

Managing the mobile workforce

Spencer Cooper

Technical Account & Project Manager



Agenda

- Arrival - housekeeping - **5 mins**
- Who are Abavus and what is My Council Services - **5 mins**
- Why invest in mobile technology - **5 mins**
- Guest speaker - Stafford Borough Council - **15 mins**
- Introduction to the My Council Services Mobile Workforce Management Solution & live demonstration - **25 mins**
- Q & A - **5 mins**

Managing the mobile
workforce in local authorities



Spencer Cooper, Project Manager
Abavus

 abavus



Phil Bates, Quality &
Performance Officer, Stafford
Borough Council

 **Stafford**
BOROUGH COUNCIL

Housekeeping

Frequently Asked Questions

- The session is being recorded today
- You will get a copy of the slides in PDF format
- The line will be muted to reduce the background noise
- Please use the chat facility if you have any directions to Jacqueline Smith
- Questions will be kept to the end

Who are Abavus and what is My Council Services?

About Abavus

- Established as an IT vendor since 2011 Abavus works exclusively with local authorities providing digital transformation solutions
- During this period Abavus developed the My Council Services digital platform. This platform can be delivered as stand alone modules or as part of a full enterprise solution. Local authorities therefore have choice.
- Currently we have over 50 local authorities who utilise part or all of the platform



Over 51 local authority digital implementations carried out within departments including customer services, environmental services, revenues and benefits, planning, highways & public protection



Over 3 million customers have successfully used the My Council Services platform via self-service



Established as an IT vendor since 2011 Abavus works exclusively with local authorities providing digital transformation solutions.



This platform can be delivered as stand-alone modules or as part of a full enterprise solution. Local authorities, therefore, have a choice.

My Council Services example implementations

- **Allerdale Borough Council** - Full implementation
- **Anglesey County Borough Council** - Full implementation
- **Ashford Borough Council** - Full implementation
- **Blackburn with Darwen Council** - Full implementation
- **Blaenau Gwent County Borough Council** - Full implementation
- **Boston Borough Council** - Customer Portal & eForms
- **Caerphilly County Borough Council** - Full implementation
- **Cannock Chase District Council** - Customer Portal & eForms
- **Epsom & Ewell Borough Council** - Enterprise waste management
- **Flintshire County Council** - Customer Portal & eForms
- **Fylde Borough Council** - Customer Portal & eForms
- **Glasgow City Council** - Customer Portal & eForms
- **London Borough Harrow** - Service Desk & Mobile Worker
- **Monmouthshire County Borough Council** - Full implementation
- **North Lincolnshire** - Blue Badge solution)
- **Newport City Council** - Full implementation
- **St Helen's Metropolitan Borough Council** - Customer Portal & eForms
- **Somerset Waste Partnership** - Customer Portal, eForms & Waste
- **Southend Borough Council** - Full implementation
- **Stafford Borough Council** - Customer Portal, eForms and Mobile Worker
- **Swale Borough Council** - Customer Portal, eForms & Contact Centre
- **Test Valley Borough Council** - Customer portal, eForms, Contact Centre
- **Torfaen County Borough Council** - Full implementation
- **Vale of Glamorgan Council** - Customer portal & eForms
- **Winchester City Council** - Customer portal & eForms

Why invest in a mobile workforce management solution?

- Faster and more accurate reporting of requests/complaints
- Use rules to allocate, notify, create and update
- Workforce has instant access to information eliminating travel costs back to the office
- Improved data security with role based access and data encryption
- Data recorded consistently & geographically allowing easier reporting and analysis

Guest Speaker - Phil Bates, Quality & Performance Manager, Stafford Borough Council



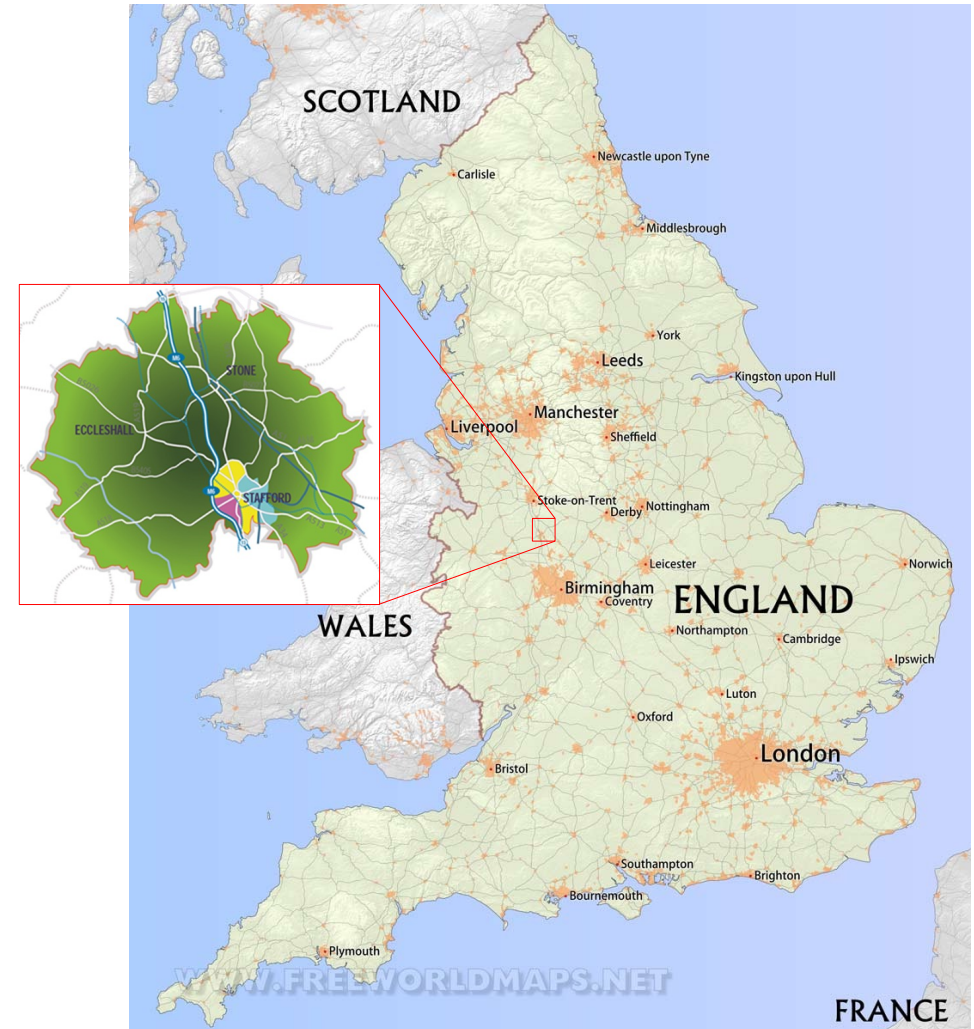
Managing the Mobile Workforce in Local Authorities

Phil Bates
Quality & Performance



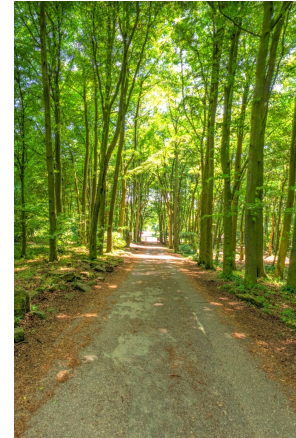
Background to Stafford BC

- Population of approx. 136,000 residents
- Covers an area of approx. 230 square miles
- The Borough is mainly rural in nature, with the largest population centres being Stafford and Stone



Neighbourhood Services

- Contracts Management
 - Recycling & Waste (Veolia)
 - Leisure (Freedom Leisure)
 - Quality & Performance
- Bereavement Services
- Business Support
- Commercial
- Pest Control
- Streetscene



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 CRM system electronically rather than in paper format
 - Improve efficiencies across the service

The Journey

- Building service requests from scratch using existing CRM requests as starting point
 - Street Cleansing (litter pick, sweeping etc.)
 - Grounds Maintenance (grass cutting, shrub bed maintenance etc.)
 - Fly Tipping
 - Litter Bins
 - Street Name Plates
 - Street Furniture

The Journey (cont.)

- 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 to go to Environmental Enforcement before Streetscene
- All jobs can be “manually signed off” on the APP
- All jobs to auto-close on “sign off”

The Results and Benefits

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

Performance Statistics



Performance Statistics (cont.)

Pre 2014



No data available for Stafford or Rural

Post 2014



Stafford
19.6 Days
Rural
17.7 Days

Stafford
24.5 Days
Rural
19.6 Days

Stafford
37.2 Days
Rural
27.3 Days

Stafford
16.8 Days
Rural
14.4 Days

2020



Stafford
1.7 Days
Rural
1.5 Days

Stafford
7.8 Days
Rural
5.4 Days

Stafford
3.8 Days
Rural
2.4 Days

Stafford
3.0 Days
Rural
1.1 Days

Street Cleansing

Grounds Maintenance

Fly Tipping

Litter Bins

Other App Developments

- Neighbourhood Services
 - Inspections Forms
 - Pest Control
 - Stray Dog Collection
 - Bereavement Services
 - Licensing
 - Regulatory Services
 - Tree Management
- Corporate
 - Public Facing APP (over 400 registered since soft launch in 2015)
 - Integration with Payments system
 - Webpage Forms
 - General Information (News, Events etc.)
 - Enquiries – General/Specific



Thank You

Phil Bates – Quality & Performance

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Introduction to the My Council Services Mobile Workforce Management Solution & live demonstration

Spencer Cooper

Technical Account & Project Manager



My Council Services Workforce Management Solution



Express Worker

The Express Worker module can be configured for express working on the go. This interface facilitates the updating of bulk activities (e.g. new bin deliveries) in a quick and efficient manner.



Mobile Worker

The Mobile Worker module can be configured to manage any number of detailed tasks (e.g. food hygiene safety inspections). Information including photographs and written evidence can be captured to ensure appropriate information is recorded.



Mobile Manager

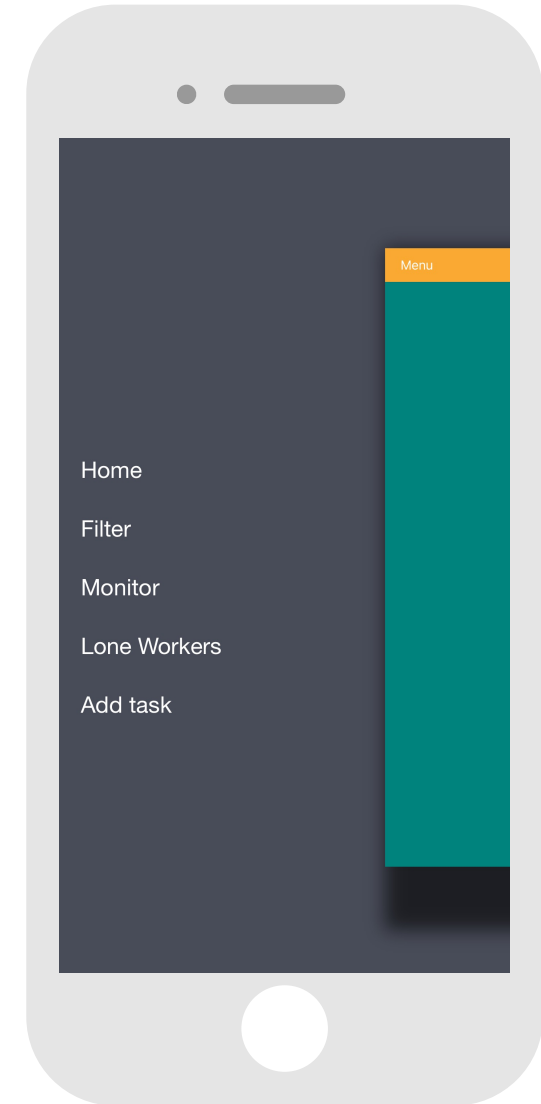
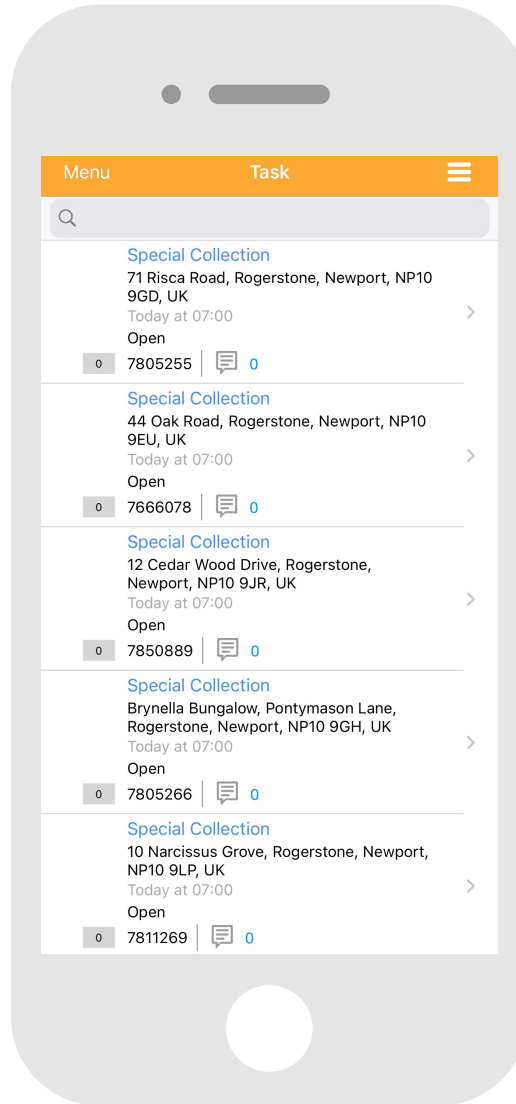
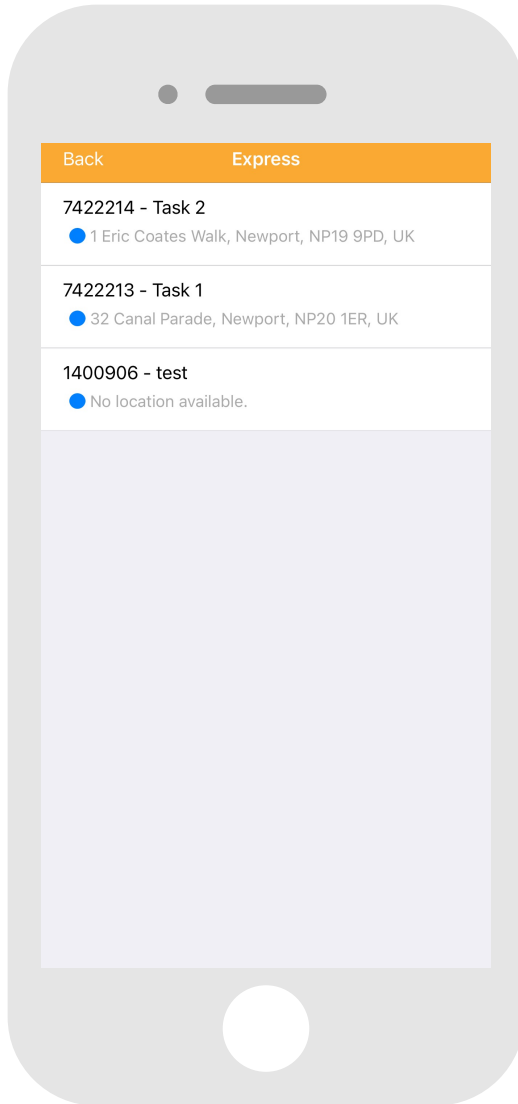
This interface is available for supervisors and managers who need the ability to oversee workforce activity. Mobile Manager allows the re-allocation of activity in real-time, thus balancing workloads appropriately.



Lone Worker

This module forms part of the Mobile Workforce Management solution. As safety and security of the workforce is a top priority, Lone Worker allows both workers and managers to configure the platform to enable personnel check-in functionality.

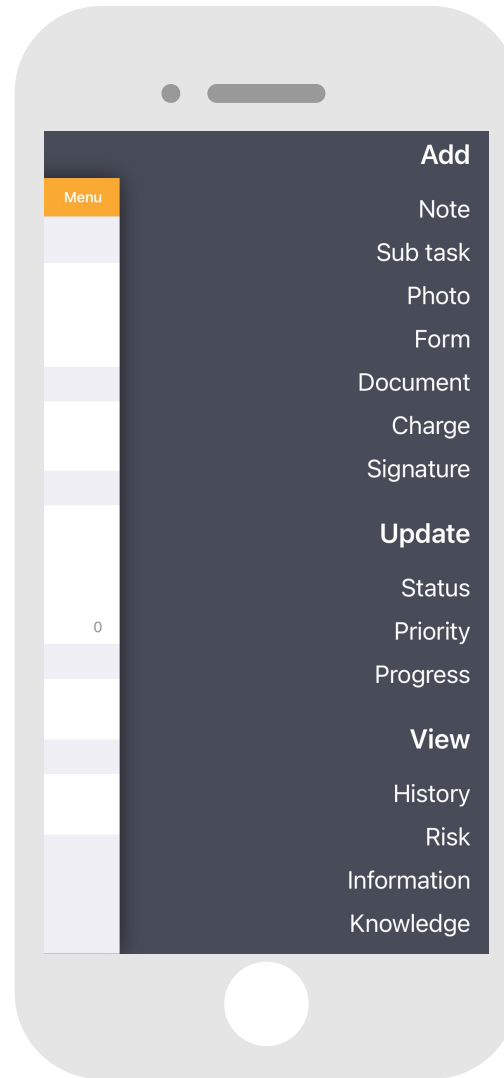
Types of Mobile Working interfaces



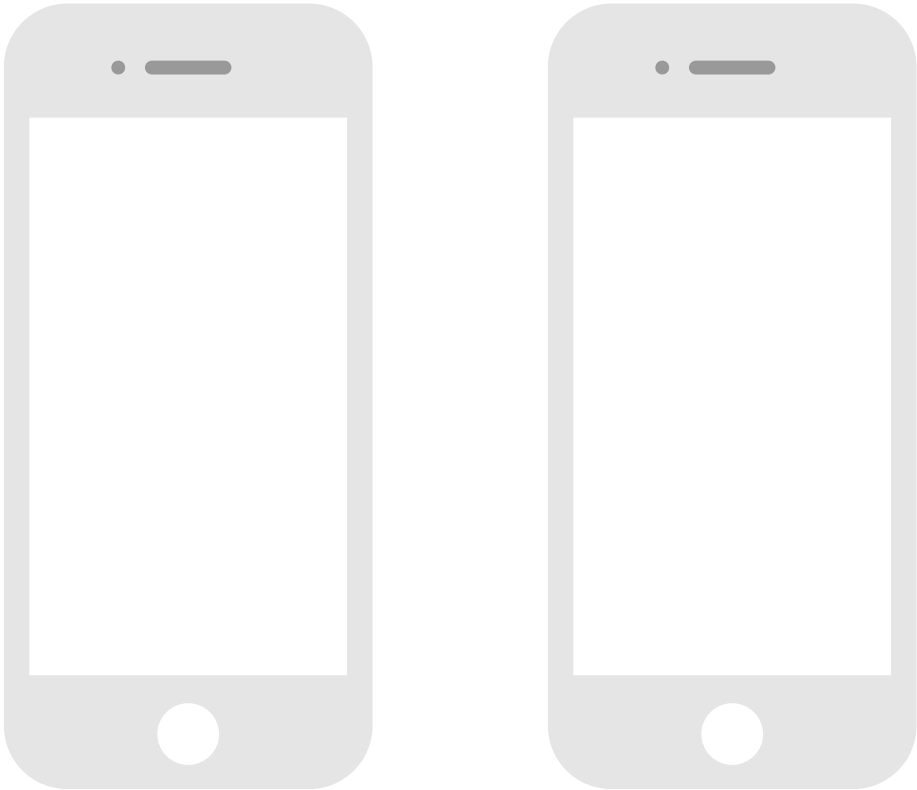
Work offline using native mobile capability



View and update jobs including capturing and uploading evidence



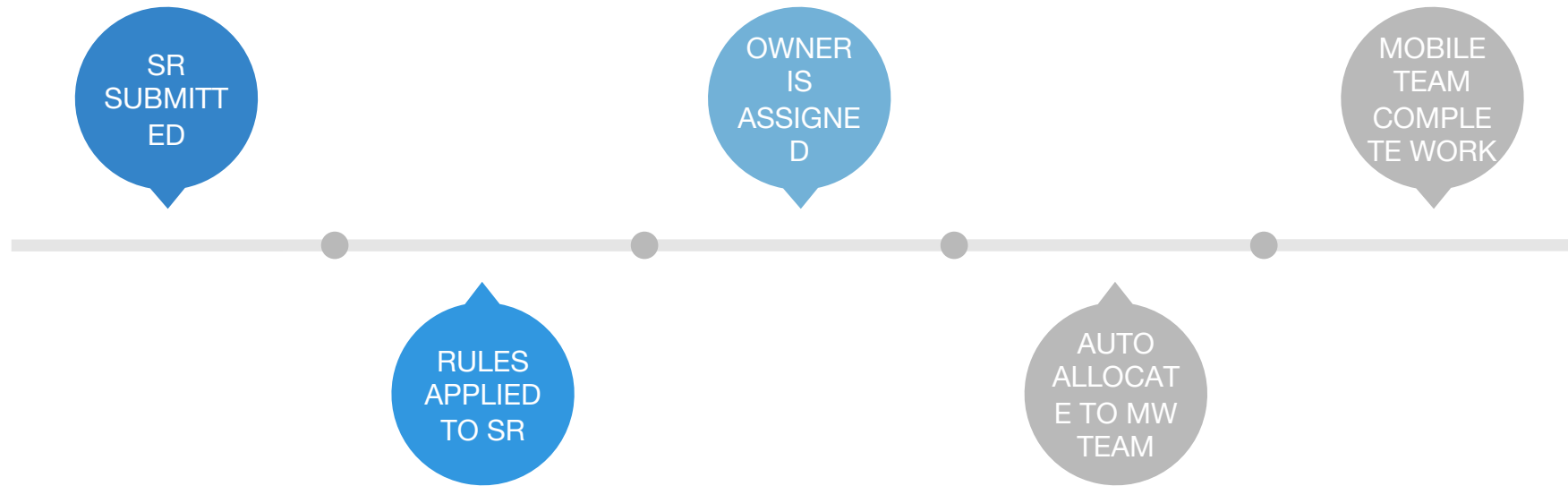
Record detailed information in the field with improved accuracy

A large smartphone icon is shown on the right, displaying a mobile application interface. The interface has a blue header bar with 'Back', 'Details', and 'Next' buttons. Below the header, there are three dots indicating the current screen. The main content area is white and contains the following form elements:

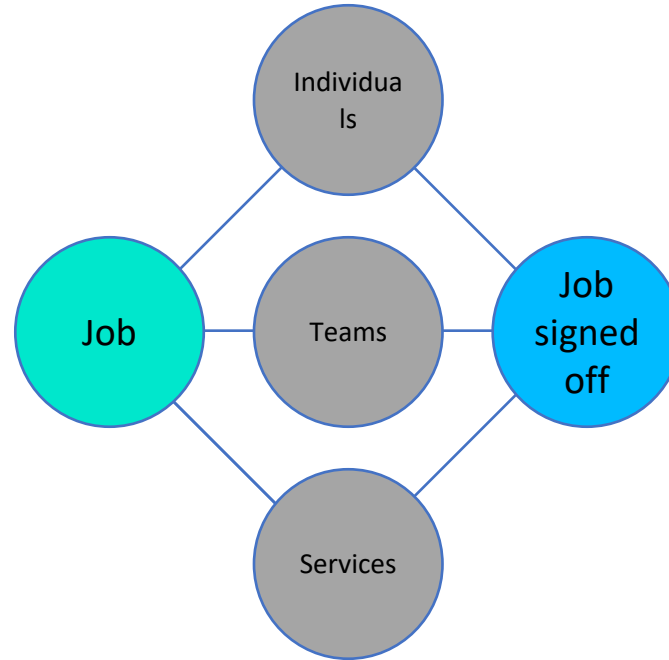
- A question: 'Is the Fly Tip blocking a road or pathway?' followed by a text input field containing the placeholder text 'Placeholder'.
- A question: 'Is the Fly Tip on public or private property?' followed by a text input field containing the text 'enter'.
- A question: 'Did you see who committed the Fly Tip?' followed by a dropdown menu showing 'Select'.
- A question: 'Please describe what has been dumped.' followed by a large text input field.

The bottom portion of the screen is obscured by a solid blue rectangle.

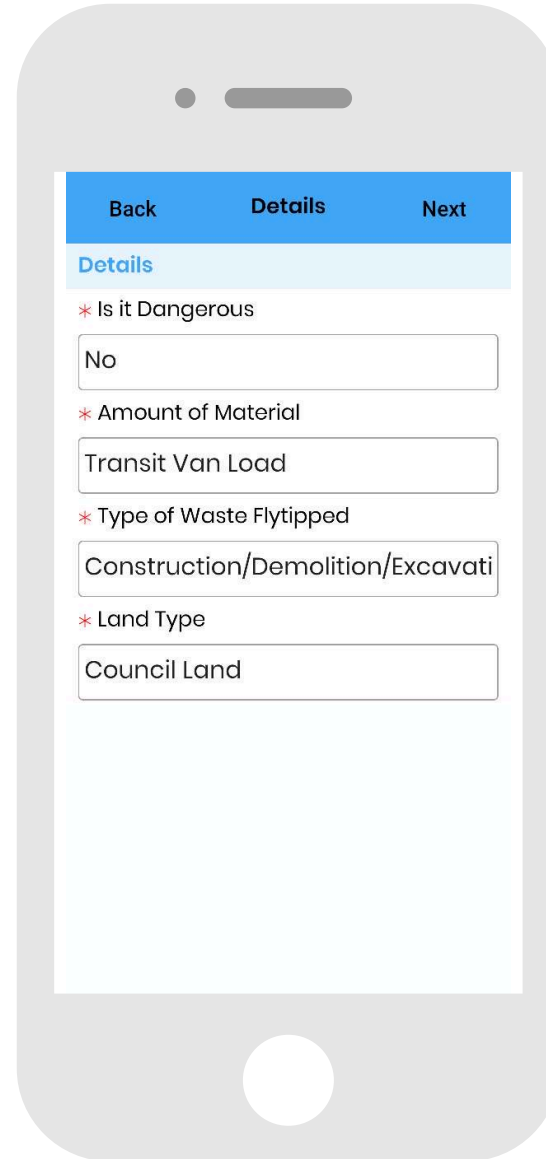
Reactive: Automatically allocate jobs to operatives



Reactive: Allocate jobs based upon individuals, teams, and services

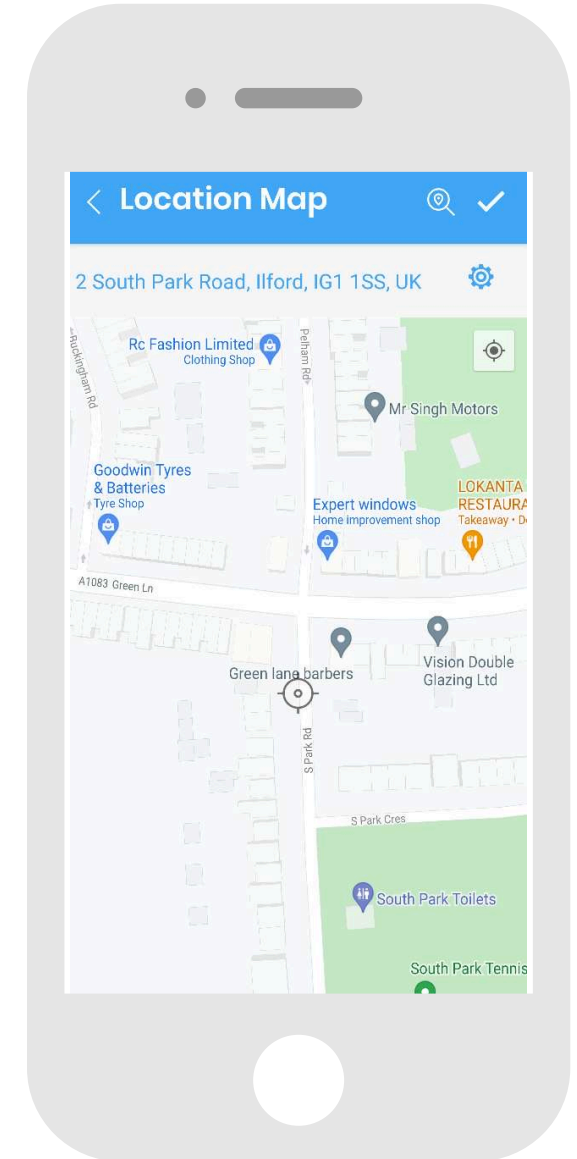


Proactive: Operatives can report and confirm activity in realtime



The smartphone screen displays a form titled 'Details' with a blue header bar containing 'Back', 'Details', and 'Next' buttons. The form contains four input fields, each preceded by a red asterisk:

- * Is it Dangerous**: Input field containing 'No'.
- * Amount of Material**: Input field containing 'Transit Van Load'.
- * Type of Waste Flytipped**: Input field containing 'Construction/Demolition/Excavati'.
- * Land Type**: Input field containing 'Council Land'.



Proactive: Manage scheduled activity

Repeat *

☐ Yes

☒ No

?

Advanced Time

☒ Yes

☐ No

?

☐ Bill for travel time

Planned Start

17-FEB-2021 14:30:00

?

Planned End

17-FEB-2021 14:31:00

?

Planned Travel Time

?

Scheduled Start

17-FEB-2021 14:30:00

?

Scheduled End

17-FEB-2021 14:31:00

?

Actual Travel Time

?

Duration

Unit

- Unit -

?

Actual start

?

Actual end

?

abavus

Shaping government for a digital future

29

Allocate charges and costs

Charge detail

<Add↗

Type *

☒ Time

☐ Fixed

☐ Expense

☐ Material

☐ Service

Reference

Billing Point
End of month

Local tax
VAT 20%

Task Types
- Select -

Associate Charge to Customer

Associate Charge to Owner *

Charge

Currency
- CUR -

Per hour

Cost

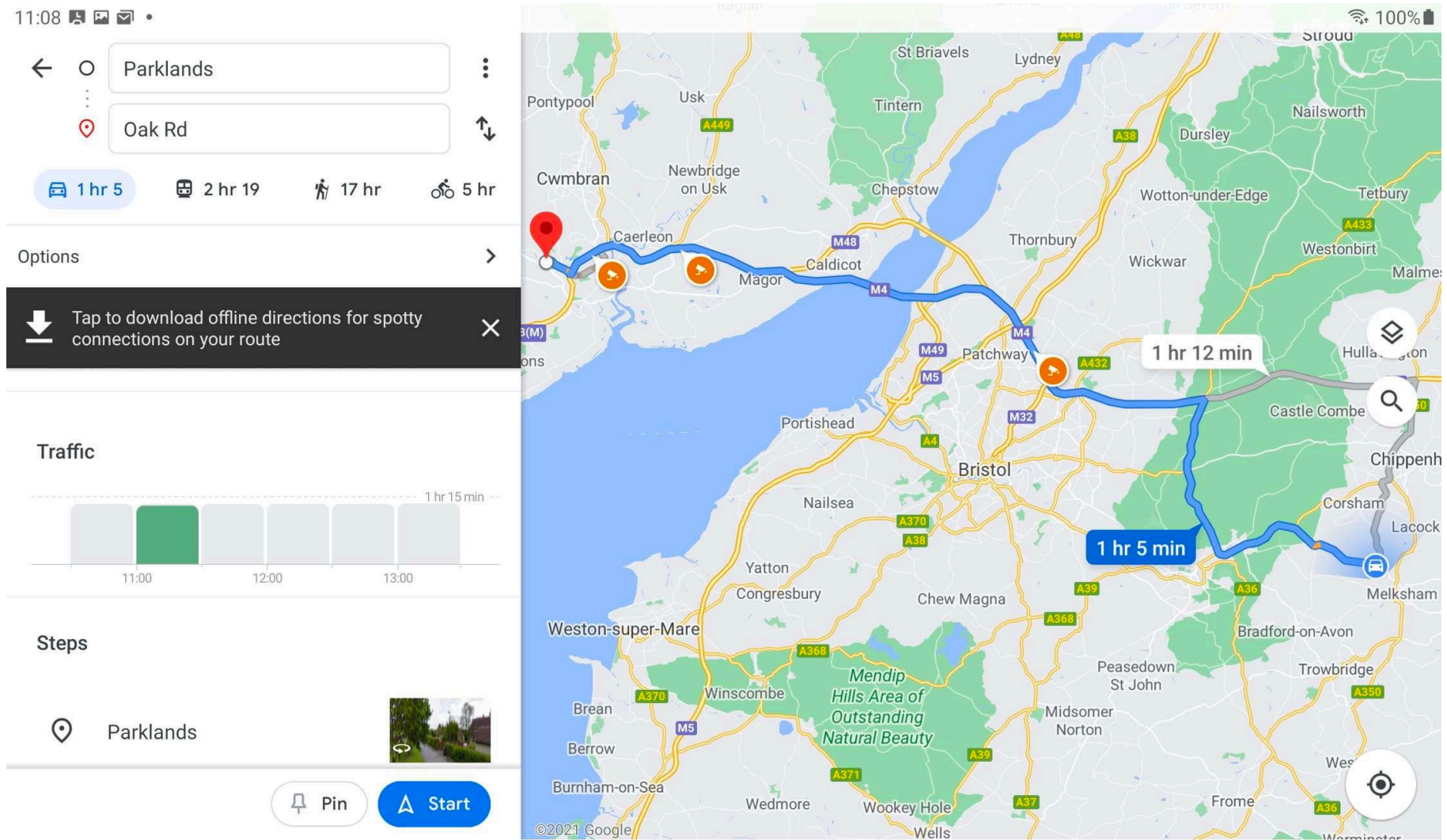
Currency
- CUR -

Per hour

Allocate tasks dependant upon geographical location



Route optimisation



Manage: Analytics & reporting on individuals, teams and jobs

Filter

Type

- All -

Work order

Inspection

Call back

Feedback

Status

- All -

Contaminated

Funding partially approved

Funding approved in full

Additional funding required

From Date

18-JAN-2021

To Date

18-FEB-2021

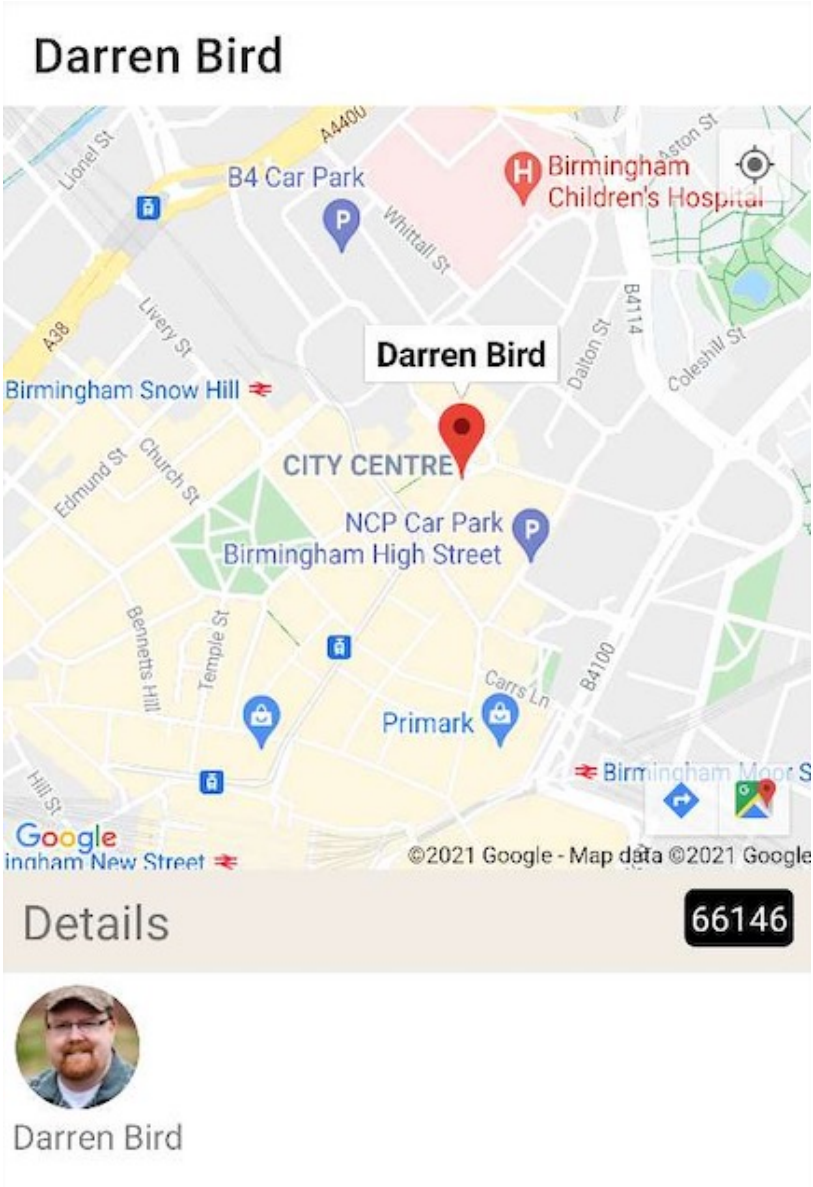
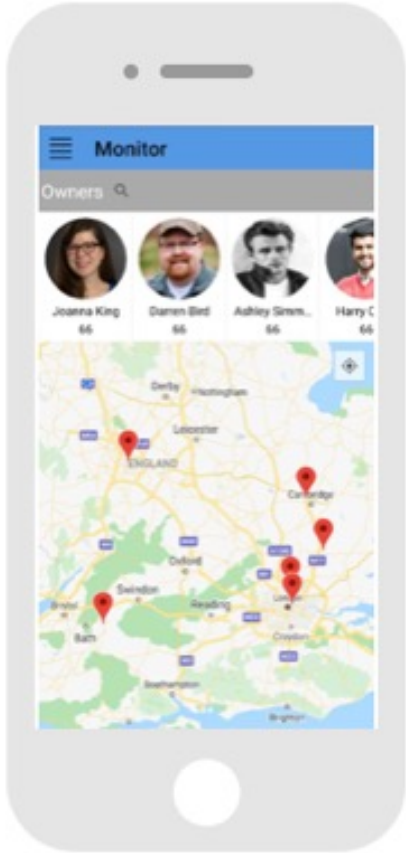
Q

Go

Actions

Task #	Type	Address	Status	Scheduled date time	Actual date time	Priority	Owner	Progress
2603106	Work order	-	Open	22-JAN-2021 10:00	-	-	-	0%
2601413	Work order	1 Cowleaze, Magor, Caldicot, NP26 3LE, UK	Open	21-JAN-2021 22:00	-	-	Miss. Helly Patel (helly.patel@itouchvision.com)	0%
2601414	Work order	1 Cowleaze, Magor, Caldicot, NP26 3LE, UK	Open	21-JAN-2021 22:00	-	-	Miss. Helly Patel (helly.patel@itouchvision.com)	0%
2603107	Work order	78 Grove Hill, London, E18 2HZ, UK	Open	25-JAN-2021 09:30	-	-	Mr. Berni Simmons (berni@abavus.co.uk)	0%
2603108	Work order	78 Grove Hill, London, E18 2HZ, UK	Open	-	-	Low	Mr. Berni Simmons (berni@abavus.co.uk)	0%

Manage: Monitor



My Council Services Demo

Thank you for today's webinar

- Slides will be available to download
 - A recording will be made available
 - Feel free to contact us with questions or if you would like to arrange a separate session for your colleagues
-
- Call 0208 530 2505
 - Email info@abavus.co.uk
 - Twitter @AbavusLtd

Thank you

