



About Falkirk Council

Falkirk Council is committed to delivering a wide range of services, including education, social care, housing, environmental services, and economic development. With a focus on modernising service delivery and improving outcomes for residents, Falkirk Council aims to build strong communities where inequalities are reduced and lives are improved.

The Council is currently investing in significant infrastructure projects, such as the development of a new town hall and civic centre, to revitalise the town centre and provide vibrant spaces for arts, events, and community engagement.

Which processes does Falkirk manage with Insite?

Our team ensures construction projects meet quality standards, specifications, and regulations. We use Insite to log site visits in a structured diary format, track defects during inspections, and monitor overall progress. It helps us produce clear, consistent reports for the Design Team, improving visibility across the project. We've also started using Insite to communicate directly with the contractor, reducing reliance on email and WhatsApp and keeping everything captured in one central place.

How has Insite helped to improve these processes?

1

Solution 1 - Real-Time Capture

Insite allows us to record data directly on site in real time, significantly reducing the time spent writing up notes later. This immediate capture means information is more accurate, and nothing gets missed between site and office.

2

Solution 2 - Instant Reports

Instead of manually formatting reports in Word or Excel, Insite automatically collates all the site data into a professional report. This saves valuable admin time and ensures reports are consistent, clear, and ready to share with stakeholders.

3

Solution 3 - More Time On-Site

With less time spent on paperwork and admin, our team can stay focused on what matters, inspecting quality, resolving issues, and keeping the project on track. Insite has streamlined the process so more time is spent adding value on-site.

How does the inspection completion time using Insite compare with other systems you've used?

Other applications we've used in the past felt disjointed, often requiring multiple tools to complete a single inspection. Insite brings everything together in one platform, making it quicker to note, photograph, and pinpoint a defect. The ability to pass this straight to the contractor within the same app has saved us significant time and made the inspection process far more efficient and streamlined.



Who uses Insite in your team and how has it improved communication?

We've been using Insite both internally and with the main contractor, and it's made a noticeable difference in how we communicate. By keeping everything in one central platform, we've been able to streamline how updates, defects, and reports are shared, reducing the need for emails, calls, or WhatsApp messages that can easily get lost or overlooked. This centralisation has helped reduce back-and-forth, improve response times, and ensure everyone is working from the same, up-to-date information.

Does computer access to your inspections enhance utility, and if so, how?

Accessing inspections on the computer is a key part of our workflow and complements the way we work on site. We typically capture essential details while on site using a phone or tablet, things like notes, photos, and quick observations. Then, once we're back in the office, we use the web version of Insite to review, expand on the entries, and organise the information in more detail. This approach helps ensure that inspections are not only efficient in the field but also complete and well-documented afterwards.



How much time and money do you save each month?

Insite has significantly improved efficiency across our projects, saving us over five hours per week per site. With 8–10 active sites running at any given time, that translates into a substantial time saving each month, time that can now be spent focusing on delivery rather than paperwork. By streamlining key processes like inspections, snagging, and QA tracking, Insite has helped reduce the administrative burden on our teams. Everything is faster, more structured, and easier to manage.



Ease of Use

5/5

Customer Support

5/5

Reporting

5/5

Likelihood to Recommend

5/5

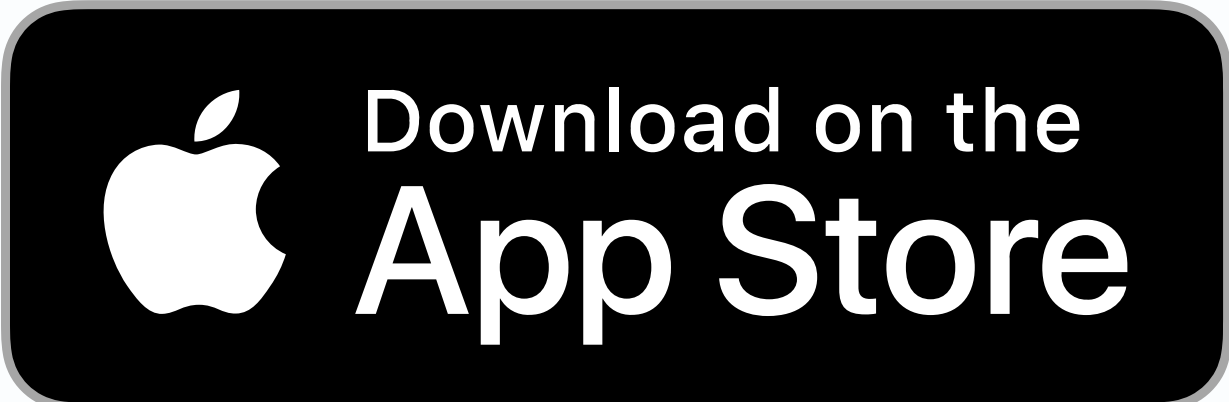
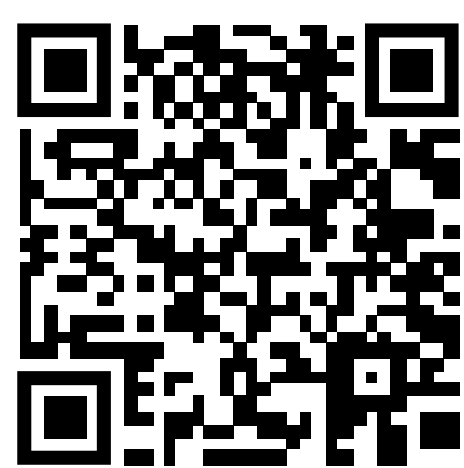
“Insite has transformed how we work. We’re **spending less time** on admin and more time where it counts, on site, solving problems and **ensuring quality.**”



John Somerville
Senior Clerk of Works / j.somerville@falkirk.gov.uk

I’m a Clerk of Works with a strong background in the construction industry, specialising in plumbing, drainage systems, and building maintenance. I take pride in ensuring quality and compliance on every project I’m involved with.

Scan to download:
iOS iPhone & iPad



Scan to download:
Android Mobile & Tablet

