



Totalmobile

# An Enterprise Approach to Mobile Working in Local Government

*Transforming frontline Public Services by empowering all staff to drive improvements in the efficiency, compliance and quality of services, while being given greater worker protection and engagement.*





**Protect Arc**

**Adaptive Worker**

- Alert Call
- Enter Safe Check Command
- YELDW ALERT
- RED ALERT
- Worker Down

**Care Worker**

Instructions  
Impaired hearing Keysafe  
Code 9877

**Neighbourhood Environmental Teams**

- Start Day
- End Day
- Assign
- FB
- ESC
- Save Day
- Message

**Environmental Inspections Officer**

You have an important message to read [View](#)

**Council Contact Centre**

26	747.04
1	15
200 hours	21 Minutes
0	

**Social Housing Repairs**

Task	Assigned To	Status	Priority	Due Date	Start Date
Repair	John D.	Open	High	2023-10-25	2023-10-20
Repair	Jane S.	Open	Medium	2023-10-28	2023-10-22
Repair	Mike T.	Open	Low	2023-11-05	2023-10-25
Repair	Sarah L.	Open	High	2023-10-30	2023-10-28
Repair	David K.	Open	Medium	2023-11-02	2023-10-27

Mobile working has long been seen as a strategic driver of transformation across Local Authorities with many now considering ways to use digital innovation to enhance access to information and automate inefficient processes. All with one goal in mind - delivering a greater level of customer service.

By transforming services through technology there are a range of organisational level benefits that can be achieved, including creating additional workforce capacity and reducing operational costs, which is as important as ever as more departments face huge pressures and demands on service. Furthermore, by enabling all members of staff to communicate more effectively allows you to achieve greater employee engagement whilst also enhancing your duty of care as an employer.

Now, more than ever, Local Authorities are adopting an Enterprise-wide approach. It's an approach that is about enabling **all staff** that represent the council with a single, easy-to-use technology that enables real time information to be efficiently captured and shared across all relevant stakeholders, regardless of traditional departmental barriers.

# What does an Enterprise Approach to Mobility mean?

Together with the mounting pressures and the increase in demand Local Authorities are also considering the long-term impacts of the pandemic and the implications for the services they deliver within their communities.

With technology now enabling organisations to deliver effective digital innovation strategies, that transform how services are delivered, Local Authorities are now considering the range of opportunities offered by technology and digital tools.

Choosing the most suitable mobile solution is an important business decision. Many Local Authorities that we have worked with have initiated a mobilization journey and a year or so down the line, it's rendered unfit for purpose. We believe a solid foundation needs to be built and the journey needs to be taken together, whether you are looking to increase productivity, save on costs or provide consistent service delivery. It is equally important to review what type of capabilities the solution has to offer, such as managing demand and planning work. Strong, solid foundations can lead to updated & efficient working processes and improved services for residents while also helping to reduce staff turnover.

In order to achieve all these benefits, more Local Authorities are considering an Enterprise wide approach when looking to adopt mobile technology. But, what does that mean?

At the core of our Enterprise-wide approach from Totalmobile is to deploy one solution across multiple departments, that offers a range of capabilities that focus on improving frontline public services. Capabilities such as:

- Mobile working technology that enables staff to access and capture intelligent data at the point of service
- The ability to communicate with all Council Employees, increase the level of employee engagement and supporting improved service provision to local citizens.
- The provision, to field-based workers, of real time data allowing council officers to be better informed and be able to improve service to the citizen
- Lone worker protection that provides support to all remote workers and ensures their safety and wellbeing, while rapidly reacting to potential risks.

By streamlining key processes, you can not only save on costs and increase the capacity of your existing workforce, but also ensure compliance with standards, deliver a great service to your residents and comply with the duty of care responsibilities that councils have to their staff.



# Transforming Customer Services

Each Local Authority has its own set of unique challenges and with the current pressure on resources, the onus is still on Local Authorities to transform their customer experience.



Residents still expect the same level of high quality service when interacting with public sector bodies. Due to Local Authorities providing a wide and disparate range of services, this can make delivering a seamless, consistent experience difficult, mainly due to the number of people, departments and systems involved.

Our Enterprise wide approach allows Local Authorities to benefit from a more 'joined-up' approach to working. By enabling cross service information sharing, based upon real-time data gathered from the front-line, you can not only increase the capacity of your current workforce but also provide a superior standard of service delivery through your existing resources.

The information could be from a range of IT systems, that span multiple services or departments. What's important is that staff have everything they need to do the required job, effectivity, first time. This empowers your mobile workers to meet the demands of your residents, increasing the quality of service delivery and customer service.

With improved flow and access to relevant information, all departments can ensure that the customer is at the centre of the service delivery process. They now receive an improved service that is delivered in a timelier manner and with improved interactions, customers are provided with an enhanced experience and an increase in confidence surrounding service delivery.

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# Duty of Care

**Now, in the new world of work in which staff will likely operate more remotely, it has become vital for Local Authorities to safeguard and protect not only all staff members but also their service users.**

Communication and having the ability to keep up to date with the status of your workforce is key in order to enhance your duty of care as an employer. Enhancing communications and information across all staff not only means everyone can benefit from an improved way of working and you can maximise value, but the safety and wellbeing of employees can also be improved.

Through embracing innovative technologies and by giving all employees the ability to communicate more effectively you will achieve greater employee engagement whilst also enhancing your duty of care as an employer. Not only does this help your Local Authority become a more responsible employer but it also ensures you teams are:

- Engaged and happy in their jobs
- Kept up to date in real time with important communications
- Able to find personal support if needed
- Able to raise concerns and request support for the community when out in the field
- Protected and safe while undertaking their role
- Delivering first class services to residents
- Maximising the time spent delivering services they were trained to do

Additionally, technologies such as Lone Worker solutions, video diagnostic technology and staff wellbeing trackers can ensure that your Local Authority has both the visibility surrounding the current status of staff, and access to historical information that can then be evidenced at a later date protecting your organisation against potential penalties.





## Generating Cost Efficiencies

As service demands grow and budget pressures remain, Government Authorities can increase the efficiency of service delivery and reduce operational costs in areas such as agency staff, fuel expenditure and the inefficient use of office space by introducing mobile technology.

By adopting an enterprise-wide approach it means all departments can experience these benefits. Organisations can in fact further maximise value by delivering a better joined up, high quality service to their citizens, while staff can benefit from an improved way of working. Every member of staff, across every service area within a Government Authority can benefit from a solution, that meets their specific needs, via a single platform that is easy to manage, update and support.

Every organisation has the challenge to do more with less and by implementing a mobile solution your staff can save between 1-2 hours per day, enabling them to be more productive with their time and in turn putting a greater focus upon 'exceptional' customer service. This in turn also creates less of a reliance on the need for agency staff, to help meet the demands on service, as the demand can be fulfilled through existing capacity.

The cost savings don't end there, with a new improved service delivery and better access to all the required information, organisations experience an increase in jobs getting completed right on the first visit, reducing the cost of service.

## Next steps to adopting an enterprise wide approach to mobile working within your Local Authority

Many Local Authorities across the UK are already utilising mobile technology and have experienced various benefits. Some of these include:



- 35% increase in internal capacity
- Reduction of 50% in weekly number of missed visits
- Delivered savings of approx. £2.35million per year



**35% Increase**  
in internal capacity



- Completing 36% more jobs
- Average saving of between £7-£28 per job
- Completing jobs 35% quicker than before



**36% More Jobs**  
completed



**Leicester**  
City Council

- Improved first-time fix rate by 10%
- Removal of approx. 9,000 unnecessary visits per year
- Better prioritisation of emergency work reducing the risk for the residents & staff



**10% Improved**  
first-time fix rate

Totalmobile's Enterprise Approach offers a single solution that enables Government Associations to deliver transformational benefits across their diverse range of public services, helping lower costs, while improving service quality.

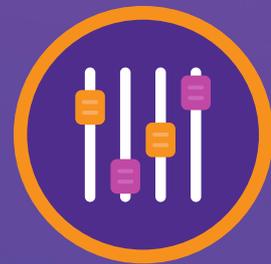
### Mobilise

A solution that empowers your mobile workforce to capture intelligent data and access the information needed to deliver services efficiently, first time.



### Optimise

A scheduling solution that ensures the efficient allocation of resource, enabling organisations to achieve complex scheduling goals while taking time, location, availability and service levels into consideration.



### Connect

A modern, cloud based and intuitive job management solution that provides users with the visibility and ability to control complex tasks, enabling the streamlined delivery of work.



## Protect

Alert and location-based technologies that enable organisations to ensure the safety of their employees and rapidly react to risks in the field.



## Organise

A flexible, comprehensive solution that enables organisations to deal with complex rostering challenges and ensure the right people, with the appropriate skills are assigned to the required locations and shifts.



## Insight

A data and analytics solution that provides organisations with access to rich data and deep insights into your mobile workforce and its delivery of work.



### What's Next?

To learn more contact us at [www.totalmobile.co.uk/contact-us](http://www.totalmobile.co.uk/contact-us) or via the details on the back of this guide.



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

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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