CIVICA

Case Study

Delivering low risk interventions remotely with The Highland Council

The Highland Council
Comhairle na Gàidhealtachd

During COVID-19, being able to respond quickly to change, while remote working was paramount.

By streamlining the councils' Environmental Health processes allowed officers to respond faster and provide much needed support for the reopening of the retail and hospitality sectors.

Saved **1.5 days**

Single source of data

Supports **flexible** working practises

The power of data

The reopening of the retail and hospitality sectors saw new risks identified by Environmental Health Officers (EHOs). To monitor, manage and reduce these risks for their 240,000 citizens, they needed to act fast.

Previously, data collection was a slow and manual process which relied on numerous excel spreadsheets. This caused issues with inaccurate, missing and duplicate data.

Using Civica's Environmental Health case management software, within two hours, the team created a questionnaire for conducting remote inspections. This allowed EHO's to collect better data intelligence on the reopening of around 70 retail and hospitality outlets; spanning 25,000 sqm. By delivering remote inspections, 1.5 days of resource time could be saved by working more efficiently.

More importantly, in this new way of working the team are proactively analysing data to monitor the reopening of other businesses i.e. caravan sites, across a wide geography. This allows the team to support the areas in most need.

"My advice would be to use one central system to handle data. Working from separate data created in excel is like an additional database. By using excel in parallel, your database work is increased and introduces unnecessary duplication.

Exporting data for specific analysis in excel isn't an issue. However, having two sources of data leads to inaccuracies and increased workload.

The best way to get the most out of your software is to collaborate with your officers and tech specialists. Once stakeholders see what can be done they are no longer reliant on excel."

John Murray,
Senor Environmental Health Officer

Outcomes

- React quickly to emerging situations and change

- Allows managers to instantly see progress across a wide geography

- Data is updated live, reducing administration time spent on reporting

- Reduces admin support; no duplicating of data

- Ensures tasks are completed on time, reducing the need to chase actions

- Highlights problem areas quickly, so support can be prioritised

- Provides building blocks for future requirements; similar process underway to assess status of caravan sites and impact of COVID19.

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