Fife Council
Case Study

Fife Council is the 3rd largest Local Authority in Scotland and they manage approximately 30,000 properties across Fife. They also support and assist over 3,000 homeless households a year and lead housing strategies to improve housing conditions in Fife.

Their aim is to provide everyone with access to good quality, affordable housing that meets their needs.

Results

100%
of data checked
within compliance documents

1.5
days per week
Gas Supervisor time saved

↑
ability to fulfil Duty of Care
as prescribed by The Defective Premises Act 1972

Challenges

Fife Council is striving for 100% compliance for gas servicing which is driven from both the Head of Housing Services (Landlord) and the Head of Building Services (contractor). We needed a single source of truth for gas compliance, our current systems had too much scope for introducing errors due to the need for manual input.

To get a full view of the service status over all properties we had a need to load handwritten certificates from external contractors and also from our own workforce when the mobile working system was off line. A good solution was provided for this prior to going live.

Solutions

Single system

Managing compliance from a single IT system improves the compliance management of your asset portfolio.

First class

Customer support from implementation through to day to day work is first class.

Smooth transition

Implementation of the software went smoothly, quick turnaround on rules to apply to certificate checking for our own requirements.

We were surprised by the level of certificate errors that were previously going undetected!

The Benefits

There are a numerous benefits we have gained using the software, the main ones that stand out for us are:

Business Support resource saving which stood at 0.3 full time employees checking gas certificates. That resource can now be more efficiently utilised,

We also make a saving on our Gas Supervisor time which was 1.5 days per week checking certificates. Their time is better spent proactively managing our assets.

Due to the software's automated certificate checking we are able to check certificates as soon as there are received and any issues are highlighted by the software immediately. This has enabled us to reduced risks due to human error and has improved our ability to fulfil Duty of Care as prescribed by The Defective Premises Act 1972.

It has enabled us to improve our workflow. We are in the process of developing a number of reports by combining data held within the software with our work scheduling system to manage the time-line we have for managing our servicing process. For example for scheduling purposes the following rule applies: If a valid certificate does not exist in the software then the service/installation/capped gas did not happen. Our current process for raising the service jobs requires an element of manual checking.

We are expecting further resource savings once the reports are in place.

> "Our current systems had too much scope for introducing errors due to the need for manual input. We needed a single source of truth for gas compliance, which we now have."

Brian Fairie

Team manager - Plumbing Gas and Solid fuel, Building Services