

# Mobile Working within Parks, Streets & Open Spaces



Presentation by

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## Presentation Content

- Driver for mobile working
- Plan for Engagement & Interaction
- Impact on Streets
- Impact on Open Spaces
- Impact on Waste Bin Servicing
- Impact on Reduction in Revenue Costs
- Conclusion



# Stakeholder Engagement & Interaction



- TM5 Team
- Service Manager, Team Managers & Area Officers
- Operational Front Line Staff
- Enforcement
- Back Office Staff
- Unions
- Contact Centre & External Partners
- Seat on Building Ops Board



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# Mobile Working Impact on Street Cleaning



- Area Co-ordinators managing workload.
- Lean Processes.
- Tablets in MSV's
- Schedulers issue Work Instructions.
- Start / Finish Times recorded.
- Efficient & Effective sweeping



# Mobile Working Impact on Open Spaces Maintenance



- Direct task reporting.
- Schedulers issue more tasks.
- Ability to inspect completed areas.
- Measurable & Quantified Workload
- Breakdowns reported.
- Work with streets – no grass on streets



# Mobile Working Impact on Waste Bin Servicing



- Routes for bin servicing.
- Reporting bin usage.
- Analyse bin provision.
- Bins emptied when they need to be – not every day.
- Respond to bin complaints / requests.
- Data recorded for Reports





# Mobile Working Impact on 25% Reduction in Revenue



Streamlined Processes

*Revenue Saving*

Removal of Task Duplication

*Revenue Saving*

Plan and Issue Sweeping & Bin Routes

*Revenue Saving*

Measured Performance.

*Revenue Saving*

Increase Customer Satisfaction  
Reducing Complaints.

*Revenue Saving*

# Conclusion

- Budget Saving 2015/2018 - £500,000
- Increased Effectiveness and Efficiency creating Managed Reduction in Workforce.

