

Civica Environmental Health

Streamline and manage environmental risks effectively

Civica Environmental Health is a case management system for local authorities, delivering a modern approach to processing Environmental Health related activities.

It is a comprehensive back-office cloud solution that manages and processes complaints and service requests. The solution consolidates all Environmental Health related activities into a single service demands module, covering accidents, infectious disease and any enforcement action including notices and FPNs. The visits module allows officers to process and manage multiple inspections on a single visit record, process and analyse samples and capture prosecutions and appeals.

Why choose Civica Environmental Health?

Civica Environmental Health automates tasks and communications allowing your team to focus on tasks that matter the most. Core Regulatory Services cloud platform capabilities; built-in form designer, process flow tool and powerful communications engine are included. It automatically allocates cases and tasks to specific teams or individuals and monitors service level agreements to ensure targets are hit and cases are managed efficiently.

The application is provided with data from a Microsoft Azure SQL Server Database, ensuring customers the very best in terms of capability, performance, scalability, interoperability and robustness of the solution.

Features

- Workflows for consistency of outcomes and automation of processes
- Communications engine supports letter, email, SMS and social media
- Browser-based enables agile, remote working and field-based working
- On demand management reporting
- Reporting Database that links to 3rd party reporting tools (optional)
- Pre-packaged workflow and forms components
- SLA driven approach ensures workload prioritisation
- Register a food business connector
- Supports all statutory returns including LACORS, LAEMS, PWS, FSA and FHRS
- Includes visits module consolidating: inspections, samples, notices in one place
- Controlled data access through role-based security
- Direct Integration with FSA for register of food businesses
- Built-in Web-form designer for internal or external usage.

Benefits

- Supports your digital and channel shift strategies
- Reduce duplication and increase awareness with intelligent case association
- Automates administrative tasks and decisions lowering service costs
- Save time with model configuration out of the box
- Improves customer satisfaction through modern communication methods
- Supports cost modelling and recharging of services
- Rapid deployment time and fast initial user adoption
- Enables shared service, joint or partnership working.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001