Cx Environmental Health for local authorities

Mitigate and manage environmental risks effectively to **improve public health and food safety**

Simplifying service demand and visit management, to support you to deliver better, more responsive services

Informed decision-making **Workforce mobilisation** **Cloud software**

Streamline service demand, visit and enforcement management

Cx Environmental Health empowers local authorities to manage service demands and visits effectively using its customisable dashboard. It allows managers and officers to respond in a timely manner, delivering efficiency savings through cloud technology and automation.

It mobilises your environmental health officers (EHOs), streamlining visit and enforcement management to reduce administration and improve response times. You can manage any type of service demands, including but not limited to:

- Food hygiene
- Noise complaints
- Accidents and infectious diseases
- Graffiti and fly posting
- Fly tipping, litter and dog fouling
- Dog warden service
- Domestic and commercial waste

Improve citizen engagement via cost effective multi-channel services

Cx automatically updates your citizens using their preferred communication channel, reducing direct contact and administration to save costs.

Mobilise your EHOs to improve productivity

Our cloud software generates significant efficiency savings through flexible working. It helps your EHOs to focus on delivering improved services and meet legislative demands.

Accelerate case resolution with easy access to your data

Access to holistic data supports you to make informed decisions quickly, and with confidence.

Drive operational efficiencies through intelligent working

Cx readily identifies similarities and suggests the most appropriate course of action, including which staff member is best placed to respond. This supports you to work consistently and increase workforce productivity.

Main benefits:

- **Supports any type of service demands**
- **Mobilises your workforce to maximise visit and inspection efficiency**
- **Improves response times**
- **Futureproofs your processes**
- **Helps to increase revenue generation**

Supports legislative requirements

Cx Environmental Health simplifies data return reporting, helping you work more efficiently and futureproof your processes. These include:

- Local Authority Enforcement Monitoring System (LAEMS)
- Food Hygiene Rating Scheme (FHRS)
- Private Water Supply (PWS)
- Noise return
- HSE return (LAE1)

Simplifying prioritisation to improve resource management

Cx Environmental Health has been designed to help you overcome challenges today, and in the future.

Automation optimisation

▶ Minimises administration to focus resources on more complex tasks

▶ Facilitates consistent decision-making

▶ Automates document generation to multiple recipients to save time

Real-time access and case update

▶ Increases workforce responsiveness

▶ Provides EHOs real-time access and ability to update case records using a connected device

▶ Improves data accuracy and response times; supporting effective mitigation and investigation of environmental risks to safeguard public health

Cloud software

Our experienced technical team will help you deliver a seamless migration to the cloud. This ensures you're always using the latest release and getting the most out of your software, so you can focus on providing improved services to your community.

Flexible and configurable

We understand the importance of flexibility in regulatory services management, it is critical in supporting you to meet changing requirements and increasing citizens' demands effectively.

Using Cx, you can tailor a wide range of features to meet your local practices. It allows you to:

▶ Allocate visits and service demands to specified user or teams of users based on work type

▶ Design preferred processes to optimise workflow, while ensuring completion of mandatory tasks

▶ Configure local risk assessments to cater for inspection requirements

▶ Create forms for citizens to self-report, minimising direct contact

▶ Define communication templates and engage with citizens via their preferred channel such as email, SMS or twitter

▶ Customise forms and define effective 'from' and 'to' dates, so you can proactively prepare for changed processes

▶ Personalise your dashboard with role-specific tasks, while providing access to critical data to improve responsiveness

Increasing revenue generation

Designed specifically for Environmental Health teams, Cx simplifies invoicing and budgeting. It reduces administration so your resources can focus on chargeable work such as, primary authority and inspections and rescoring to help you increase revenue generation.

Cx Environmental Health is part of our cloud platform for regulatory services, other available software includes:

▶ Trading Standards

▶ Licensing

▶ Community Safety

▶ Housing Assistance

▶ Housing Enforcement

▶ Land and Property

Contact us to find out more:

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