

G-Cloud15

Access DutySheet

Service Definition

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1 Service Overview

DutySheet is the UK's leading volunteer management system. Started in 2006, it was developed to simplify the management of volunteers by capturing, reporting and communicating data efficiently.

DutySheet based solutions include:

- DutySheet for Specials Constables
- DutySheet for Police Support Volunteers
- DutySheet for Police Cadets
- DutySheet for Volunteer Police Community Support Officers
- DutySheet for Fire Service Volunteers

Functionality	
Website Access	
	HTTPS (SSL)
Telephone Access	
	Smartphone optimised website
	Voice Access (IVR)
Penetration tested by CESG approved company	
Flexible, role-based access	
Easy to customise to force requirements	
Event Management	
	SMS integration (Officers can reply directly to DutySheet for event invitations)
	Past events review and event feedback
Training Management	
	Set up training events with multiple locations and dates/times
	Automatically assign skills and/or extend expiration dates upon completion of training
User directory (Fully searchable)	
Pre-booking duties	
Officer Availability (Used for national or local emergencies)	
Online Professional Development Plan (PDP)	
Online Professional Development Review (PDR)	
Working Time Directive Support (WTR)	
Employer Support Policing (ESP) - Access to national database	

Advance booking of duties	
Mutual Aid within the DutySheet Network	
Officer Training Management	
Reporting Tools	
	Officer based
	Location based
	Executive overview
	Length of service & resignations report
	Report on types of duties and activities
	All reports exportable to Excel or printer friendly views
	Customised reports
	Much more graphical and numerical reporting
Skills Database	
Regular Officer Access (View Only)	
Certification Management - Reminders & Reports for First Aid & OST etc.)	
Communication	
	Email
	SMS
	Announcements
	Internal messaging
Expenses	
Ability to integrate DutySheet calendar with personal calendar on mobile/desktops	
Helpdesk Support (Training & Service)	
Fully searchable self help centre	
Service Level Agreement (SLA)	
Dedicated Project Manager	
User manuals	
	Special Constables
	Supervisors
Commitment to ongoing development	
External DMS & HR Integration	

Communication

Email

Email is still one of the most reliable and widely used forms of communication with users having access to them from their smart phones/computers.

Supervisors have the ability to send emails to single or group of recipients (with attachments if permitted) at the touch of a button.

DutySheet's email delivery service ensures that emails are delivered securely, with replies being sent and returned to the sender's email address.

Secure Internal Messaging

DutySheet has a built-in messaging system that allows any volunteer with permission to send and receive messages securely. Messages are protected with encryption and stay within the DutySheet network.

Volunteers can send messages with ease using the intuitive search function that allows them to be sent to single or group recipients. In addition, users can see when their messages are viewed with the built-in read and deleted receipts.

SMS

The integrated SMS feature allows volunteers to efficiently communicate with single or group recipients.

This feature plays a critical part in event management by confirming delivery of each message and allowing recipients to accept or reject invitations of their availability instantly.

Announcements

This simple, yet effective tool allows volunteers to post announcements to single or numerous recipients.

Recipients are able to archive announcements and read them at their convenience. Users will receive an audit providing information on who has viewed the posts to ensure important information is reaching all.

Event Feedback

When a volunteer completes an event based duty they are asked to rate the event and provide feedback. This is an invaluable tool to ensure volunteers stay motivated.

Feedback will provide an honest insight into which events your volunteers enjoy, which

help monitor morale and increase retention rates.

Login Message

Upon login to DutySheet, numerous messages can be displayed and requests for acknowledgement sent, to complete the login process.

You are able to change the content and control the frequency in which the messages are displayed to ensure important information is reaching your users.

Event Management

SMS Integration

In times of urgency or expediency, SMS is an essential “go-to” tool for event planning.

Volunteers are able to receive invitations to events via SMS. Replies are instantly updated on the event management tool and upon acceptance, an activity is automatically booked for them.

If deadlines have expired or capacity has been reached, volunteers are entered into a reserve box, giving event planners the option to move users around.

Skills Filter

When setting up an event, supervisors are able to set up a skills filter and select volunteers with or without a certain skillset.

Calendar View

Volunteers and supervisors can view upcoming events in both their own calendars or event management calendars.

Past Events Results

All statistics, including hours worked and completed KPI's can be collated into one report. As with most reports on DutySheet, the stats are exportable to Excel.

Event Feedback

When a volunteers completes an event based activity they are asked to rate the event and provide feedback. This is an invaluable tool to ensure volunteers stay motivated.

Feedback will provide an honest insight into the event preferences of your volunteers, help monitor morale and increase retention rates.

Reporting

Executive Overview

The executive overview highlights and breaks down key statistics within the workforce. Information, such as a user's gender, ethnicity and other demographics are available to view in both its current status and through previous years.

Graphical Reporting

Graphical reports are accessible from any modern device and allow users to see and compare statistics, such as hours allocated to a single activity and volunteer numbers.

Supervisors are able to extrapolate further key information such as ROI in easy-to-read presentations.

Export

Raw data can be collated and exported using Excel. Reports can be viewed in print mode where only essential data is shown.

Document Library

The document library allows supervisors with permissions to upload and maintain a database of documents that their volunteers have access to, from anywhere.

With the ability to set up category filters and upload any common file types, the document library is an invaluable feature of DutySheet.

Up-to-date documents can be shared securely, with supervisors able to select exactly who can view the document. Access to specific information, such as who has viewed or downloaded a certain document is also available.

Expenses

DutySheet features a simple, yet powerful expenses system that simplifies the expenses claim process for your volunteers.

Volunteers are able to add mileage to shifts, claim subsistence in accordance with organisation rules and even enter ad-hoc expenses.

DutySheet can then allow volunteers to download an exact replica of your current expenses form, print, sign and return or send details of the expenses straight to your finance electronically.

Professional Development Plan (PDP)

Professional Development Plan (PDP) portfolios can be easily created, assigned and then tracked in terms of progress.

During their probation period users are able to complete their PDP online - in their own time - and then assign them to a supervisor for review.

Supervisors have instant access to their user's PDP's enabling them to keep a live track on progress and intervene when necessary.

This simple, powerful tool has a "print remaining" feature that allows probationers to print off a list of outstanding competencies on their PDP before their next shift.

Professional Development Review (PDR)

Ensure that your team meet standards whilst encouraging self-development with the necessary support from supervisors.

An essential feature of the PDR module is the "Checkpoint", which encourages supervisors to meet annually with volunteers and discuss their wellbeing.

The system allows supervisors to monitor when checkpoints need to take place and has the capacity to add individual plans for users where required.

The built-in reports on DutySheet give supervisors instant snapshots of their volunteers PDR status.

Employer Supported Volunteering

Employer Supported Volunteering is when an organisation agrees to paid leave for a good cause, such as help within the community.

Accurately record the number of Employer Supported Volunteer man hours your volunteers have completed.

The Employer Supported Volunteer function gives volunteers access to a national database of Employer Supported Volunteer companies.

With over 2,700 companies in the ESV database, your volunteers can see if their company features and then enquire with their direct line supervisors.

Skills Database

DutySheet's skills database allows personal skills to be recorded. These skills will be listed and can be searched by others within DutySheet.

This essential information may benefit the organisation for specific tasks or events when required.

Custom Settings

Administrators are able to change most settings on DutySheet such as custom text fields, data fields, certifications, skills, locations, home page and roles.

Our extensive help guides talk administrators through all the settings, whilst the DutySheet Helpdesk team are on hand for further advice and support.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along

the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.
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4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans for Access DutySheet as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

Our Disaster Recovery (DR) program ensures that our services remain available or are easily recoverable in the case of a disaster. This is accomplished through building a robust technical environment and creating Disaster Recovery plans. We take a risk and impact based approach with continual improvement. Backups of production database and web servers are carried out daily via point in time snapshots, these daily backups are stored for 35 days. One backup per month is kept for a full year. So DutySheet can

be restored to any day in the past month, or any month in the past year. Lastly, all changes to the database are written into a revision history, so DutySheet is able to roll back individual records should the need arise. All stages of these backups are encrypted at rest.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access DutySheet has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Technical Requirements

DutySheet is a SaaS (Software as a Service) solution and users access the product via a web browser. Therefore, no hardware or software installation is necessary.

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.