Using **O365** to Improve Partnership Working *Marie Woltman (Devon CC)*

How did it all start?..

1 - Office 365 Champions have "special" lanyards and also rewarded with Champions mugs when people excel with the programme!

"Champion" from each council team invest in learning and sharing benefits

Early adopters with interest in Technology

Local Evangelists to help colleagues transition to using O365 tools

Approx 300 Devon CC Champions

2 - Supported by / launched in association with Microsoft: Microsoft representative on the Champions launch day

Room for improvement.. **Data Validation Process**

Cut & paste from spreadsheet on Devon server into batches of emails to Police colleagues *Query examples: Location plotting errors, missing data fields, non recordable incidents e.g. on private land*

The old process...

Emails sent to single point of contact who forwarded on to others, depending on a rota
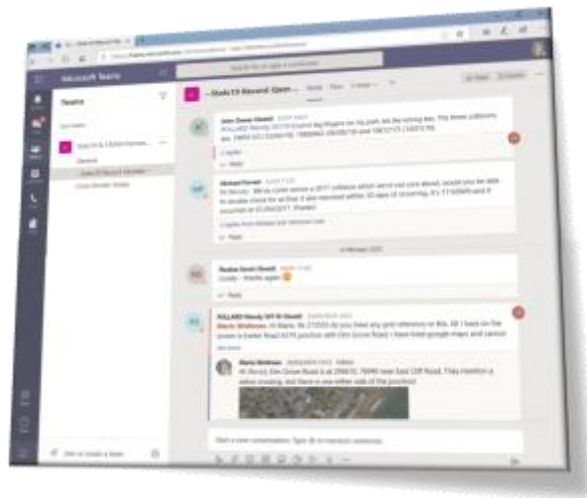
Was easy to lose track on what was outstanding

Risk of asking the same question twice over different emails

Felt disorganised when came to Year End Sign off with DfT

3 - Us, Police & DfT felt like this!

Solution: **Teams** site with **Excel Online** Spreadsheet

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*Teams Layout ...***Acts as a hub**

'Posts'...

Get people talking!... For more information that can't be explained in the spreadsheet e.g. add streetview or satellite map images

Informal chat - nice to say thanks with some emoji's or a GIF! 🙂👍

Can start **video call** if you need to talk through something via screen sharing

'Files'...

Host validation spreadsheets for each local authority area

Secure place to share files

Other customised tabs...

Video help guide

Wiki page with Stats20 guidance

Additional 'Channel' for Cross Border collisions...

Sharepoint List to log everything

Potential to use Flow to set up notifications

Where most of the action happens

One version of the truth, avoids record duplication
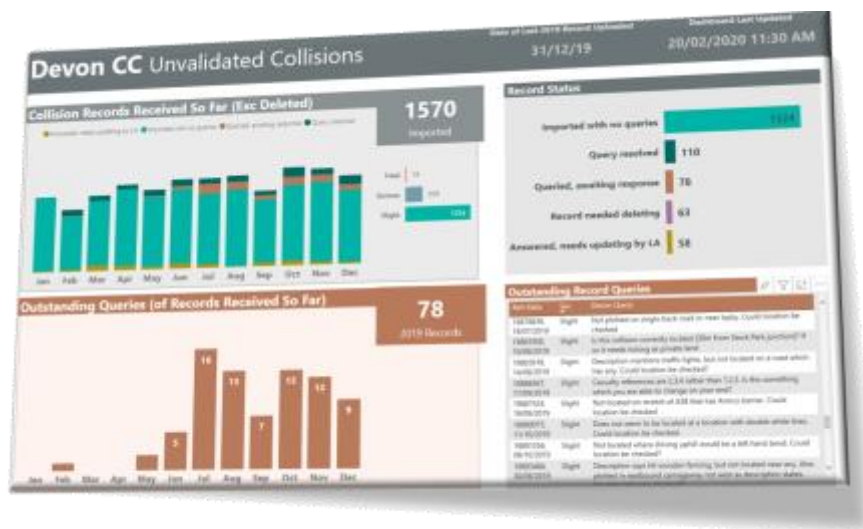
Multiple users can log in all at once

Excel version history

- ◦ Restore to earlier version

- ◦ Can see who's edited i.e. which Police contact has answered your query

Opens by default in Excel online however can open "in app" to utilise in full normal Excel version (and save shortcut to taskbar)

⬚ Tracker charts.. by Power BI of course!

Police team manager can use it to see numbers outstanding and adjust rota accordingly

We can see how full a month is (useful when you get to year end!)

Can see the status and how many records we need to update ourselves

Highlights the positives that most records are imported with no gross errors

The launch

Getting Teams off the ground..

Visited Crownhill to **discuss and demo** with one member of staff to try it out

Familiarisation video (see below) to share with all colleagues

Establish access - via web browser (and set up bookmark) rather than App

4 - The Teams video help guide which shows you around the site we've created

Some more benefits we found along the way

- ***Working more closely***

  - ◦ *Proper "process" with Police colleagues*

  - ◦ *Live progress in year end validation for all 4 local authorities*

  - ◦ *Highways England opportunity to reduce validation duplicated queries*

  - ◦ *Opportunity for DfT to see deleted records*

- *Safe and **secure space** to share documents e.g. data sharing agreements*

- *Open discussions and acts as **history log** for all to see*

- ***Chat*** *facility to have private conversations*

The Results

All 4 local authorities (Plymouth, Cornwall, Torbay & Devon) are on board

Much **clearer communications** and less confusion

Info is more accessible

- ◦ Other colleagues in same LA can see what's been queried
- ◦ Can see how other LA's are getting on with Year End validation progress
- ◦ Highways England can avoid validation duplication

Year end sign off was creeping into *May*, however now...

- ◦ After initial launch data queries complete in *April*
- ◦ This year potentially *March* 🎉🎉

Tips

Create for a **definite purpose** or **solve a problem** so people invest

Something that would benefit from **better comms** or **get people talking more**

Create something that helps a **common goal** or **brings people closer together**

Keep it **simple** e.g. spreadsheet design

Sharing Success to Help Others

Hopefully this gives some ideas and inspiration!

And finally... Slack

If your organisation hasn't adopted Office 365 yet Slack is a good alternative if you wanted to set up something similar

RSGB Analysts Network Slack Workspace

- *Similar to Teams philosophy; create a community of colleagues*

- *Share with and learn from our analysts community*

- *We often have the same questions and issues - so instead of emailing 1 person for 1 opinion ask the whole community*

- *Everyone can follow the journey and we can share solutions*

- *Engagement is key! Ask questions!!*

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*>> **Join / Open Slack Analysts Workspace** <<*

Familiarisation video below..

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5 - Slack familiarisation video (recording from south west regional meeting)