

Oldham Council— Ensuring No Delays in Communication



Oldham Council oversees local services for around 220,000 residents and it includes leaders from the council, health, housing, education, police, probation and fire service, leisure, job centre plus, elected leaders, voluntary and community leaders including Action Together and the Citizens Advice Bureau and private sector leaders. The partnership is already known for driving collaborative service delivery and wants to bring about a much bigger change for.

Challenge

Previously, the School Fixed Penalty Notice (SFPN) consisted of an email system which required subscription to allow information to be transferred securely, which then required a manual input to the system. Providing an overview of referrals' status was a challenge, monitoring was missing and there was no clear process flow. It being a very labour intensive process, it took a considerable amount of time to collate, process and transform the data, but also to do it on time and according to legislation.

Oldham Council urgently needed to transform its School Fixed Penalty Notice to a modern integrated platform that could manage various requests, activities, and action follow-ups accordingly.

Solution

As a result of a successful pilot project, Responsiv Unity Process Module was set up as an on-premises infrastructure with dedicated servers and was used to integrate various processes within the council from start to end. With the platform in place, less coding was required, and demonstrations were completed faster.

To ensure a smooth transition to the newly established process, Oldham Council was provided with focused training to ensure the team was fully equipped and ready to utilise the new platform and operations.

By utilising a new, modernised platform that is efficient and less labour-intensive, Oldham Council is now able to respond rapidly to schools' requirements, which helps schools be informed of actions required and outcome delivered of every stage, and therefore follow up accordingly.

This was the end of a pilot project with a plan of rollout throughout the whole borough council.

About Responsiv

Responsiv can help ensure the success of your project, we can then support you to start expanding your integration and automation adoption to additional projects, leveraging, and sharing our expertise along the way to build a business process improvement program tailored to your business needs.

Learn more about [Responsiv Unity Modules and Extenders](#).

Responsiv Solutions | Simple, Effective, Distinctive

Industry

Public Sector, Local Government

Solution Components

Responsiv Unity Process Module

Key Benefits

From 3 weeks to less than 1 day

New, modernised system

Greater response turnaround

Full platform visibility

Higher quality submissions

Less time needed to create a panel pack

Reduced legal risk

"The software suite from Responsiv helped us to deliver a solution with a fast turnaround.

The platform had all the capabilities we required to deliver this solution from the initial scope, through to design, development and deployment."

- Irfan Rasul, Digital Technology Manager