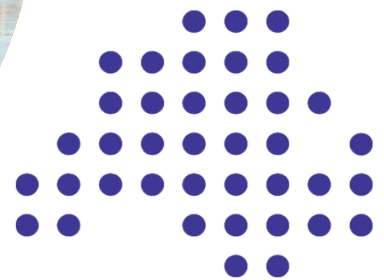




CASE STUDY

Nottinghamshire County Council



Background

Nottinghamshire County Council is the 11th largest local authority in the UK, covering an area of over 2,000 square km with a population of over 796,000 people.

Like most local authorities, Nottinghamshire faces significant ongoing budget reductions, with a requirement to save a further £50m over the next four years.

Technology has been at the heart of the council's agenda to "do things differently" and Ivor Nicholson, ICT Service Director of Nottinghamshire County Council, has stated that "savings and efficiencies have to be creative and innovative".

In 2013 Nottinghamshire County Council began implementing a mobile working solution, Totalmobile, across its frontline Adult & Children's Social Care teams. They began by piloting the solution with a small group of assessment workers and in 2014 expanded this to many more fieldwork assessment staff. A full roll out occurred in 2015 when each member of staff was equipped with a device with the Totalmobile solution installed.



90mins
productivity
savings

From the beginning

'Mobilisation requirements' from the beginning of the transformation project:

- Easy to use – user friendly
- Ability to work online and offline
- Solution that can work on any portable device
- It can fully integrate with the backend system

Mobile working with Totalmobile utilises staff more effectively, removes unnecessary travel and provides the information people need at their fingertips. It eliminates duplicate record taking - notes and forms are filled out at the point of contact and synced back to update records at the backend automatically. Fewer agency staff are needed, securing cash savings.

From the beginning, integration was key. The council's ICT department connects over 130,000 users over 600 buildings, using more than 30,000 computers and equipping 2,000 remote workers. Over 600 front line workers are based in Adult Social Care.

Efficient integration means information is as up-to-date as possible and available for the social care professional, enabling them to be fully informed and focussed on the task at hand. Using Totalmobile social workers update caseload information on their mobile device, which is automatically updated on the backend system.

Without the need to report back to the office after each visit, workers can complete assessments and case notes directly on their device. This simplifies the way the mobile worker accesses and uses information. Council staff use Windows devices but the solution can be deployed on any mobile device with iOS or Android.

“Doing things differently has become an integral part of our day-to-day approach to service delivery.”

David Pearson, Corporate Director,
Adult Social Care, Health and Public Protection



Challenges and obstacles

Although the project was a success, it has had several challenges to overcome along the way.

Connectivity

The north of the county has significant connectivity issues, requiring a solution that remains fully operational even in areas of no signal. Totalmobile saves all information keyed in, ensuring zero loss of work. It then synchronises with the back office once back in an area of connectivity. The solution allows management to track visits, helping to schedule appointments more effectively. It is always a challenge to ensure Public Services Network compliance and reaccreditation but the Totalmobile software was deemed compliant and measures were put in place to ensure staff compliance.

Initial Benefits

- 17% productivity savings
- 90 minutes productivity savings in initial assessment process
- £600 per annum per employee travel savings
- Improved productivity through more visits & more assessments
- Average of 1 hour per social worker per day saved in down time
- Work/life balance improvements
- Less agency staff needed
- Helps offset increased demand in the service (numbers coming from hospital up 50% and safeguarding referrals up 10- 15%)

- Overall transformational approach to service delivery recognised in a recent Ofsted inspection which secured a 'Good' rating.



Service user benefits (Adult)

Since implementing mobile working, staff have been released from unproductive activity, including repeated travel to base, data entry into multiple systems, sourcing data from a variety of places and complex documentation. In the initial assessment process, productivity savings were calculated at around 90 minutes per social worker per day or 17%, with around 15% reductions in travel time.

Service users benefit from more time for extended visits, additional visits, reducing frustrations with the assessment process among users.



Other benefits for users of the Adult's Social Work team include:

- Staff can use the device to take pictures of medical records so they have up-to-date information
- They can use the device to show users potential equipment and home adaptations.
- Paper-free system - workers can take the information they need out on the road with touchscreens, and update "automatically and securely" to the back-office systems
- Social workers have access to guidance notes, protocols and alerts during the visit and the option to attach annotated images to records.

an average of
1 hour
per social worker
per day, saved in
down time

Benefits to Children's Social Care

Social workers' assessment processes were reduced by 90 minutes on average, time previously spent travelling to and from the council to write up notes.

Case notes write ups were much quicker with tablets with a 20% reduction in travel, time and cost, and a 16% improvement in productivity. Unproductive time spent waiting at court hearings has also fallen.

The devices are a great tool to break down barriers when talking to children and can be used to share feelings through drawing, rather than having to talk about it.

£20,000
savings on unnecessary
travel in just
3 Months

Council benefits

- A shift from paper records to electronic records saves the council money on printing and is environmentally friendly
 - Savings on travel – the children's contact service made £20,000 in savings on unnecessary travel in just three months
 - Savings from reductions in agency staff as staff resources are used more efficiently
- Contributes to the long-term financial

Recognition from Government in delivering 'Good' Children's Services

Ofsted inspectors highlighted the benefits of the mobile working approach in their assessment of Nottinghamshire's Children's Services, "Investment in technology... had a positive impact on improving morale and social work practice in front line teams."



"Doing things differently has become an integral part of our day-to-day approach to service delivery.

Our focus is sharpened by the need to deliver further substantial financial savings and in recognition that around 1 in 4 people living in our county will be over 65 years of age by 2025.

Deploying the very latest technology to frontline colleagues is helping them to rise to the challenge of helping more customers and saving money. People are more productive, able to make better use of their working day by using their tablet device on the go. Less time spent travelling backwards and forwards to the office means more time to meet customers face-to-face and offer them the support they need to live independent lives. And we're able to cut our reliance on relief and agency cover, reducing our costs still further.

Our plans are ambitious. We're already looking at expanding the way we use the technology to schedule home visits automatically to maximise our colleagues time. Doing things differently is becoming the everyday way to work at Nottinghamshire County Council. It's a change in approach and mind-set that we're all proud to be a part of."

**David Pearson, Corporate Director, Adult Social Care,
Health and Public Protection**





Totalmobile

Totalmobile is a market leader in field service and mobile workforce management technology, helping organisations deliver more service of the highest quality and at reduced cost.

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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