

CUSTOMER STORY

How Newquay Town Council Cut Six Full Days From Their Meeting Preparation Time

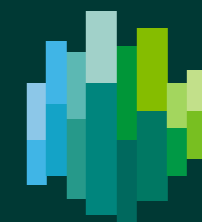
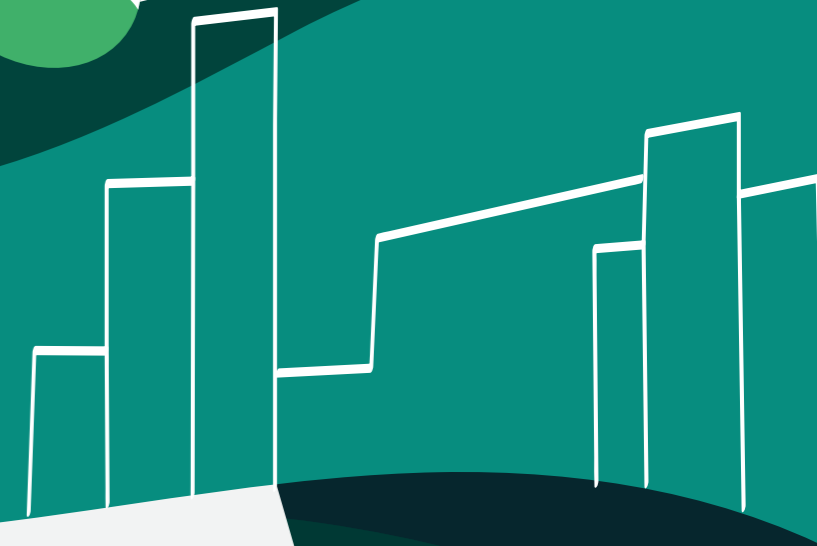
Newquay Town Council is a relatively new local authority, established as recently as 1987. For most of its existence, the organisation has experienced steady but slow growth and was able to manage it effortlessly.

In the past few years, however, things shifted dramatically as Newquay Town Council took on a number of new duties. To handle the increasing volume of work, the staff was expanded to 44 employees.

The growth was unexpected and presented new, unique challenges that we discussed with Callum Rowley, the organisation's IT Service Manager.



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**We literally have
everything that we need
at the tap of our fingertips.**

Callum Rowley
IT Service Manager
Newquay Town Council



The need for a change

As the Council was expanding, the communication gap between members and residents widened. Decisions, actions, meetings—much of the important information was announced on paper and wasn't reaching many of Newquay's circa 21,000 citizens.

It was time to try and engage them digitally.



“[In the past year], we’ve tried to create our digital engagement with our residents.

Our main aspect of all the technology that we’ve been adopting recently is to better engage and communicate more so we can be more transparent.”

But external communication wasn't the only issue. Internal communication was also a challenge because it relied on a time-consuming paper-based process. Organising a Committee Meeting meant a full day's work for two officers as well as the printing of dozens of sheets of paper, per member, per meeting.

As you can probably imagine, this also resulted in a significant carbon footprint. As Mr Rowley said,



“We do use a few hundred thousand pieces of paper every single year which, from looking into it, equated to about 63 trees in a year.

We’re currently trying to review our climate strategy quite deeply and, of course, cutting down 63 trees every year just for the way the Council conducts meetings isn’t sustainable.

[This number] would increase in the future years with more activities and more services that we would have to provide.”

Newquay Town Council needed the right technology to digitalise its meetings, while also opening them to the public.

The search for a suitable solution was a bit more difficult than expected as there weren’t many options. Finally, the Council decided to go with iBabs, after taking advantage of the free trial.



What was it like to implement iBabs?

ADOPTION WAS EASY BECAUSE NO NEW HARDWARE WAS NECESSARY

Members and staff already had a wide variety of devices that were used in meetings. So, one of the main concerns was to find a solution that was compatible with all of the existing equipment and wouldn't require the purchase of new hardware.

Since iBabs runs on all platforms, members were able to continue working with the devices they were used to.

THE NEED FOR IT SUPPORT WAS REDUCED

The IT team found that iBabs required minimal maintenance which was especially important in a diverse, fast-growing team. Members and staff didn't require a lot of support because they found the solution intuitive.



“It was quite simple to keep maintained and it was quite simple for members. When I approached [staff and members] with the platform, they were more than happy to try it and, as far as I’m aware, none of them have had any issues at all. It’s the simplicity and the user experience which the platform offers that are quite superb.”

In fact, when the constant printing stopped, the printers within the organisation became less likely to need repairs.

THE COUNCIL BECAME MORE FLEXIBLE

iBabs allows the Town Council to run meetings in any location they choose. The app works on mobile devices as well as desktop computers and all that members need is to be logged in to iBabs, or download the meeting papers if they were going somewhere with no internet connection.



“We literally have everything that we need at the tap of our fingertips. If we have to relocate a meeting due to, say, extreme weather in Newquay, we can do it. We can just unplug our iPads and move.”



What are the results?

THE TOWN CLERK SAVES AT LEAST 6 DAYS A MONTH

Newquay Town Council conducts seven formal Full Council & Committee meetings per month and, with iBabs, they are now able to prepare for a meeting in one hour. This means that they are saving six full work days every month.

Before iBabs, the Town Clerk had to spend a full day preparing the agenda and running it by Council Members. Now, this task takes no more than one hour and everything is done within the iBabs app. Members can review all related documents on the go, on any device. There is no need to print the agenda or the accompanying files.

During the meeting, minutes and decisions are recorded instantly through the iBabs time-saving template. After the meeting, the related files are distributed securely to all stakeholders.



“Previously [the Town Clerk] was spending a full day on preparing the agenda and getting it ready in order to get approval from our members.

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It’s come from an all-day task to a task that takes about an hour.

So, that is saving the Council a lot of time and a lot of money, in that respect.”

TREES ARE BEING SPARED

After adopting iBabs, Newquay Town Council’s meetings are all moving to paperless following a short implementation period to allow members time to adjust. There is no need for printing members copies because the stakeholders can see the agenda, together with all relevant files, right in the app. The only paper copies that will be printed for the foreseeable future will be for members of the public.



“The Council won’t be printing any papers for its members. If they want papers, they have to print them themselves. Otherwise, they’ve got iBabs.”

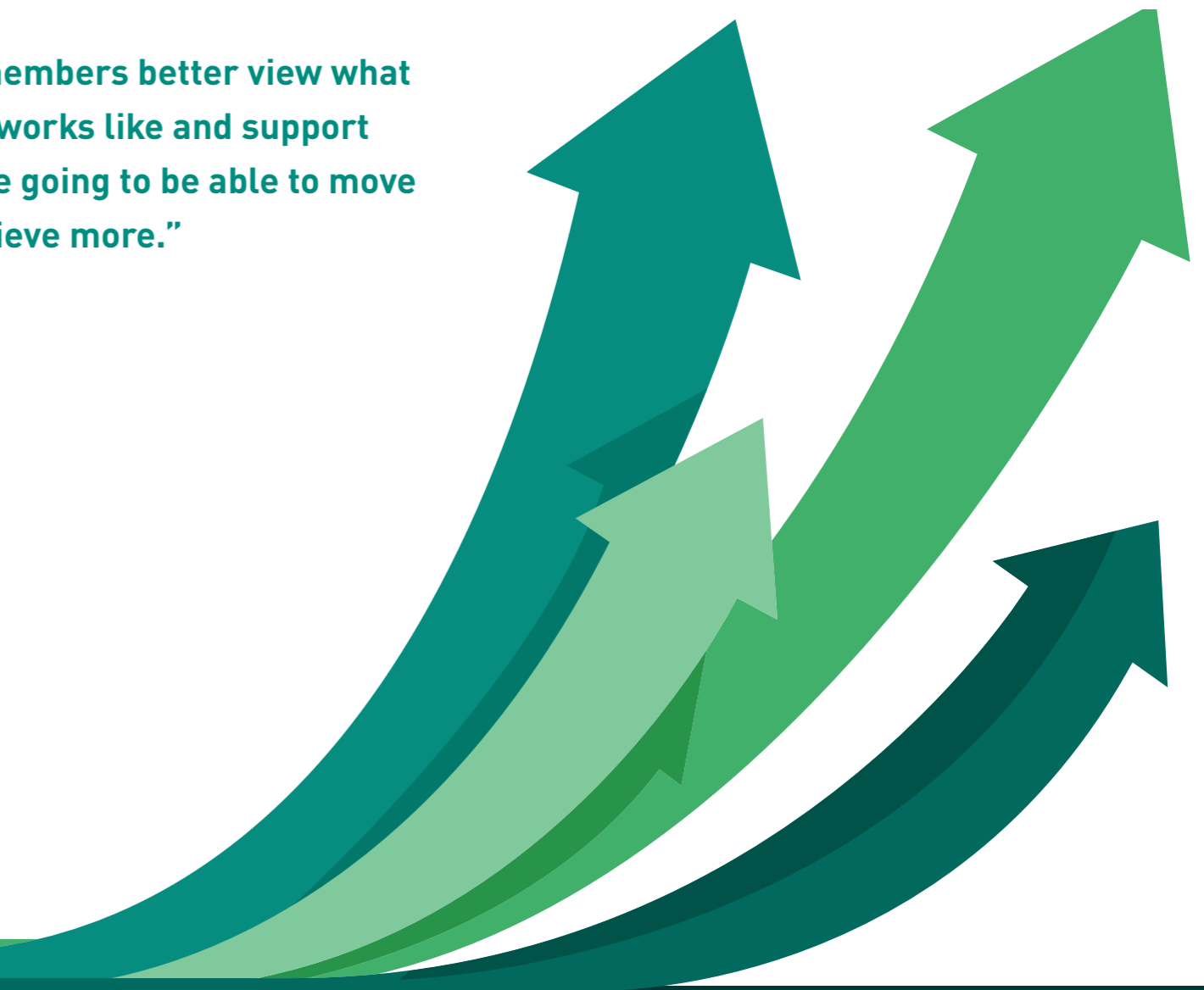
IT'S FINALLY POSSIBLE TO TRACK PERFORMANCE

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Using iBabs' Actions function, members can review any outstanding actions, at any time, without having to go through the entire report of the previous meeting. This allows Newquay Town Council to keep track of their progress and to assess the results they've achieved.



“It helps our members better view what our day to day works like and support us in how we’re going to be able to move forward to achieve more.”





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