Read how the "Royal Borough of Windsor and Maidenhead" is using a low code web and mobile rapid app development and deployment platform to quickly and cost effectively build apps that improve service to citizens during the COVID-19 pandemic.

Getting help for citizens vulnerable to the impact of COVID-19 is the most important thing many government agencies can do in the time of the pandemic. It's also one of the most difficult things for agencies to accomplish.

The vulnerable and elderly need groceries to be delivered, need to be driven to doctor's appointments, need prescriptions picked up, and much more. And sometimes all they need is to hear a friendly, caring voice on the other end of the line.

There are plenty of people willing and able to volunteer to do that, and social workers to do it as well. But local governments often don't have the resources or tools to connect the needy with those willing to help. And they typically don't have a comprehensive system to track every request, every contact, and every interaction – and to double-check that people are getting what they require.

There is, however, help for any local government authorities who want to do all that. Authorities can use VOLMAPP, an inexpensive, easy-to-use system that connects those vulnerable to COVID-19 to the help they need – and constantly monitors every request and make sure all goes according to plan. VOLMAPP was built using the Alpha Anywhere low code development and deployment platform.

VOLMAPP is being used by the Royal Borough of Windsor and Maidenhead and has proven to be tremendously helpful to get help to those most vulnerable to COVID-19.

David MacFarlane, Transformation Project Manager for Adults, Health and Commissioning for the Royal Borough of Windsor and Maidenhead, says this about it: "By using this platform we have managed thousands of contacts with the most vulnerable members of our population, ensured they have received the best support, stored data securely and have returned feedback and analytics to local and national decision-makers. All without a spreadsheet in sight."

He adds that the platform "has allowed quick changes to be made, allowing a fast response to challenges as they have emerged. Considering the small costs involved, the platform has been, and continues to be, a lifeline to those who use it."

One of the outstanding features of this project is that by using the low code platform, the application could be developed and deployed within a matter of months. Also, as has been pointed out, changes can be made and deployed rapidly responding to new feature requests or user feedback.

Volmapp can be adapted for any situation where volunteers or teams and resources need to be manged, allocated and tracked.

The application was developed by GJStats (volmapp@gjstats.com) a company that Virtual Business Partners has been working with on other apps relating to accessibility audits.

For a guided tour and to get a better sense of how the platform works see the following pages.

How VOLMAPP Provides Reliable On-Time Services to Citizens in Need During the Pandemic

To give you a better sense of how the platform works and its benefits, here's a brief guided tour.
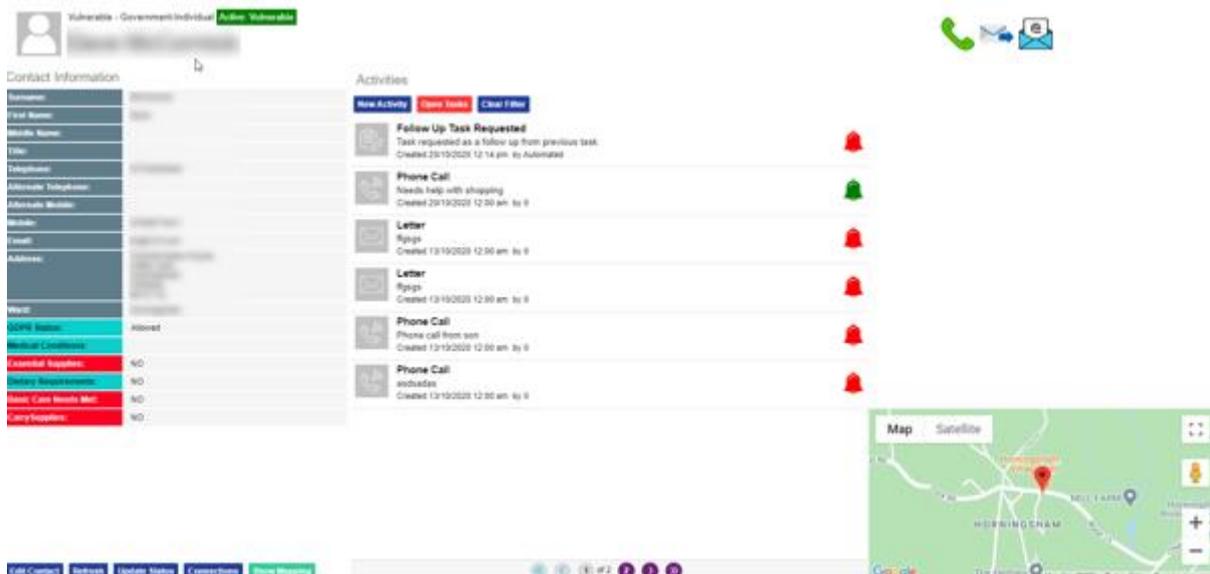
Login screen

The initial login screen uses two-factor authentication to ensure safety and security and to protect privacy.


Main menu

Once you log into the application, you'll come to the main menu. It uses a simple-to-use tabbed interface, which is ideal for administrators who use either a desktop or a laptop.

Main contact list

The main contact list provides details about every person in the system – government employees, vulnerable people who need help, volunteers, and people from other organizations. It includes vital information such as phone numbers, email addresses and locations.

Contact Details screen

The Contact Details screen provides in-depth information about each person who needs help. From here you can see what help they need (such as aid with shopping), what help they've been given, what tasks for them are still open, a map with their location pinned on it, and other vital data.

Mapping screen

The mapping screen shows all support workers located within the vicinity of the individual requiring support. That makes it easier to match someone who needs help with someone who can provide help.
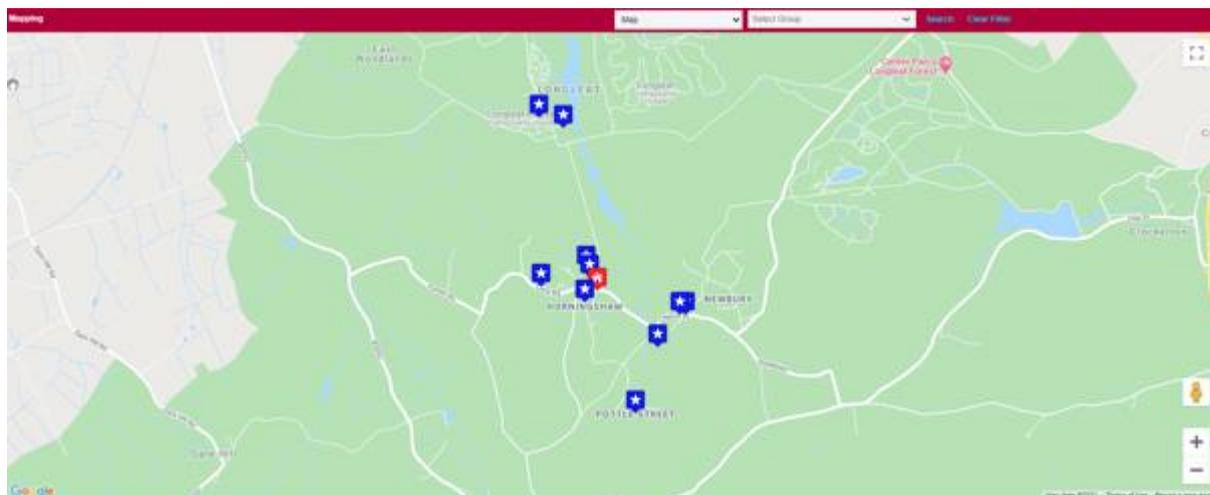
Activity screen

The activity screen lets case workers record all contact points, create tasks and create support request forms.

Create New Activity Record for ▒▒▒▒▒▒▒▒

Activity Date

23/01/2021 ⌄

Description

⌄

Details

Action Required

☑

Due Date

⌄

Action Description

⌄

Action Details

Assigned To
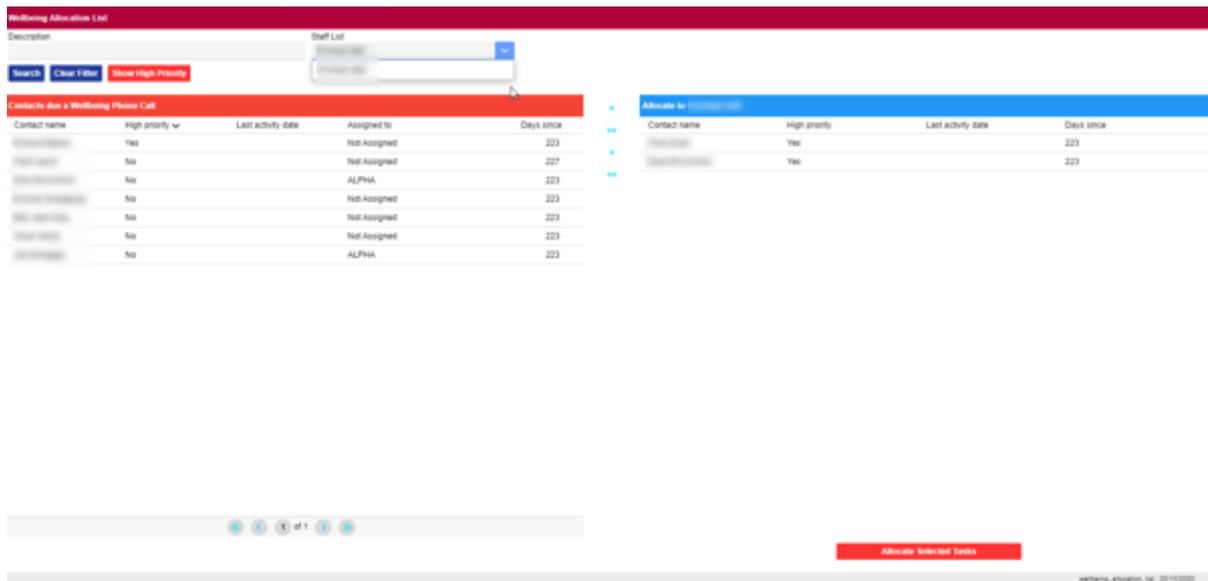
▒▒▒▒▒ ⌄

Create Form

○ Yes ○ No

Action Completed

☐

Save **Cancel**

activity_new: 11/09/2020

Tracking screen

In the tracking screen, administrators match people who need help with people and case workers who can provide that help.

Overview screen

The overview screen shows all tasks that are still open and haven't yet been completed across the entire system. It includes filters such as showing uncompleted tasks for today, all tasks that haven't been assigned and overdue tasks. It provides details about each open task, including what the task is (such as picking up a prescription from a pharmacy), its due date, and to whom the task has been assigned.
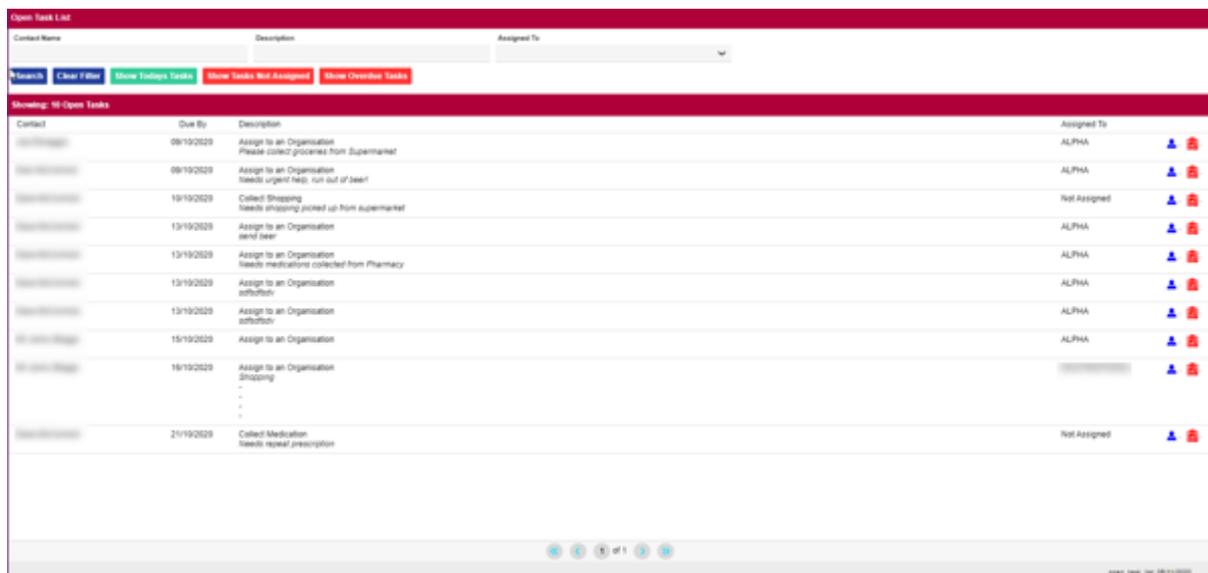
Support request form

When someone vulnerable needs help, they can go directly to a public website and ask for support. When they do this, the request is immediately added to the system so that it can be vetted and put into a queue to be handled.

Get Support Application

Your Name

Title

First Name

Last Name

Your Home Address Including Postcode

Address

Town

County

Post Code

Your Contact Details

Phone

Email

Please answer all of the following questions

Do you live alone?	Yes	No
Do you have any children under the age of 18 in the household?	Yes	No
Do you have any allergies?	Yes	No
Are you receiving support from Social Services?	Yes	No
Are you filling in this for yourself?	Yes	No
GDPR - Do you agree to us holding and sharing your information?	Yes	No
Date of birth		⌄

Invitation of Vulnerability

Have you received a letter or text from your GP to indicate you maybe vulnerable?	Yes	No

Analytics dashboard

The application offers detailed analytics, such as the total number of contacts, tasks, and the success rate. You can view the data by the day or by the week. Many other kinds of analytical data is available as well.

Support request form

Here's an example of a request for support that has been "pushed" to a support worker for action.

First page of support request form

Each support request form has multiple pages. This one shows details about the request, including the person's name, location, contact information, the support needed, and any notes about it.

Volunteer

Individual

Address

View Location

Call Phone

Call Mobile

Support Needed

Needs help collecting medication from the pharmacy

General Notes

Proceeding

Yes   No

Continuation of support request form

Here's a continuation of the support form, where the outcome can be recorded and a further support request can be automatically made and pushed directly back into the system.

14:06

← **Support Request** ★
Oct 9, 2020 1:21pm

≡

Completed

| Yes | No |

Completed Date

Completed Notes

• Follow Up

| Yes | No |

Follow Up Reason *

Follow Up Date *

Notes *

Assign follow up task to me? *

| Yes | No |

Submit Form

Keep in mind that this brief, guided tour only scratches the surface of what VOLMAPP offers. It's a fully, self-contained, ready-to-run system and includes alerts, printing capabilities and much more.

How to Get VOLMAPP

Companies interested in learning more about VOLMAPP, please email clive@virtualbusinesspartners.co.uk   or call us on: 07788 181419