

# Preston City Council **saves £12,000 per year** by collaborating with Civica



Civica's Community Mobile supports Preston to mobilise their food hygiene team, improve engagement with local businesses and increase productivity by 18%.

## Modernising service provision to meet increased demand

Preston City Council Environmental Health team wanted to improve the efficiency of their food hygiene inspection process in order to manage and deliver the increasing number of inspection demands, as well as boost the customer experience.

The rise in the number of new food companies and business churn rate have driven up food hygiene inspections volume by 18%. The widening legislative scope also means more lengthy inspections, averaging more than two hours per visit. In order to overcome these challenges and meet its inspection targets with existing resources, the Council had to look for new ways to deliver more for less.

After reviewing products from four companies, Preston City Council selected Civica's Community Mobile as it meets all of their requirements. The Council is an existing customer using Civica's regulatory services software APP, and by integrating the new mobile solution will drive further cost savings.

## Outcomes

- ▶ **Save 20% of post-inspection administration time, an equivalent of 500 hours per year**
- ▶ **Create efficiency savings of £12,000 per year**
- ▶ **Complete inspection report in real-time and eliminate the need for paper-based records**
- ▶ **Undertake an additional 18% inspections and improve citizen satisfaction**
- ▶ **Improve engagement with over 1,400 local businesses and maintain 97% food hygiene compliance**

"Civica's mobile solution is the only product that meets all our demands. They understood our requirements and worked closely with us to ensure the eForms meet our process and legislation challenges."

Simon Neighbour,  
Environmental Health Manager at Preston City Council

The ability to complete inspection in real-time simplifies data capture and provides efficiency gains. By reducing post-inspection administration, Preston City Council's environmental health team can focus on providing increased level of support for local businesses.

#### Manage information more efficiently

Working closely with Civica, the environmental health team tailored eForms based on inspection types, simplifying data capture and ensuring only relevant information is recorded to provide efficiency gains.

#### Real-time data access and integration with APP

Inspection reports are completed in real-time and can be emailed instantly to the business before the officer leaves the premises. Moreover, any required post-inspection work is sent directly to the officer's action diary, significantly reducing total inspection time by 20% and supporting officers to meet increasing demands.

#### Increased support for local businesses

Using innovative mobile technology from Civica, Preston City Council has modernised the way inspections are carried out and increased engagement with local businesses. This supports company owners to better understand legislation demands so they are more likely to meet compliance.

Using Civica Community Mobile, Preston City Council achieves:

**£12,000** annual efficiency savings

**500** hours post-inspection administration time saving

**18%** additional inspections undertaken



Contact us:  
[cpenquiries@civica.co.uk](mailto:cpenquiries@civica.co.uk)

"Since starting with Community Mobile last year, we've gained an equivalent of 0.75 FTE staff resources and believe this will increase by another 5% to 1.0 FTE within the next three months. As well as efficiency gains, we've improved our relationship with local businesses, helping us work towards our common goal and maintain the compliance rating of 97% in the city."

**Simon Neighbour,**  
Environmental Health Manager at Preston City Council