

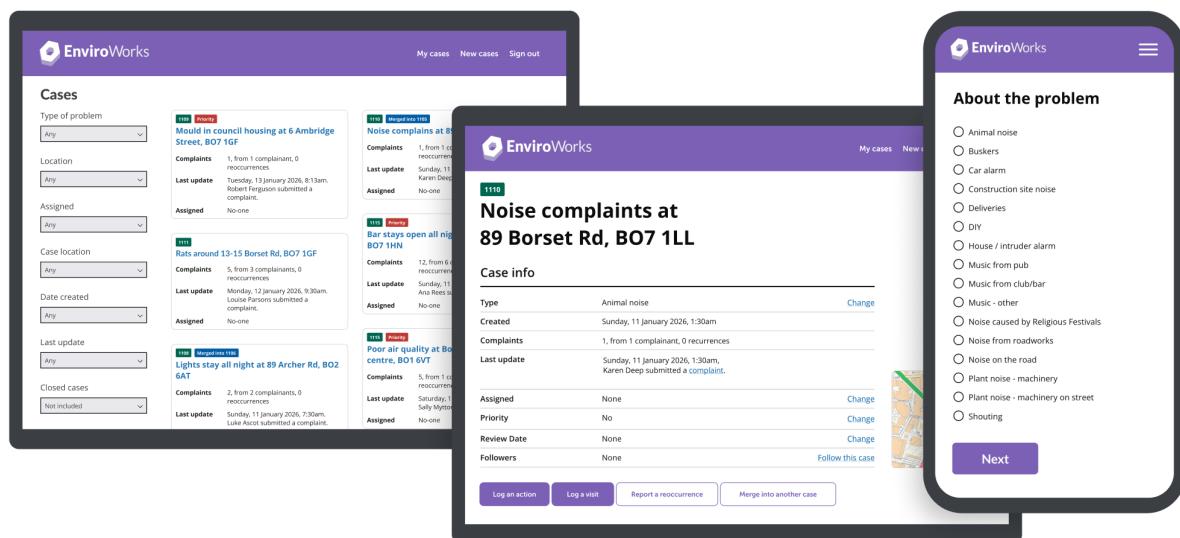
EnviroWorks

Service Definition

EnviroWorks is the environmental health reporting and case management system that puts users firmly in the loop, for simpler, fairer, and longer lasting resolutions to tricky cases of noise, nuisance, anti-social behaviour, health & safety enforcement, and more.

Building on nearly 20 years of experience developing innovative digital services that enable faster case management and greater channel shift in local government, we've worked with a select group of local authorities to build a 100% private and secure environmental health reporting system centred around the way environmental health teams really work.

EnviroWorks integrates into your authority's website, to provide residents and businesses with an easy-to-use, mobile-friendly interface for making and updating reports directly to your internal teams, and nobody else. Privately shared pictures, videos, and audio recordings help your officers triage and investigate complaints, and build an evidence base for future action. Officers and customer service agents can search, manage, merge and close cases via EnviroWorks' powerful built-in tools, or through an integration with your third-party case management system. The shared private log on each case, with automated email updates for users, helps you and your residents work productively towards a resolution to their complaints.



Benefits

Reduce complexity

Simplify the management of complex environmental health reports in any of the categories your authority deals with.

Receive better quality reports

Easy verified logins, simple step-by-step reporting, and audio/video evidence uploads give your teams the data they need to act, right from the first report.

Increase efficiency

Put smart case management tools at the fingertips of both office-based customer service teams and on-the-ground enforcement officers.

More than a form-builder

Designed with and for environmental health teams, to collect exactly the data you need, when you need it.

A team player

A flexible and scalable service, designed to work on its own, or in sync with your (or your contractors') existing case management system.

Improve customer experience

Automate and enhance the feedback loop with easy updates that improve perceptions and reduce avoidable contact.

Treat reporters as humans

Built-in user profiles show a reporter's entire case history at a glance, and give your officers the context they need to handle difficult cases fairly and safely.

Break down internal silos

Flexible categorisation and routing rules, mean cases can flow between staff in different teams, without losing detail.

A case log you can trust

Maintain a complete log of case actions for enforcement purposes, even after cases have been merged or reassigned.

A community of practice

EnviroWorks is under continual development in consultation with clients and users, through research, discovery events and user groups.

Features

A powerful case management system for back-office staff:

Flexible case filters

Browse and filter cases by type, location, people involved, and more. See just your cases, or those of a particular colleague or team.

A timestamped log of every action on a case, to print or share as a PDF

An intuitive timeline for each report, ideal for sharing with enforcement agencies, or at multi-disciplinary meetings.

'Follow' cases of interest, without being explicitly assigned

Perfect for team managers looking to track high profile or problematic cases.

Track caseloads

Export overall caseload statistics for regular reporting in your business intelligence tools.

100% private reporting

Users only ever see their own reports, even if their case is merged with others about the same source of nuisance.

Assign cases to yourself, or to your colleagues

We can even auto-suggest the officer or team responsible for the ward the issue was reported in.

Merge cases without losing any history

Our intuitive 'merge mode' helps you identify and remove duplicates, combining the case logs so you never lose any information.

Need to use your own case management system?

No problem – choose between EnviroWorks' built-in case management or a two-way integration into your own third-party system.

A mobile-friendly inspection interface for enforcement officers:

No more paper notes

Log detailed information from a visit, right there and then, including photo, video, or audio evidence.

Customisable actions

Log actions taken on a case, such as serving warning letters or abatement notices, installing monitoring equipment, or referral to other teams.

Live sync with dispatchers

Receive live updates on your cases while you're out and about, so you're always in sync with the team back at the office.

User profile view

Add contact details, availability, and safeguarding notes to your internal profile of people involved in cases, so you can always be prepared.

And all the features you've come to expect from SocietyWorks:

Decades of experience

Benefit from everything we've learned running a wide variety of online civic services for almost 20 years, for a battle-tested environmental reporting system that works with the grain.

Simple self-serve reporting

Our simple, step-by-step reporting and case management interface helps users to serve themselves—no need for phone calls or emails to customer services.

Looks as good as it works

Our mobile-friendly front end is built on top of the GOV.UK framework for rigorous usability, and matches your local authority branding.

WCAG 2.2 AA

All of our services meet the highest standards of government accessibility.

A new approach

Designed from the ground up, to give environmental health officers the information they need, when they need it, to get cases investigated and closed, on time.

Notifications you control

Automatic (staff-configurable) notifications to reporters and colleagues, when actions are taken on their cases, keeping everyone in the loop.

Super simple sign-on

Integrate with your Single Sign On (SSO) provider, so your staff and/or users can log in with their existing online account details.

Browser-based and device agnostic

Works on any device with a web browser and designed as a progressive web app, giving users the option to download to devices and be used as an app without needing to worry about updates.

Getting started

Once you're signed up, we'll contact you to arrange a project kick off call where you'll be introduced to your dedicated project team. During this meeting we'll run through a project overview and what is to be delivered, discuss how we will work together, and outline what we will need from you to get things started, which will include:

- Access to the systems you want to integrate with and related documentation
- Brand or style guidelines so we can theme your instance of EnviroWorks to your website's existing look and feel
- Your site configuration preferences, including any assets you want displayed
- Categories and data mapping information for your specific reporting purposes

The project kick-off call will be closely followed by a scoping session during which we will ensure stakeholders understand the core functionality of EnviroWorks and agree on what is in scope for delivery and whether the rollout needs to be phased.

Training

SocietyWorks provides online training sessions as part of any EnviroWorks project, these sessions are also recorded for future use. Each session covers:

- The EnviroWorks report lifecycle
- The user experience
- Staff user accounts
- Administrator tasks
- Navigating EnviroWorks as a staff user
- Keeping the report maker informed
- Administering staff accounts
- Viewing statistics and identifying patterns in case data
- Displaying different site messages and emergency message configuration
- How customer services teams can create and moderate reports on behalf of users
- Administrative functions to export statistics, manage templates, categories and users

Support and maintenance

Following training, your staff will have the tools to easily provide first line support to users in the knowledge that our SocietyWorks client support team are on hand to answer any questions and fix any technical issues.

Except in the event of emergency maintenance, SocietyWorks will give notice to the customer at least 48 hours prior to any planned system downtime, which will normally be expected to take no more than three hours to perform. The service is load-balanced for resilience, reducing the likelihood of any disruptive maintenance. The status of EnviroWorks and any third party integrations can be monitored live by looking here: <https://status.societyworks.org/>

Please see our terms and conditions for more information.

Ending the contract

The contract's start date, notice and extension periods will be agreed in the Order Form.

At the termination of the agreement the customer may choose to issue a transfer request which grants sufficient data and rights to operate the service yourself or with a third party.

See our terms and conditions for more information.