NAMED CLIENT / LOCAL AUTHORITY

Creating a Single Source of Truth for Gas Compliance at Fife Council

THE SCALE

30,000 properties • 100% of documents checked • 1.5 supervisor days saved weekly

Fife Council is Scotland's third largest local authority, managing approximately 30,000 properties. TCW removed manual certificate checking, created one verified gas compliance position, and strengthened the council's Duty of Care under the Defective Premises Act 1972.

MEASURED OUTCOMES

100%

of document data checked

Automated validation on receipt

1.5 days

supervisor time saved weekly

Redeployed to asset management

0.3 FTE

support resource released

Manual checking removed

Duty of Care

evidence strengthened

Defective Premises Act 1972

THE PROBLEM

The council was striving for 100% gas compliance, but existing systems allowed errors through manual input. Handwritten certificates from contractors and the in-house workforce also needed to be loaded whenever the mobile working system was offline.

WHAT TCW DID

Compliance is now managed from a single system. Rules were configured to Fife's requirements, handwritten certificates were accommodated before go-live, and every certificate is checked automatically on receipt with issues highlighted immediately.

THE SOLUTION

A single IT system replaced multiple manual routes into the compliance record. Implementation went smoothly, Fife's checking rules were configured quickly, and a workable route for handwritten certificates was agreed before go-live.

WHAT THE DATA SHOWED

The council discovered certificate errors that had previously gone undetected. A clear rule now applies: if a valid certificate does not exist in the software, then the service, installation or capped gas did not happen. Combined reporting supports further savings.

OPERATIONAL GAINS

// **One verified gas compliance position.**

// **Immediate highlighting of certificate issues.**

// **Supervisor time released for proactive work.**

// **Reduced human error and stronger Duty of Care.**

// **Reporting aligned with the work scheduling system.**

> **“Our current systems had too much scope for introducing errors due to the need for manual input. We needed a single source of truth for gas compliance, which we now have.”**



BRIAN FAIRIE • TEAM MANAGER, BUILDING SERVICES, FIFE COUNCIL

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