



Fife Council smoothly operates through the pandemic with an adaptable dynamic scheduling solution from Advanced.

Fife Council is the local authority for the Fife area of Scotland, and is the third largest Scottish council. We currently manage over 36,000 properties, of which 2,700 are new build properties, with plans to build another 3,500 more by 2022.

We provide access to much needed new homes for our tenants and housing applicants. Together, we are delivering modern, fit-for-purpose, energy-efficient homes. New-build council homes benefit current tenants, as well as the generations still to come.

As a council, we aim to provide services for our customers that are high quality, efficient and continually improving to meet their needs. At the same time, we are under pressure to use public money wisely and ensure that working practises are efficient.

Challenges we face

There are huge challenges to keeping the councils' properties in optimum condition, proactively checking and maintaining the condition of buildings, while also responding to one-off requests. We required a system that would improve productivity and customer service, as well as reduce the admin and travel burden on our staff.

The right solution for us

We deployed Dynamic Resource Scheduler (DRS) from Advanced over 10 years ago within our maintenance and repairs team, giving us

seamless visibility of repair and maintenance work. As a result we experienced higher job completion rates, and improved efficiency across the whole of our organisation. Currently we have over 800 field operatives providing responsive maintenance, gas servicing and repairs, electrical servicing, repairs, and testing over a large geographical area.

We kept going...

But it was in the past year that we truly felt the benefit from our investment in DRS.

"During the pandemic DRS significantly helped us to reduce fuel and average days/hours to attend repairs. It allowed us to reduce back-office rekeying of information where errors can occur, in a time where simple errors can have detrimental effects. Finally, it enabled us to continually work from home, as we are fully paperless which means all our systems are updated automatically and there was no impact on our customer."

Once we were given the 'all clear' to plough on with non-essential repairs and maintenance, we were faced with a dauntingly large number of 3,500 backlogged jobs. DRS was more than up for the challenge, we were able to see the full visibility of work, including any possible restrictions, and therefore have the right workforce available. This showed us that having such an intuitive system on our side was critical to overcoming the common backlog faced by many councils just like us.



Client >

Fife Council

Sector >

Local Government

Project >

Dynamic Resource Scheduler

"If we didn't have the DRS system, we wouldn't have been able to function as an organisation through Covid. We managed to get our planners and call centre staff working from home, which was in line with government guidance. Without DRS we'd have to print off job tickets and coordinate people manually, which just wouldn't have worked."

Kenny Shand > Project Manager for Assets, Transportation and Environment > Fife Council

Fife Council look to move forward with Advanced.



And it doesn't stop there...

We are looking forward to adding our VOID's, SHQS works and our subcontractors to DRS. This will place full reliability on the Advanced DRS solution, proving its reliability and accuracy in scheduling essential and non-essential repairs and maintenance work.

Kenny summarises, "If we didn't have the DRS system, we wouldn't have been able to function as an organisation through Covid. We managed to get our planners and call centre staff working from home, which was in line with government guidance. Without DRS we'd have to print off job tickets and coordinate people manually, which just wouldn't have worked."

'Housing Team of the Year'

Fife Council continues to win awards. Drawing on a range of skills, abilities and expertise, staff from across Fife Council services pulled together to prioritise empty properties to extend temporary accommodation and make the best use of all available properties. Most recently, at Chartered Institute of Housing awards 2021, Fife Council was crowned 'Housing Team of the Year' at a special 'virtual' awards ceremony.

More information

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