing
Select here

Consumers at Risk
Select here

Vulnerable Groups
Select here

Current Compliance Hygiene
Select here

Current Compliance Structural
Select here

Confidence in Control Systems
Select here

Risk of Contamination
Select here

Hygiene
Rating