

LANDSCAPE SERVICES DIGITALISATION PROGRAMME 2026

BUILDING CONFIDENCE
ONE CLICK AT A TIME

STRIVING FOR EXCELLENCE AWARDS



OUR ENVIRONMENT



- ❖ Frontline teams working across a wide geographical area
 - ❖ Staff working on site, not office-based
 - ❖ Limited desk access by design
 - ❖ High reliance on accurate, up-to-date information
- To address this, we developed a service-led digitalisation programme

THE CHALLENGES



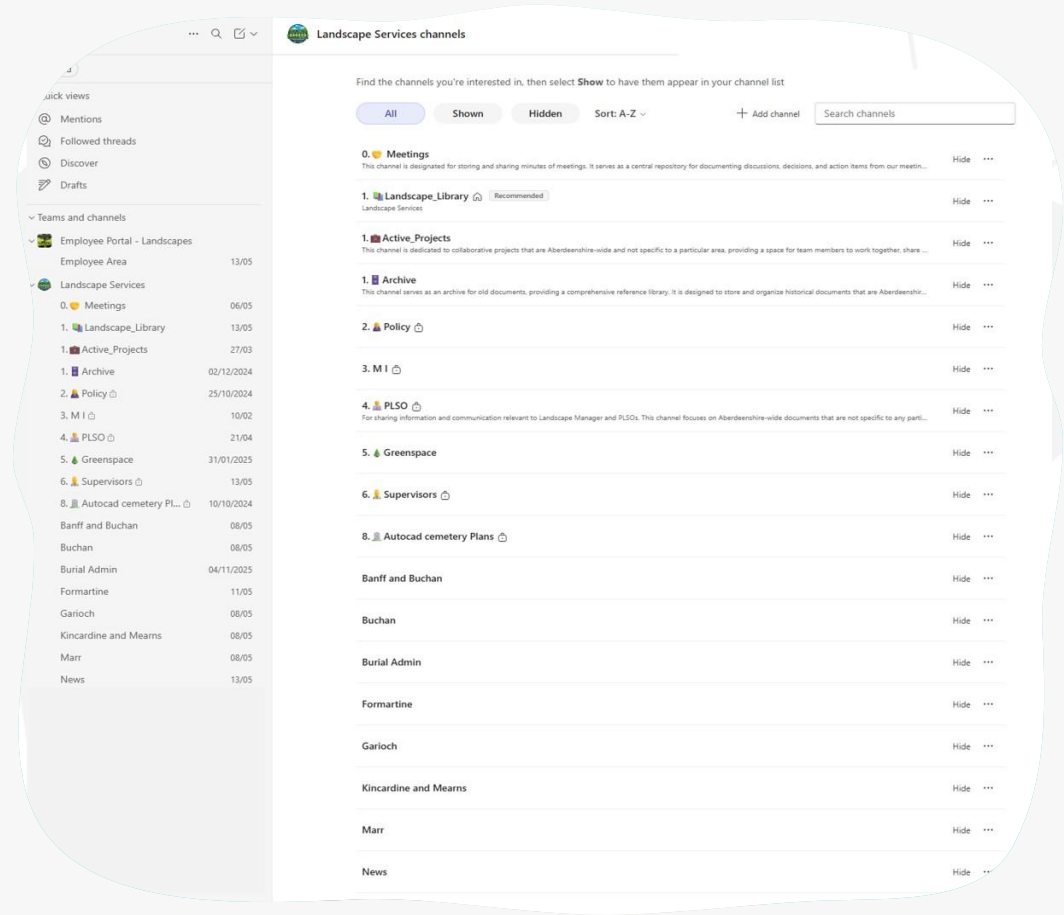
Meeting sector challenges

- ❖ Reduced budgets and increasing demand
- ❖ Workforce pressures and changing skill needs
- ❖ Dispersed frontline teams
- ❖ Need to modernise and improve efficiency

Our response

- ❖ Practical, frontline-first solutions
- ❖ Focus on confidence and inclusion
- ❖ Digital tools embedded into daily work

HOW



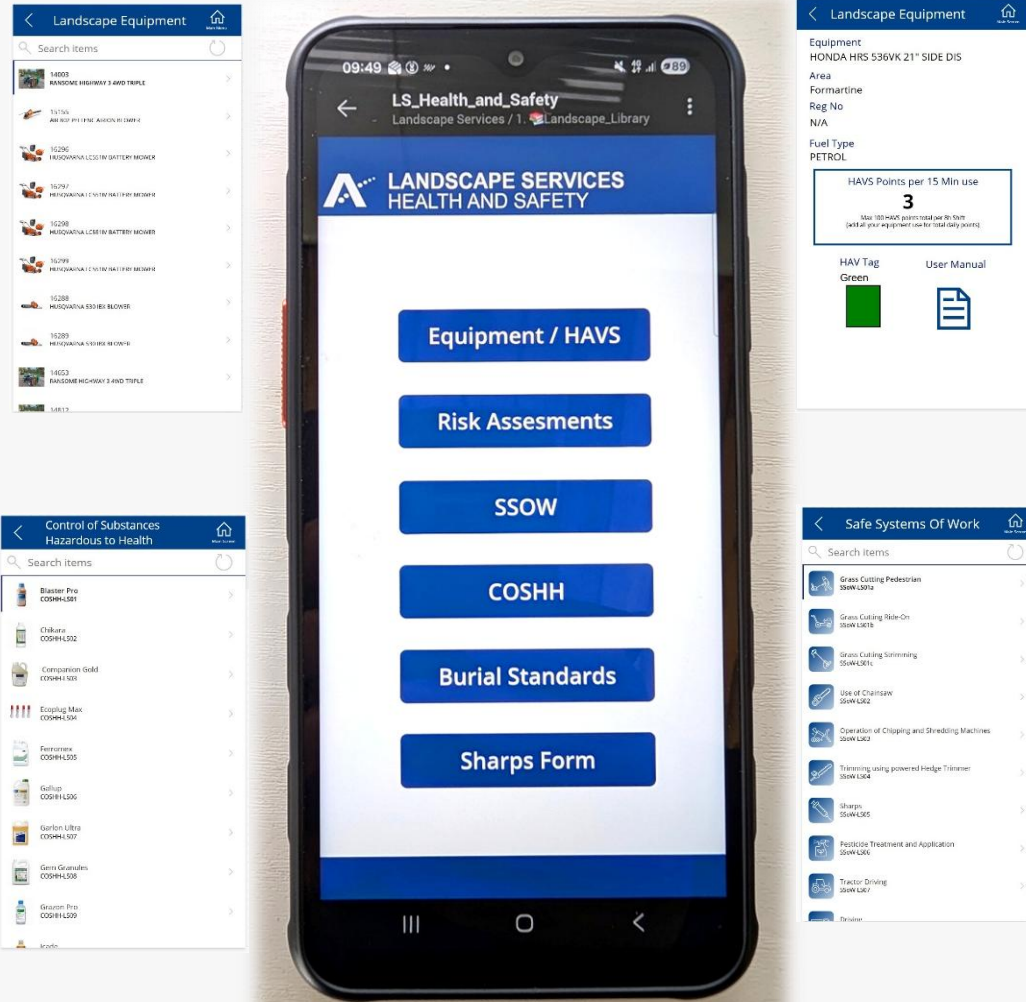
- ❖ Frontline mobile enablement
- ❖ One trusted digital workspace
- ❖ Confidence building through Techy Tuesday sessions

TECHY TUESDAY – BUILDING DIGITAL CONFIDENCE



- ❖ Started with staff feedback to shape content and delivery
- ❖ Weekly 15-minute voluntary sessions
- ❖ Staff choose sessions based on their needs and availability
- ❖ Designed to be simple, practical and accessible
- ❖ Supported by recordings and self-learning materials
- ❖ Evolved to include more hands-on and in-person sessions

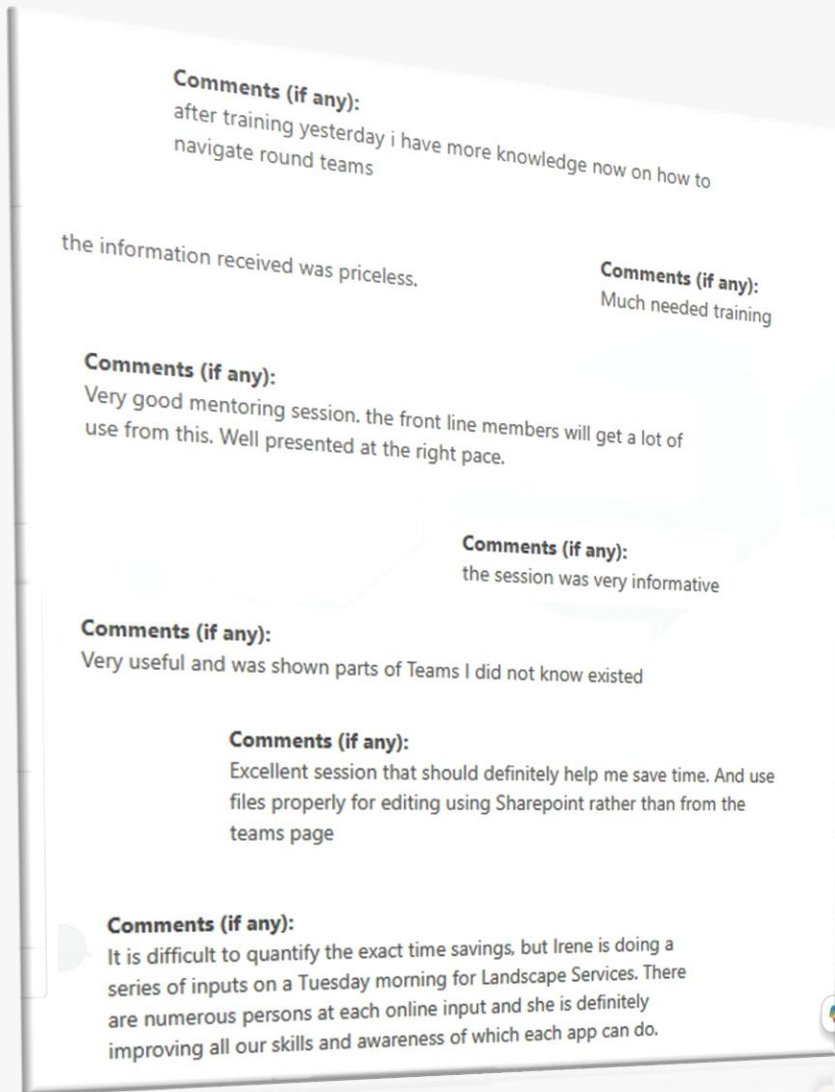
WHAT CHANGED?



- ❖ Staff access information instantly, wherever they are
- ❖ Reduced reliance on paper and manual processes
- ❖ More consistent information across teams and locations
- ❖ Improved quality and timeliness of reporting Increased confidence and engagement with digital tools

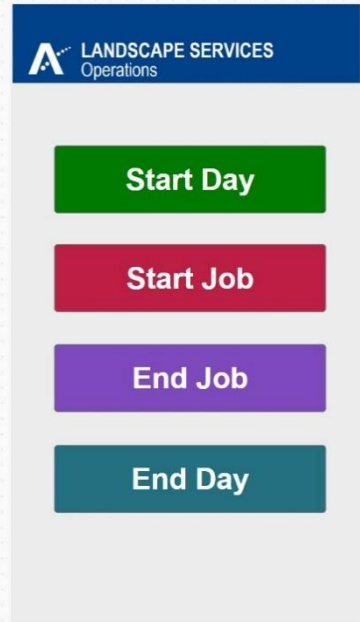
Example: Previously, staff had to return to depot to check burial information — now they access it instantly on site

WHY IT WORKED?



- ❖ Focused on people, not just technology
- ❖ Built around frontline needs and daily work
- ❖ Simple, practical and non-technical approach
- ❖ Combined tools, structure and skills development

SCALING AND SUSTAINING INNOVATION



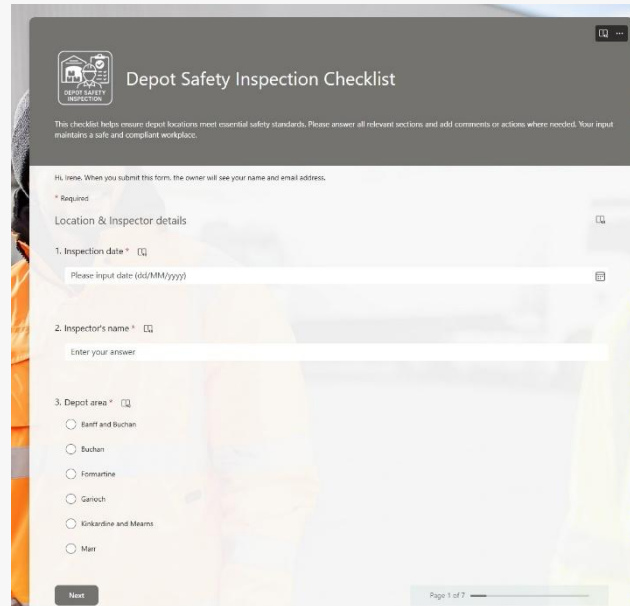
LANDSCAPE SERVICES
Operations

Start Day

Start Job

End Job

End Day



Depot Safety Inspection Checklist

This checklist helps ensure depot locations meet essential safety standards. Please answer all relevant sections and add comments or actions where needed. Your input maintains a safe and compliant workplace.

Hi, Irene. When you submit this form, the owner will see your name and email address.

* Required

Location & Inspector details

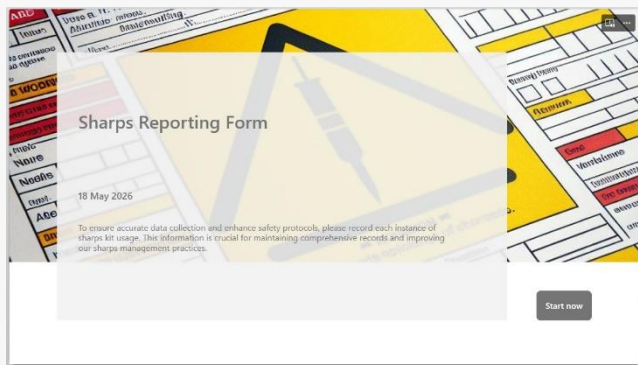
1. Inspection date * [📅]
Please input date: (dd/MM/yyyy)

2. Inspector's name * [👤]
Enter your answer

3. Depot area * [📍]
☐ Kairif and Buchan
☐ Buchan
☐ Fomartine
☐ Garoch
☐ Kinkardine and Meams
☐ Mar

Next

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Sharps Reporting Form

18 May 2026

To ensure accurate data collection and enhance safety protocols, please record each instance of sharps kit usage. This information is crucial for maintaining comprehensive records and improving our sharps management practices.

Start now

- ❖ Programme continues to evolve based on staff feedback
- ❖ Selected as a trial group for wider digital initiatives
- ❖ Service recognised as digitally mature within the council
- ❖ Model can be replicated in other services

FINAL MESSAGE



“We didn’t just digitalise a service. We made it frontline ready”