

forms for free school meals and school clothing grants, invoice/timesheet processing and budget forecasting.

- There are a further 14 projects in varying stages of development, ranging from initial assessment of options to final testing before going live.

## **The council has implemented several systems within services that have led to improved productivity and the streamlining of the services**

- **CM2000 (Call Confirm Live) - Social Policy**

Is a fully integrated electronic scheduling system designed specifically for integrated health and social care services. It is used to plan, schedule and record visits of care staff undertaking care at-home visits. The solution has allowed the service to optimise service capacity, manage care worker absence, manage care worker non-contract activities such as training and assessments and ensure the service runs as efficiently and effectively as possible.

- **Capita Total Mobile - Building Services**

All repair and maintenance activity is managed through the Capita Total Mobile solution, and approximately 160 employees working on Housing Revenue Account work receive their jobs directly to their mobile devices and travel to their first job from their home rather than coming into the workplace to receive paper job lines, all other associated documents are completed on the device. This has increased the number of jobs completed by each employee and resulted in a reduction in nonproductive time and fuel costs.

- **Groupcall**

Groupcall is the main communication system that enables the council/schools to contact parents and carers. The system synchronises with the SEEMiS education management information system and the messenger function allow schools to simultaneously send text, voice and email messages to mobiles, landlines or computers to parents, pupils, staff or any other contact detailed in SEEMiS.

- **Internet of Things (IoT)**

The council has introduced devices with sensors, processing ability, software and other technologies that connect and exchange data with other devices and systems over the Internet or other communications networks. For example, the introduction of IoT Bin Sensors has enabled waste collections to be optimised as the sensors provide real-time data on fill levels, allowing the authority to optimise waste management operations, reduce costs, improve service quality, and enhance environmental sustainability through data driven decision-making and efficient resource allocation.