



Canal &  
River Trust

Keeping people, nature & history connected



This project has received  
European Regional  
Development Funding  
through INTERREG IV B.

INTERREG IVB

# Mobile Working

## Operations Mobility and Workforce Management



# Scope

- Investigate, recommend and implement, a mobile working solution.
- To improve the effectiveness of our delivery workforce.
- ensure, reliable, accurate and complete information is available at every stage.
- Implement effective controls on current / future business processes
- Provide meaningful performance metric to enable process optimization by providing practice measures to smooth work flow and enable increased performance management
- Provide, cost effective modern methodology to allow CRT to better understand our risks, measured against our ability to deliver

# Achievements to date

- Defect information transformed
- Accessible, reliable planning information available
- PPM program aligned with PPM standard
- Improved level of detail within current performance reporting
- Low cost, appropriate development path identified
- Planning solution identified to allow allocation to individual
- Low impact changes made to enable more consistent planning approach through business planning process

# Next steps

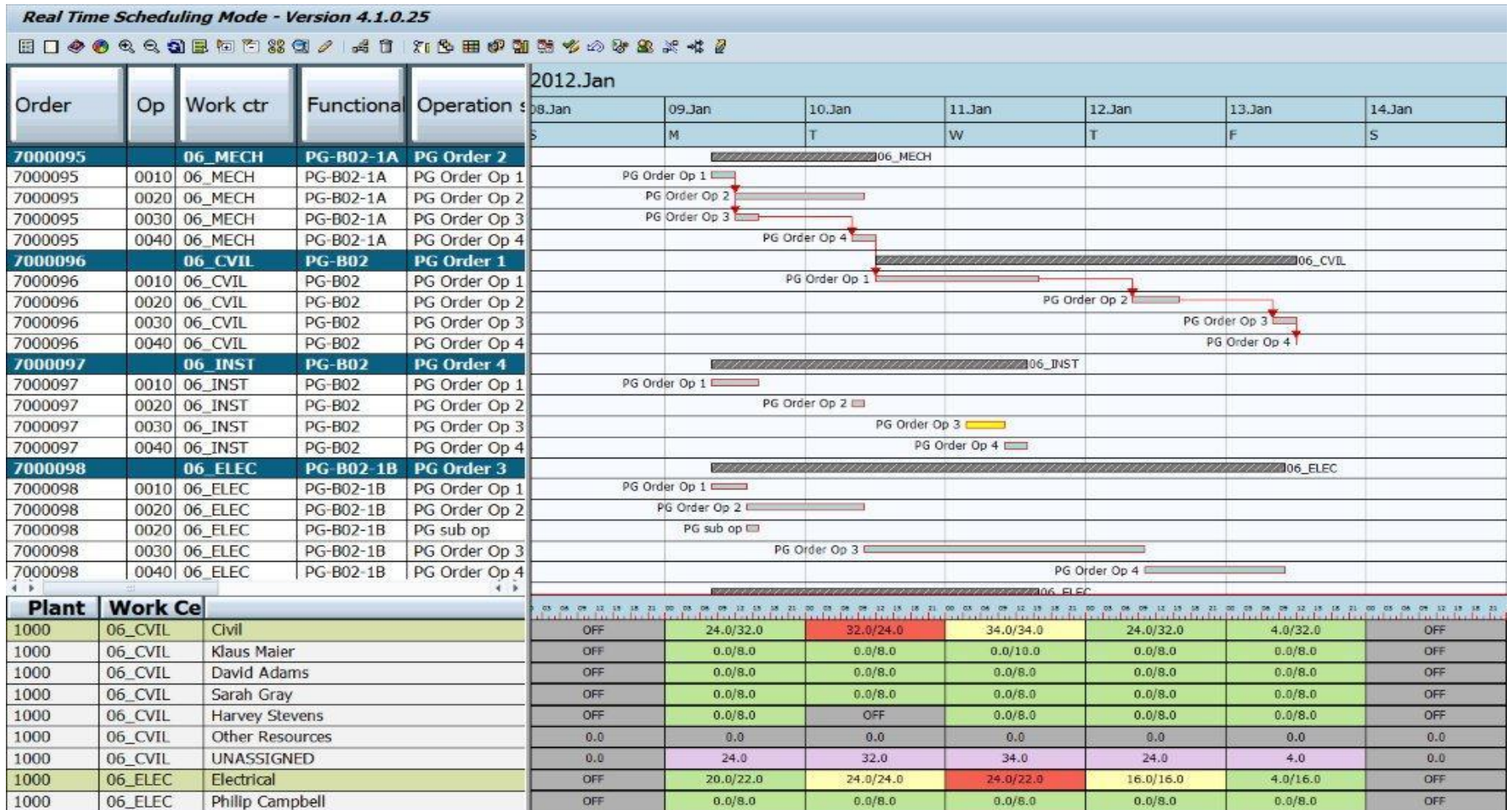
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- Improved planning and resource utilisation
  - Implementation of planning desk
  - Re-training for work planners

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- Mobile solution for field use
  - Evaluation and device selection
  - Time recording and Near miss App development
  - Device procurement
  - Deployment of devices to field with Time recording and Near Miss Apps

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# Improved planning and resource utilization - What does it look like



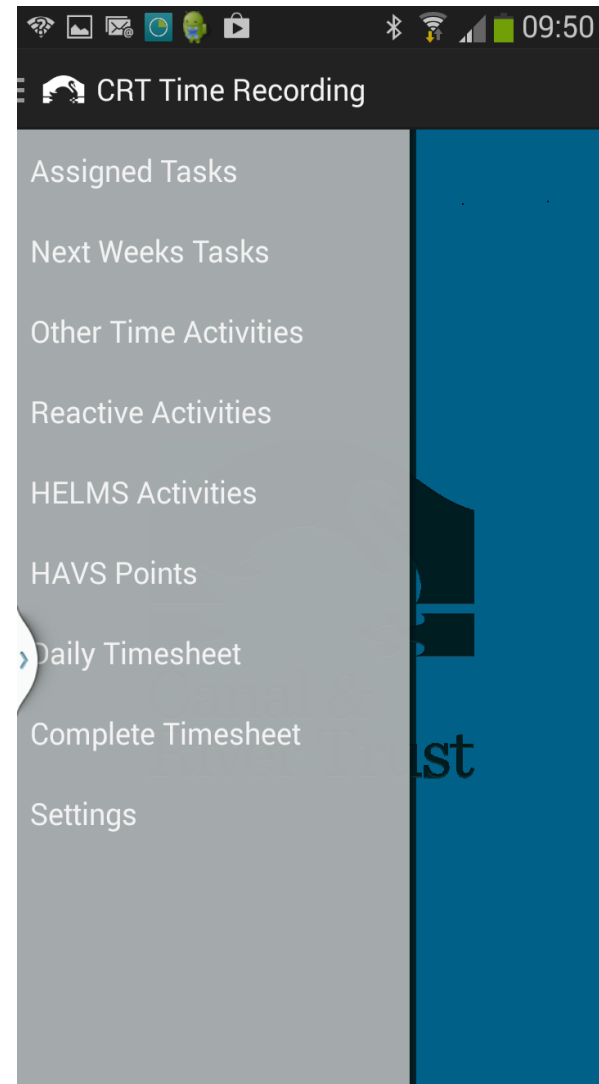
## Mobile solution for field use - What does it look like

- A smartphone device will be issued to all our operatives
- With an App based solution, simple enough to encourage usage, whilst clever enough to start to collect real data about our delivery

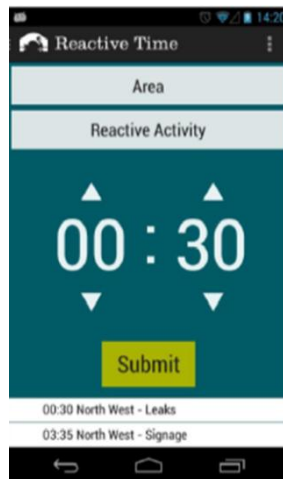
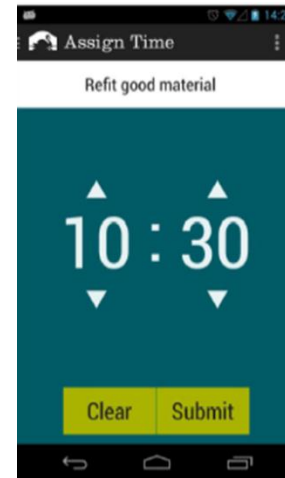
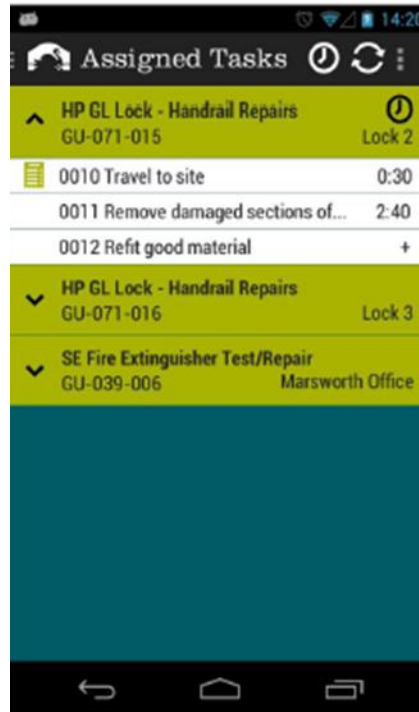
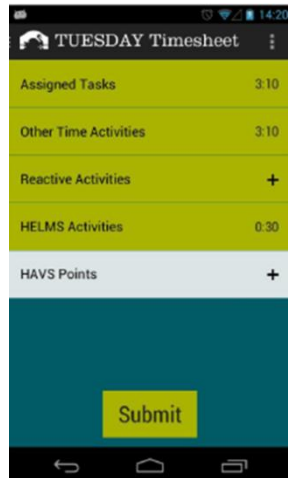


# The Mobile solution

- Weekly process
- Issue allocated tasks to individuals
- Direct upload to SAP
- Able to accommodate unscheduled works
- Supports the current Reactive process
  
- Simple, clear user interface
- Expandable, to grow with our use



# Time Recording App





# Near Miss Reporting App

The screenshot shows the main form of the 'Near Miss Reporting' app. The title bar at the top reads 'Near Miss Reporting' with a logo on the left and a menu icon on the right. The time is 14:20. The form consists of several text input fields stacked vertically: 'Incident Title', 'Description', 'Location', 'Incident Group Code', 'Incident Code', 'Incident Date', 'Start Date', 'Activity Group Code', and another 'Activity Group Code'. At the bottom of the form is a prominent yellow 'Submit' button. The Android navigation bar is visible at the very bottom.

This screenshot shows a dialog box for selecting an 'Incident Code'. The dialog has a dark background and a title 'Incident Code' in teal. It lists several options, each with a radio button: 'Injury from machinery/equipment', 'Hit by moving, falling object or vehicle', 'Road traffic incident', 'Hit something fixed or stationary', 'Handling, lifting or carrying' (which is selected), 'Slipped, tripped or fell on same level', and 'Fall from height'. At the bottom of the dialog are 'Cancel' and 'OK' buttons. Below the dialog, the 'Activity Group Code' field from the main form is partially visible. The Android navigation bar is at the bottom.

# Future steps

Future development will be assessed on a case by case basis, ensuring clear cost benefits are identified for each.

Some of the things being considered:

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- Process
    - Prioritisation standards
    - Work specification
    - Risk assessments
    - Performance metrics development team / individual level
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- Communications
    - Recording of safety behaviour talks
    - Access to SharePoint
    - Access to GIS mapping
    - Others identified through recent employee survey
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