



*Optimum worked with the London Borough of Sutton to ensure that all users, from the call centre, the departmental office and the front line, were able to use the new Contender StreetScene system effectively.*

Contender StreetScene is an Environmental Services Management system used by many local government organisations in the UK. The system allows the logging and scheduling of planned and ad hoc work and enables front line staff from Parks, Highways and Waste Management to access all the information they need to carry out their work and respond to requests from residents quickly and efficiently.

The system enables field staff to receive or log information about any issue in the Borough that requires inspection or maintenance on a hand held computer. For clients such as the Borough, Contender StreetScene improves their ability to deal quickly with requests such as fly-tipping clearance, pothole repair, tree inspections, graffiti removal and street lighting faults.

#### **Diverse training requirements**

The challenge faced by Optimum was that the end users came from a variety of paper based systems and autonomous processes and had not previously worked collaboratively. To ensure a successful outcome the training approach would require a full understanding of the users varying requirements and also needed to build their confidence in the reasons behind the change.

The course materials were generic in design; however the exercises and examples were tailored to reflect the users' specific working areas, for example Parks, Highways or Waste Management. The manual had to be flexible enough to incorporate minor changes to the process and still provide good guidance to new users. The courses also had a dynamic element so that they could be continuously developed and improved. Questions were collated throughout the training sessions and the most frequent requests were then incorporated into the training courses.

Optimum was also aware that once the main training programme came to an end there would be an ongoing requirement to continue to train new staff. The documentation proved so successful that new starters at Sutton were able to "self teach" by working through the existing course manual. This approach ensured that users continued to learn the correct way to use the system, maintaining consistent working practice such as data input and protecting its long term effectiveness. The Borough was able to take over any future updates of the training materials working from a centrally stored master set.

#### **Specialist training expertise ensured long term benefit**

By selecting Optimum, the Borough benefited from their specialist user focused training expertise. Optimum built a team of trainers who draw on their extensive experience to understand the system users' requirements and then developed and delivered successful courses and materials. Their professional skills ensured that the quality of service was maintained well beyond the original training programme.

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**Call us now for more information on:**

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