

# Dudley MBC Case Study

As the historic capital of the Black Country, DMBC and its people have a past to be proud of. The borough is made up of numerous towns and villages which come together to create the unique identity home to 318,000 people. With 1,000 new homes planned each year DMBC wants to ensure their diverse communities are well connected and everyone enjoys active and rewarding lives. With a culture of hard work, humour and humility they want people of all backgrounds to come together to set a vision for the future of Dudley borough which lives up to their proud past.



## Results

**100%**  
of data checked  
within compliance documents

**2017**  
started using our software  
Early adopters of our technology

**22K**  
properties  
Dudley MBC have over 22,000 residential properties

## Challenges

We knew that with the best will in the world it was physically impossible to find all the issues, let alone solve them before we started to use the software.

There are also always issues with consistency, every engineer has a different set of eyes and can interpret things differently. With electrical work, an example of this is the many different reasons for clarifying C1s and C2s. Each individual engineer's experience differs and this can affect their own interpretations of a situation. We wanted to be able to pinpoint the inconsistencies and therefore to drill down into them to identify how they can be overcome and where there may be training issues etc.

We wanted the best for our borough and we wanted to do that in the most cost-efficient way.

# Solutions



## Knowledge

Many software solutions focus on gas so it was great to be able to speak with someone who comes from a similar electrical background, knows our pain-points and truly understands the issues we face.

## Experience

It was refreshing to find out that the software had been a product of the founder being sat in a similar role within Local Authority and therefore was used to being presented with similar issues as the ones we have now.

## Tailored solution

We didn't have to explain all our requirements from scratch. This enabled the product to be tailored around our exact requirements, making the whole process go smoothly.

The software has significantly simplified the process for checking documents and has helped streamline resources

## The Benefits

Some of the main benefits of the system for us include:

The ability to check certification quickly, saving both time and resource that can be spent more pro-actively.

The capability to run tailored compliance reports, so that we can capture the exact information we require as an organisation. This enables us to drill down into individual records and have the insight into more than the basic level of compliant vs. non-compliant.

We can look at engineer competence, performance and trends to confront issues we didn't even realise existed before, this has helped with training and has increased performance.

It has been a pleasure to work with the team at TCW.

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**Martin Simmonds**

Senior Services Officer, Dudley Metropolitan Borough Council