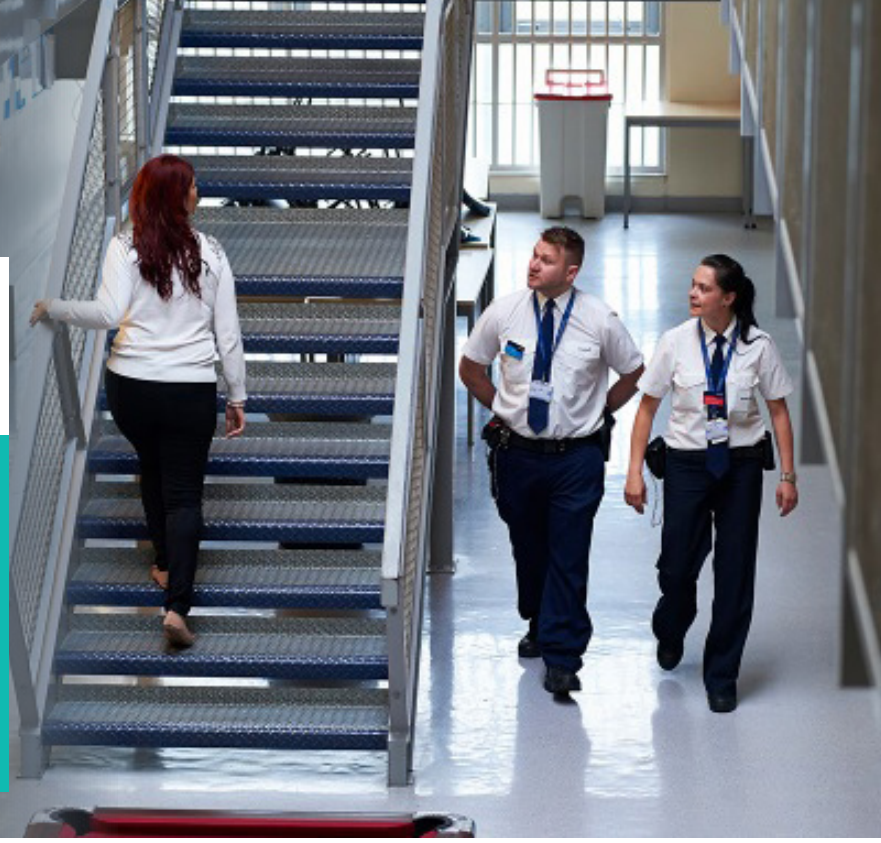




SODEXO STREAMLINES JUSTICE WITH CHECKIT



See how Sodexo Justice is rehabilitating their approach to Operations Management, ensuring total compliance in a high-pressure environment...

Our client

Sodexo is a global leader in quality of life services, employing nearly 460,000 people across 72 countries and a huge array of sectors.

Within all this, Sodexo's Justice division work in prisons and the wider community, reducing the risk of reoffending by improving outcomes for prison staff and those in their care.

According to Stenia Walker, Deputy Group Head, Safety and Risk at Sodexo: *"Our goal is to improve the quality of life. It is very important that we safeguard our staff and the people we serve, delivering the best possible service to our customers and having partners like Checkit have contributed directly to this mission."*

Moving to Checkit

Sodexo Justice teams are using Checkit to conduct room safety checks in two UK prisons, with the goal of streamlining the process and improving accountability.

In addition, Sodexo-owned community rehabilitation companies (CRCs) serve six major areas around the country. Checkit handles community payback services in South Yorkshire.

More widely known as community service, community payback is an option for medium and low-risk offenders to repay their debt to society through unpaid, meaningful work. This provides a way to bring people back into the general population gradually, with employable skills, training, and support.



Sector: **Contract Catering**



Products: **Operational Insight | Work Management | Automated Monitoring**



checkit

Making payback pay off

Community payback takes place in CRC-run cafés. These can be straightforward places to grab a bite to eat, or operate in a care capacity. Elderly people are bussed in for lunch clubs and social get-togethers on a regular basis, and it's not uncommon for these cafés to serve 600 meals each week.

Prior to using Checkit, all health and safety checks, from food temperature to prisoner headcount, were done with paper checklists.

The justice system is built on robust processes with some of the most thorough audits imaginable, but this commendable approach to accountability is tough to pull off with just a biro and a spreadsheet.

"Checkit is just fantastic. It has saved us so much time, especially with the temperature monitoring checks and reporting.

Before we had to spend around 45 minutes to write everything down, clear the logs, take the temperatures and being paperless makes everything so much easier.

It has saved us at least 80% more time considering all the work we had to do before."

Not only are paper checks time-consuming, the different checks being carried out make it hard to collate all the evidence the justice system needs to ensure full compliance.

In addition, paper checks aren't available in real time. Sodexo were restricted to managing reactively, spotting data anomalies only after they'd blossomed into problems. For something like a fridge temperature check this is awkward enough, but for checking prisoners' rooms?

There had to be a better way.

Rehabilitating the process

Checkit was chosen as the Operations Management system Sodexo was looking for because of its flexibility. It's styled to the needs of each individual service; tailored to a demanding environment, not a prescriptive process for the team to work around. All that happens with just one tool, with one simple interface.

Even better, all the data is available in one place, time-stamped and fully accountable. Judges are embracing the power of digital solutions to provide more trustworthy sources when settling cases, Sodexo can now give that electronic evidence upon request.



Managers now work by exception, rather than routine. The burden of needing eyes on everything 24/7 has been eased, with real-time reporting flagging up fluctuations in the data for intervention before they become issues.

As for auditing? Auditors themselves love being able to access the data they need at the press of a button to ensure compliance. That means Sodexo spend less time proving they do a good job and more time in action.

 <p>No paperwork Food safety records are automatically created, timestamped and stored securely online</p>	 <p>Consistent reporting Ensuring you have all the information you need in real-time</p>
 <p>No missed checks Checkit alerts you when checks are due</p>	 <p>Staff trained in minutes If they can use a smartphone, they can use Checkit</p>

Skills for the future

According to Steve Walker, Regional Safety & Risk Manager at Sodexo "Looking into the future, there's enormous potential for Sodexo Justice to apply the Checkit platform to other areas of operation. Following a successful trial with the digital system running alongside paper checklists, confidence in the solution is growing".

Sodexo place enormous emphasis on training and processes, ensuring high standards through seamless staff handovers. The ease with which staff are getting to grips with Checkit contributes to this mission, ensuring consistency across the board.

Ultimately, Sodexo Justice measure success differently to other organisations. Their goals are rehabilitation, engaging offenders with the system, and giving them skills to make them employable once their sentence is complete.

Equipping them with the knowledge to use digital systems like Checkit isn't just helping meet commercial goals. It's giving those on the very edge of society a second chance, for the benefit of all.

About Checkit

Checkit's smart technology helps businesses of any size to manage people, processes and compliance. Our Real-time Operations Management Platform is used to power digital food safety systems, to deliver smart compliance services and to easily build tailored solutions that make operations more effective.

With Checkit, managers can define, monitor and analyse routine processes, making sure that the right thing is done in the right place, at the right time by the right person. This is achieved by a unique combination of configuration of mobile checklist applications and real-time alerts seamlessly integrated with smart sensors and cloud analytics. The result is improved performance through higher quality, improved productivity and reduced risk.

Checkit has offices in the UK and the USA, with customer including Alton Towers, Center Parcs, Jamie's Italian, the NHS and Sodexo.

"We have more than 10 people working here and they are not all 'technology' mind-set, but they find it really easy to use.

Also, we had a couple of auditors coming in and they were very impressed on how easily we could pull all the information they needed straight away from the system."

Glenn Biggin, Community Payback Officer



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