

As it happens – tell us about it with a widget

Submitted by: Fellows Associates

Wednesday, 6 October 2010

JOIN US FOR DOWNLOAD DAY – THURSDAY 7 OCTOBER

Gravesham (<http://www.gravesham.gov.uk>) becomes the first council (<http://www.gravesham.gov.uk>) in Britain to launch a phone application for residents to report a range of incidents including graffiti, anti-social behaviour and housing repairs.

The borough joins 20 major US cities, including New York, Boston, Los Angeles, San Francisco and San Jose, in using a tailored “app” for iPhones, Blackberries and Android mobile devices provided by American application developer CitySourced and leading UK software supplier Northgate Public Services.

The app is free to download from phone “app stores”. It is called Gravesham 24.

It works using the phone’s camera to photograph the item in question and the phone’s GPS to pinpoint where the user is. A category can be selected and notes added if necessary.

The information automatically appears at the Civic Centre and passed on to the appropriate team to deal with it. The user can check progress on resolving the issue and can also see other reports throughout the borough.

There is also an information feed with local news from the council.

Council leader Cllr Mike Snelling said: “This is a superb, easy to use tool which is designed to help provide a swift response to a range of incidents from fly-tipping to missed refuse collections. It will empower residents to report things as they see them and get action.”

He urged everyone who can to try it on Download Day, Thursday 7 October when the official launch takes place at the Civic Centre. IT staff will be on hand to help anyone who wants to download the app and there will be a demonstration for the media of Gravesham 24 in action involving some staged “graffiti” removal.

The app’s introduction is a collaboration between CitySourced, Northgate Public Services, and the council’s IT, Communications and Customer Services departments along with many departments including Community Safety, Housing, Planning Enforcement, Operations and Environmental Services.

The application is already in use and has been trialled for the past two months and has already proved helpful to many people who have taken advantage of it.

To get the app go to your phone’s store, search for Gravesham 24 and download it. For more information go to www.gravesham.gov.uk/app.

Communications Team
Gravesham Borough Council

Telephone: 01474 33 73 04 or 01474 33 74 64
email: communications@gravesham.gov.uk
www.gravesham.gov.uk