

## Civica helps The de Ferrers Trust centralise school compliance

Civica school operations management software has become a core part of the trust

**Civica school operations management software has been supporting the de Ferrers Trust since July 2019. Since its implementation, Civica has continued to successfully help the trust to centralise resources, standardise processes, boost productivity, save time, increase transparency and help with ongoing development of the product.**

The paperless, cloud system brings together day-to-day school management tasks, like H&S compliance tasks, asset management and risk management, into a holistic platform for all operational needs. It helps to transform operations for over 2500 schools, academies, colleges and trusts, removing paper-based processes and centralising regulatory compliance.

### Overcoming challenges

Four years ago, prior to using Civica's school operations management system, the schools within The de Ferrers Trust

used hand-written paper documents, folders and spreadsheets to manage their assets and compliance.

The trust required a solution to bring together resources and data, and easily provide an accurate overview of each school.

Jamie Livingston, Trust Compliance and Sustainability Manager explained: "The previous system simply wasn't suitable for our operational needs. The lack of standardisation was an issue. Collating important data for external audits, for example, was incredibly difficult with paper systems. There was no centralisation, standardisation, or uniformity across the trust."

### Achieving centralisation

Parago brings together the individual elements of school management and operational tasks to ensure efficiency, improve productivity and maintain safety and compliance, all in one central cloud-based repository.

### Key outcomes:

- 1 | Regained 2-3 hours a week per school by removing paper processes
- 2 | Better tracking of regulatory compliance through centralisation
- 3 | Clear reporting to track individual schools' compliance KPIs

"Parago has the level of detail and sophistication that we needed as a business to pool resources and centralise processes. Now that everything is recorded in Parago, we have all the information we need at our fingertips"

**Jamie Livingston**, Trust Compliance and Sustainability Manager

Learn more:  
[civica.com/parago](https://civica.com/parago)

Contact us:  
[paragosales@civica.co.uk](mailto:paragosales@civica.co.uk)



The de Ferrers Trust have been using the system to manage compliance checks, asset management and streamline helpdesk tasks across all their schools. Using the Multi Account Management module, the trust can set rules and standards for all schools within the organisation to work towards.

With Civica's school operations management system, the site teams carry out the same compliance checks, respond to helpdesk tickets to the trust's SLA requirements and manage their asset register in the way the trust has laid out. Everything is recorded centrally.

"By recording asset and compliance information in Parago, we can create reports to easily analyse how compliance is being managed at school-level and trust-level. It enables us to set our own KPIs and benchmark each of the schools against each other, so we know which schools need additional support and in which areas."

**Jamie Livingston**, Trust Compliance and Sustainability Manager

Eliminating paper records also reduces the risk of lost data, allows the trust to monitor performance remotely and in real time, and immediately react to non-compliances.

Jamie adds: "By centralising compliance checks as a trust, **Parago has saved our site teams 2-3 hours a week per school** on average. This is precious time that we've gained back to use on other priorities."

### Achieving compliance

Now in place for four years, Civica's school operations management software delivers a wide range of benefits to The de Ferrers Trust and its individual schools.

Jamie adds: "Parago allows the trust to be progressive in developing the business in line with strategic and regulatory changes and set compliance goals and standards to push to schools within the system. This ensures that all the schools are able to operate against one holistic system which can be administrated and updated in real time.

"It also allows us to track compliance in one central resource and share this with SLT, trustees and stakeholders, both now and in the future.

"This ensures that management teams can be communicated to consistently on how their individual schools are performing and how the trust performs as a whole. It ensures a high level of engagement, working together to enhance contract performance and retention."

### Improving processes

Like in many schools and trusts, it can take time for staff to adapt to new processes and systems. Once the

schools started using Parago earnestly, they discovered how user friendly the interface is.

Jamie explains: "Usability is a key factor for improving our processes and supporting our site teams to use the system. Parago is very user-friendly and intuitive, which has helped nurture and encourage staff to use it daily for managing assets and compliance.

"It's important for us to invest time and buy-in, in order to see a drastic return of investment. Because we have such a robust compliance management tool in place with Parago, the site teams are more pro-active with managing health and safety tasks around the sites."

### Continuing success

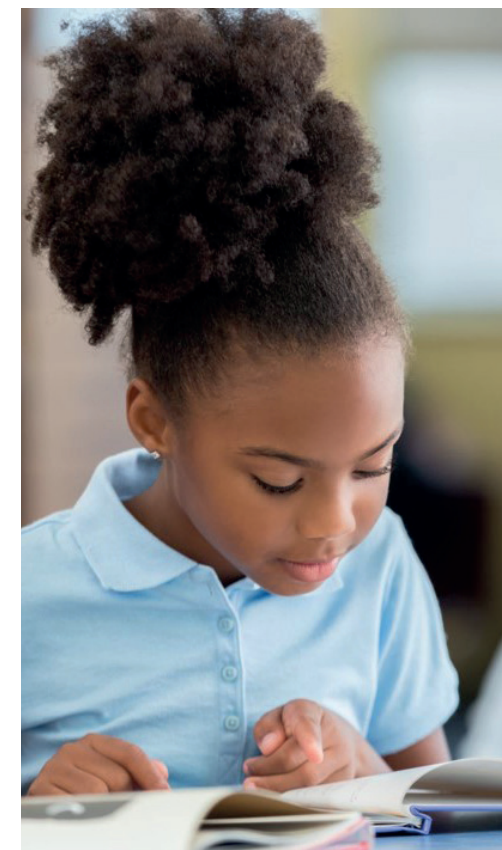
Jamie adds: "Parago has become a core part of the business to help with all things facilities management and compliance.

"Our long-term relationship with Civica continues to grow and strengthen. With regular account management meetings to ensure we're using Parago to its fullest and welcoming ideas from us to further enhance the product.

"I would recommend Parago to any MAT looking to centralise and standardise their operations."



# The de Ferrers Trust



Learn more:  
[civica.com/parago](https://civica.com/parago)

Contact us:  
[paragosales@civica.co.uk](mailto:paragosales@civica.co.uk)