CIVICA

Cx Environmental Health

Improve public health and food safety

Simplify complaints, requests and inspection management and reduce administration.

Local authorities face multiple challenges. From budget constraints, increase in citizen demands to adopting new working practices.

Cloud and mobile friendly, Cx Environmental Health supports you to manage and respond to requests in a timely manner using simplified service demand and visit management.

Cx allows your officers to work from any location. It empowers them to carry out end-to-end processes without the need to contact or go to an office.

It helps you to better manage all types of service demands, including:

- Food hygiene
- Fly tipping
- Noise complaints
- Accidents and infectious diseases.

Stay ahead of legislation
You can save significant time on data return reporting and focus on urgent requests. Reports include:

- Monitoring System (LAEMS)
- Food Hygiene Rating Scheme (FHRS)
- Private Water Supply (PWS)
- Noise return
- HSE return (LAE1).

Improve citizen engagement
You can automatically update citizens using their preferred communication channel including email, SMS or phone. This reduces the number of direct contact and administration tasks.

Using Cx Environmental Health, you will:

- Simplify reporting to reduce administration and improve response times
- Increase revenue generation
- Mobilise your workforce and boost productivity
- Promote channel shift to increase customer satisfaction
- Support local practices, helping you adhere to legislative requirements.

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Cx Environmental Health key features

Find what you need fast
Streamline service demands, visits and enforcement management with our intuitive dashboard. Customise your dashboard with role-specific tasks and provide access to critical data to help your team to prioritise and respond effectively.

Empower employees
Access to holistic case overview helps supports your team to make informed decisions quickly, and with confidence.

Automate processes
Built-in triggers and workflows ensures the right team member is assigned and the appropriate actions are completed on time.

Make better decisions
Accelerate case resolution with easy access to data and improve responsiveness with automated task allocation.

Access records you can trust
Improve data accuracy and response time through cloud technology. Enable officers to view and update case records on the go from any location.

Simplify invoicing and budgeting
Reduce the administrative burden associated with inspections and rescoring, allowing you to focus on chargeable work and increase revenue generation.

Monitor service level agreements
Automatically monitors service level agreements to ensure targets are hit and cases are managed efficiently.

20+

Years providing
Environmental Health software

Flexible and configurable
With Cx you can tailor features to meet your local practices. It allows you to:

- Allocate visits and service demands to a specified user or teams of users based on work type

- Design processes to optimise workflow, while ensuring completion of mandatory tasks

- Configure local risk assessments to cater for inspection requirements

- Create forms for citizens to self-report, minimising need for direct contact

- Define communication templates and engage with citizens via their preferred channel

- Customise forms and define effective 'from' and 'to' dates, so you can proactively prepare for changed processes.

Start the conversation now }