



Totalmobile

CASE STUDY

Nottinghamshire County Council



Background

How Nottinghamshire County Council Transformed Care Services with Totalmobile

Nottinghamshire County Council is a local authority in the East Midlands region of England, responsible for providing a wide range of public services to residents. These services include education, social care, transport, housing, and public health.

The council is committed to supporting the well-being and independence of its community, especially through its Maximising Independence Service, which focuses on providing high-quality care and support to those in need.

Through innovative solutions and strategic partnerships, Nottinghamshire County Council continually seeks to improve service delivery and efficiency for the benefit of its residents.



The Challenge

Pre-2017, Nottinghamshire County Council was facing significant challenges with managing their in-house Reablement service rotas. The process was extremely time-consuming, relying on the use of handwritten rotas and heavily dependent on coordinators' local knowledge of areas or postcodes. This inefficiency hindered their ability to optimise staff schedules and manage their resources effectively.

Tailored Solution

The council began using the Optimise and Mobilise solutions in 2017 with full roll-out across Reablement by November 2018. Totalmobile tailored these solutions to fit the specific needs of Nottinghamshire County Council, ensuring seamless integration into their Reablement service. This customisation was crucial for meeting the unique requirements of the council's demanding care services.

Totalmobile are continuing to work with Nottinghamshire County Council in 2024, reviewing the two key solutions: Optimise and Mobilise, along with implementing CareLink, which is in the early stages of deployment. These solutions will provide an increase in system functionality which are targeted to further streamline the scheduling process and enhance overall operational efficiency.





Key Achievements

Within the first six months of full implementation of Totalmobile's Optimise and Mobilise solutions in 2018, Nottinghamshire County Council identified a remarkable 15% increase in efficiency.

This improvement meant that the same staffing pool could complete more visits with greater travel efficiency. The Council seamlessly integrated these capabilities into their Reablement service, underscoring the vital role of Totalmobile's solutions in their daily activities.

Results



Efficiency Gains

15% increase in efficiency within six months.



Reduced Carbon Emissions

With enhanced travel efficiency, routes are optimised to minimise fuel consumption and reduce the overall carbon footprint.



Operational Improvement

More visits completed with the same staff, enhancing travel efficiency.



Seamless Integration

Totalmobile's solutions are now fully integrated into the council's Reablement service and are an essential part of its operations.

The collaboration between Nottinghamshire County Council and Totalmobile exemplifies how tailored technological solutions can address specific operational challenges, leading to substantial improvements in efficiency and service delivery. Totalmobile's solutions have become a critical component of the council's Reablement service, driving both productivity and effectiveness.

"Totalmobile's solutions significantly transformed our scheduling process, allowing us to achieve a 15% increase in efficiency within the first six months. The integration into our Reablement service has been seamless, and we couldn't now manage without it."

DAVID REW

Group Manager for the Maximising Independence Service
Nottinghamshire County Council





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What's Next?

Discover how Totalmobile can drive productivity and transform the efficiency of your organisation. Contact us today for a personalised demo and see how our tailored solutions can meet your specific needs.

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