

Case Study

Evotix: Making Lives Easier for the Scottish Borders Council

Industry

Local
Authority

Employees

5,000+

Customer since

2017

The Scottish Borders Council is based in Southern Scotland on the border with England. It covers an area of 1,500 square miles, employing over 5000 people.

They are responsible for managing schools, care homes, parks, roads, social work and more. A huge number of tasks and events occur within the organisation, so no two days are the same.

The Requirements

Health and safety requirements at the Scottish Borders Council:

The Scottish Borders Council are involved in supporting their staff in carrying out risk assessments, such as excursion risk assessments at schools.

The Council offers annual free flu vaccinations for all their staff which involves appointment organisation, checklists, vaccine tracking and health surveillance.

The Council is also responsible for fire risk assessments and accident investigations following fire incidents and liaising with the fire service health and safety executive.

Why Evotix?

While searching for a new alternative, the Council trialled the use of Microsoft Word and Excel, but found them equally difficult to use and manage as pen and paper.

They looked at several suppliers before deciding Evotix was the best solution for their business, both now and into the future.

“We have a much better understanding of what goes on in our organisation and we are finding lots of different, more efficient, ways of doing things that we had never even considered before.”

“If anyone is thinking about purchasing an Evotix product, I would say go for it. It’s been great for us. It’s really helped us make and drive change. We’ve found easy ways to tackle big issues.”

The Problem

With such a large, dispersed workforce, it was difficult for the organisation to work as a team and to properly understand its risk origins.

The Council realised they needed a solution to act as a central place for risk assessments across all locations and to help keep them up-to-date.

Accident reporting was largely confined to paper forms, which would take days to get back to the council once completed.

If updates were needed, the papers would have to be exchanged, leading to long delays. With schools, this process took even longer.

If accidents occurred at the end of the school year, the Council was unable to contact staff on holiday, which created a health and safety issue for the Council.

With such long reporting processes, the Council had difficulty accurately assessing gaps in hazard awareness across their region.

The Council struggled to take proactive steps toward prioritising health and safety across all activities.



Evotix's Assure has been great and has made all our lives easier!

Stuart Ford, Health and Safety Team Leader at Scottish Borders Council.

The Outcome

The Difference to Every-Day Life:

With Assure, the Council can easily raise issues at the appropriate level, whether to a team leader or management level.

Reports are filled out easily and efficiently and actions are followed through. Management reports are easily accessible, or can be scheduled for delivery to senior leadership allowing for a clearer and more accurate picture of health and safety from the top down.



We have a much better understanding of compliance across the organisation.

"Before, we were approaching health and safety from the bottom up, which wasn't working well for us. Now, health and safety has become much more visual across the entire organisation including senior leadership, helping drive the quality of our health and safety awareness."

Massive Time Savings

The Council used to record things on a database, but it was difficult and cumbersome to deal with. Most of the time people recorded with either pen and paper or directly into Microsoft Word.

Recording incidents meant they were written down, but not formally reported. These additional steps meant information could be lost.

This system was lengthy and delayed actionable responses. With the new AssureGO+ mobile solution, staff can report hazards quickly and have more time to concentrate on business-critical tasks.

"Our accident forms used to be filled-out on paper and then typed into Microsoft Word, and now that inefficient process is greatly improved."

Easier Reporting

Now, everyone within the organisation has the power to easily report an incident or potential hazard and realise a higher standard of workplace safety.

The Council is getting a better idea about the location of their accidents, what is causing them and where proactive intervention is required.

AssureGO+ is making it much easier for the organisation to actively identify the areas where training and support is really needed, such as schools or customer services.

"Having adopted Evotix Assure and AssureGO+, the mobile app, the reporting of accidents, incidents and hazards is so much easier for everyone within the organisation."



Our employees are really happy and engaged!

The Council reports that their staff is happier with the introduction of the new solution. Reporting is easier, safety related tasks get submitted and actioned faster and they have easy access to all relevant information.

Even employees that have previously never used digital systems, such as the school janitorial staff, have found that within a week they did not want to go back to a paper-based system.

The Council has found that the digital transition was easily and quickly adopted across the entire organisation.

Results

“

As an organisation we are feeling more prepared and informed about the entire health and safety process.

The Council reports that the two most valuable features for their organisation are the intelligent form builder, iQ templates, which allow them to create checklists and questionnaires and, when combined with AssureGO+, the organisation has completely moved away from unreliable and inefficient paper systems and now has easy access to all health and safety data and trends.

Information can now be recorded directly in real time through the portal, allowing easier execution of monthly and weekly checks.

Fire logbooks are also filled out quickly and accurately, completely transforming health and safety for the entire council.

“

The only thing I would tell people is to seriously think about all the available solutions that Evotix offers

because you may think you don't need one but then you wish you had bought them all. We are currently looking at also adding Evotix Learn to our systems.”





US
Chicago

+1 (872) 215 5913



UK
London
Manchester
Glasgow

+44 (0) 161 521 8490



AU
Melbourne
Perth

+61 3 8595 5909

Let's chat

contact@evotix.com

Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organisations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

Evotix: your all-around partner for the journey.

EVOTIX

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