

CLIENT CASE STUDY

Using Covalent to manage performance within one service: Recycling & Commercial Services



North Devon District Council was Covalent's 20th customer and went live with the software mid-2005. Initially the council purchased licences for 75 users. As the roll-out progressed very successfully, in late 2006 NDDC upgraded to a site licence.

The Council obviously use Covalent at a corporate level but also very intensively in some service areas. One of these – Recycling & Commercial Services – demonstrates the power of using Covalent at a micro level within the organisation, and not purely as a corporate tool.

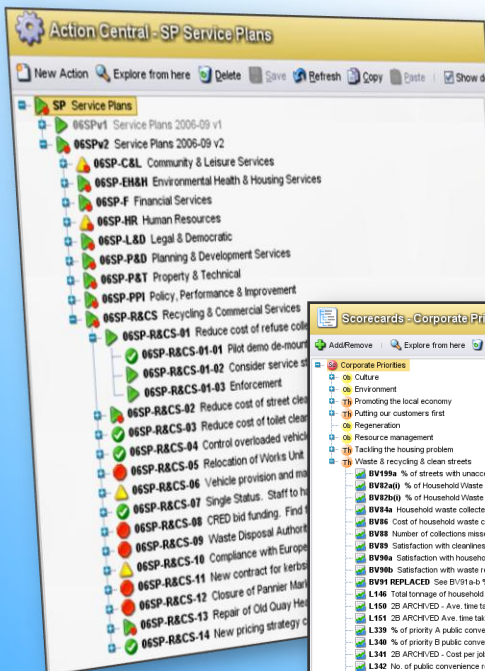
"Covalent assists with tracking the improvements being undertaken across the full range of services administered by North Devon District Council. The Action Central and Risk Central components of the software have proven particularly useful in providing easy access for Service Heads and Managers to information regarding their areas of work.

"As a Performance Management tool, the system has proved to be very user friendly and has been readily accepted by staff who either input data or those who rely upon the recall of accurate and essential information about their services."

Sharen Gullick, Policy & Performance Officer, North Devon District Council

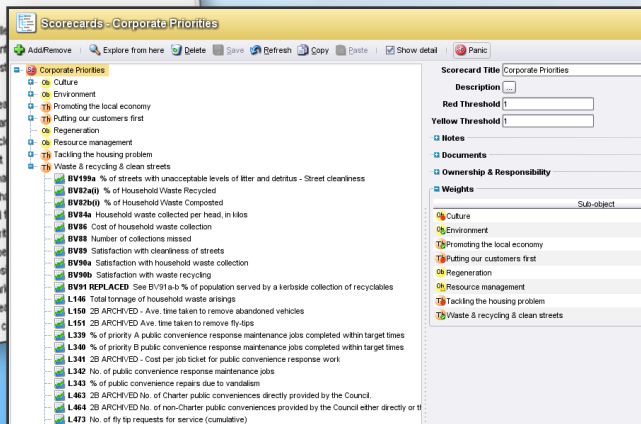
Recycling & Commercial Services fits into the corporate picture in various parts of Covalent

All the Council's Service Plans are managed in Action Central – the screenshot shows the key parts of Recycling & Commercial Services plan in this context.



"Covalent has been adopted as the Council's Performance Management system and is now used on a daily basis to support service development work. Over the last two years there has been significant changes in the way that we operate and these have been very effectively controlled and monitored with the use of the Covalent system".

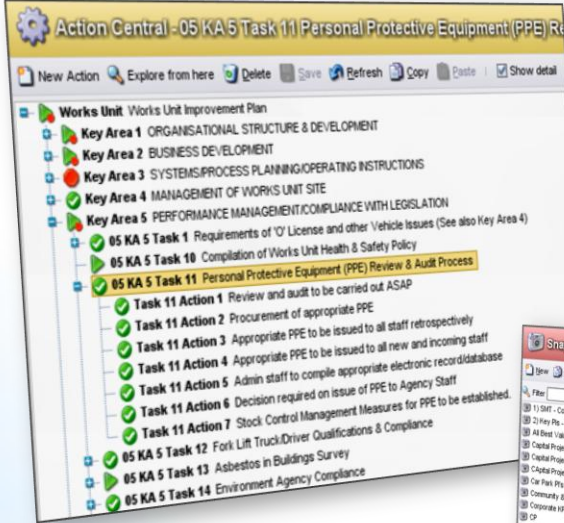
Geoff Barclay, Recycling & Commercial Services Manager, North Devon District Council



The service's PIs are mapped to the Waste & Clean Streets Theme, using the Corporate Priorities Scorecard.

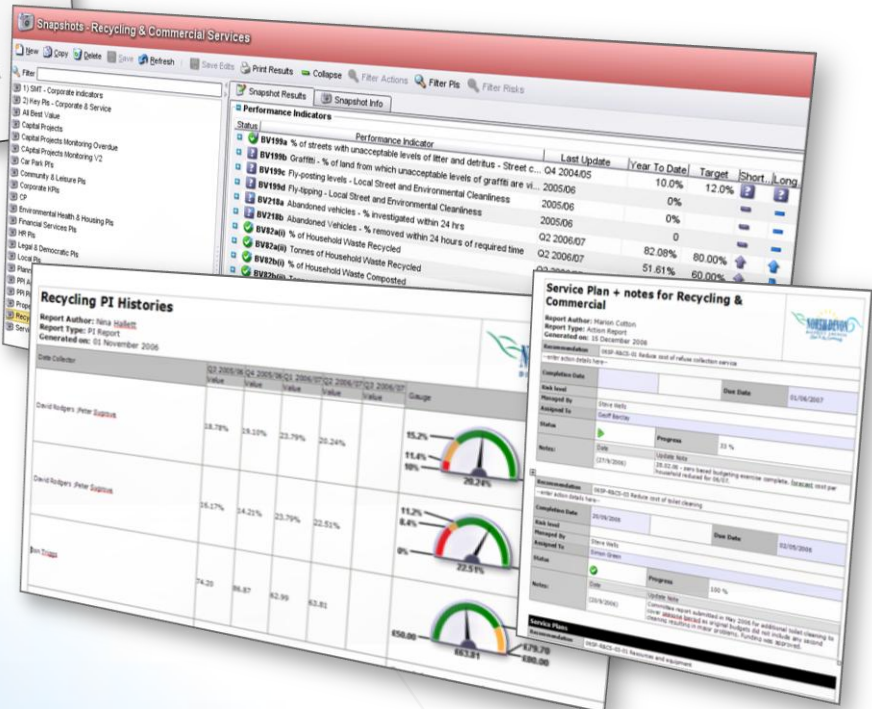
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Using covalent to manage operations in NDDC's Recycling & Commercial service



FACT: Prior to using Covalent, the Improvement Plan was contained in five lever arch folders. It's now accessible through the screenshot on the left.

The RCS unit has created numerous views and reports that give different insights and presentation of information.



“Our Works Unit has embarked upon a significant Improvement Plan. Covalent has been vital in controlling a range of complex tasks which have been assigned to a number of individuals and the system ensures continued success in all areas.”

Geoff Barclay, North Devon District Council

“Covalent has become vital in tracking our performance against both local and Best Value performance indicators and triggers have been set where necessary to ensure that we become quickly aware of any adverse trends.

“It has also been particularly useful in tracking, monitoring and logging the many tasks which have been undertaken in establishing our new Unit both from management and operational perspectives”.

Geoff Barclay, North Devon District Council

