ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a
CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What can a 'can do' council achieve when managing their

TRAINING SERVICES?

Organising and running events and courses is an everyday function for councils. These activities range from providing skills training for internal council teams to organising courses for children over the summer or even driver training for citizens to attend.

A 'can do' council has a comprehensive online system that allows council courses and events to be fully managed from start to finish. From setting up the calendar to taking bookings online to online check-ins that allow for not just attendance records but for fire safety records to be captured on the day for health and safety liability.
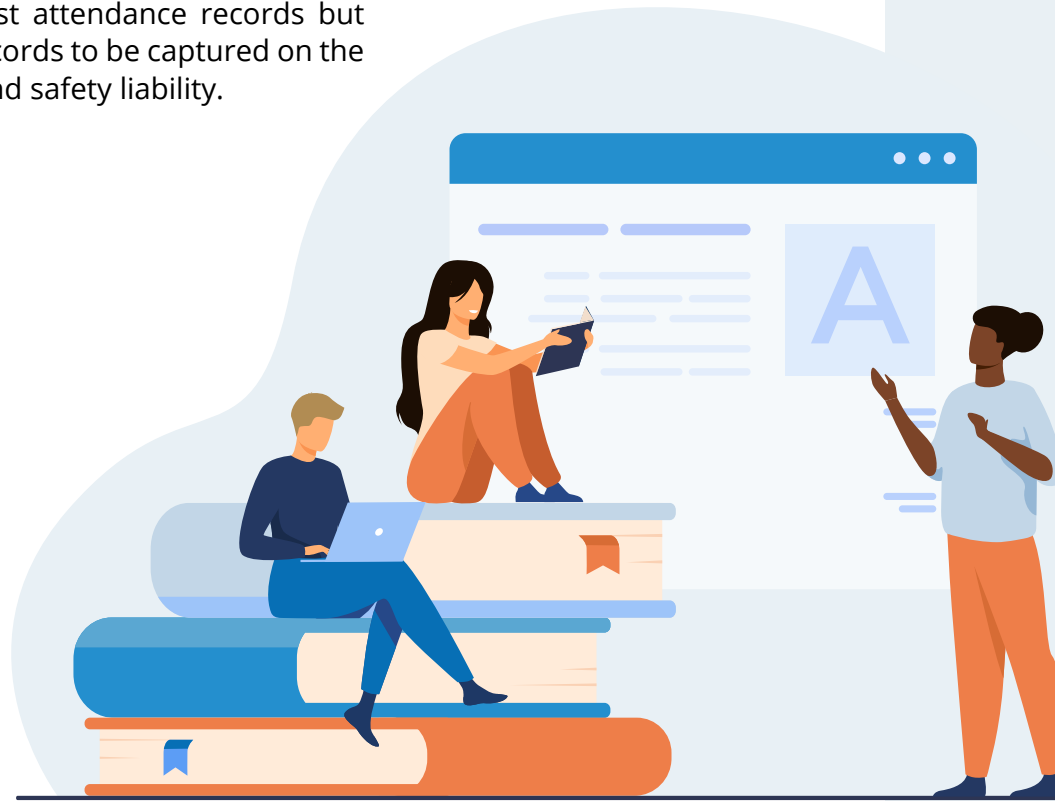
Visualising is optimising

'Can do' councils are already offering an intuitive booking interface which has the ability to showcase your courses in their best light – delivering all the information to the public that they need to make the right choice for the right course. A 'can do' council knows that not all citizens know exactly what they are looking for when it comes to picking a training course – they are already providing alternative suggestions based on the information collected via the smart forms to ensure that the citizen is only offered courses that best match a set number of criteria... and if that course is fully booked they offer a suitable alternative or the option to be placed on a waiting list – being automatically notified when a space becomes available.

How can Zipporah help
TRANSFORM
your council?

The solution is designed to be an all encompassing training and events resource system to allow to create and configure your courses and event easily and quickly. The Zipporah system provides an online promotion of available sessions and booking platform - capturing relevant booking details, sending confirmations, offering waiting lists where appropriate and enabling tutors and trainer to view attendee and candidate information from the central online system.

Easily manage your courses from concept to delivery

• Set up and organise events and courses advertising dates, times and venues with images and any information that is necessary about the advertised event – allowing for easy and efficient set up of courses and events from concept to delivery and after care.

• Manage the number of spaces for each course and event and set up online waiting lists allowing potential candidates to join these and get notified from the system when a space is available – ensuring all courses and events are fully optimised to make the most of your resources as well reducing the possibility of candidates opting for an alternative provider/event.

• Allow individuals or organisations to book online to attend and enter their details along with any other information that would be required to attend – gathering all relevant data upfront to complete and confirm a successful booking.

• Upload documents either for citizens to complete and return or for information purposes such as T&Cs – easy access to all relevant documentation associated with the booking and removing the need for postal charges and in person document retrieval.

• The issue of taking payment is resolved as the Zipporah solution integrates to the council's payment engine – reducing transactional costs, minimising manual intervention from your staff and ease of interaction for the booker.

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• A comprehensive and flexible charging structure to cater for different booker types allowing for the input of discounts, costs for internal candidates, free spaces where appropriate and peak/off peak charging – making upfront costs readily available to the booker and reducing manual intervention from back-office staff.

• All booking confirmations are sent electronically to customers so no paperwork is required – giving immediate confirmation to the booker as well as a receipt of transaction.

• A detailed reporting suite is available for ease of monitoring and managing courses and events providing you with all relevant KPI reporting in one central data repository – back office staff and trainers can view and produce reports and lists at any time, from anywhere.

As your service expands, the system can expand with it

The system can be utilised for all different types of training courses and events with the ease of adding additional courses and events as the service expands – like that of Staffordshire Council and the requirement of an events system to manage their HAF Programme during school holidays. The Holiday Activities and Food Programme (HAF), supported by England footballer Marcus Rashford, is a programme operated by Government with Local Authorities to ensure that the "holiday experience gap" that can exist for some families is bridged for many children alongside delivering the provision of a healthy meal to those children. Staffordshire was confident in Zipporah's ability to ensure sensitive information will remain safe and secure with a service that is robust and reliable. Allowing parents to book on for relevant events for their children based on age and activity type – providing the event suppliers with appropriate attendee information to run their events.

All under your control.
All the time.