

BROMSGROVE DISTRICT COUNCIL
PERFORMANCE MANAGEMENT BOARD

20 May 2008

SPATIAL PROJECT UPDATE

Responsible Member	Councillor Del Booth
Responsible Head of Service	Deborah Poole

1. SUMMARY

- 1.1 The Spatial Project is a modernisation programme aimed at providing staff with the systems, processes and tools to deliver improved services to BDC customers. A more detailed analysis of the project is covered within the Spatial Project Business case.

2. RECOMMENDATIONS

- 2.1 The purpose of this report is to update the Performance Monitoring Board on the progress of the Spatial Project over the last month.
This report is an 'information only' document and as such does not make any recommendations.

3 BACKGROUND

- 3.1 In 2005 a wide ranging investigation was carried out in conjunction with various organisations into the efficiency and effectiveness of BDC's business processes. The findings of this investigation are detailed in the Spatial Project Business Case. The business case proposed the transformation of service delivery along with the introduction of mobile working and remote working. The main key deliverables of the project are covered under three headings:

- Business Process Mapping
- Corporate Electronic Document Management
- New Integrated Business Applications (CAPS)

- 3.1.1 The project will deliver the following applications and system developments:

- Corporate Gazetteer
- Gazetteer Management system (LLPG – Local Land and Property Gazetteer)
- Environmental Health system
- Estate/Asset Management module
- Building Control module
- Development Control module
- Electoral Management system
- Housing module
- Licensing module

- Land Charges module
- Document Management system
- Business Process Mapping
- Mobile technologies
- Web based access to mapping data
- Integration to existing core applications eg: Agresso, CRM etc

4. PROJECT PROGRESS TO DATE

4.1 During the month the project has continued to make good progress. A Prince2 format highlight report is attached to this report for further detail. A summary of progress is also detailed below:

Business Process Mapping

Completed the 'As Is' documentation. This maps out the most relevant business processes as they are currently performed and acts as the benchmark for change to be measured.

Completed 'To Be' or desired state. This document shows how the business processes can be changed to deliver service improvement or cost savings.

Heads of Service have signed off this document and the implementation of change has begun.

Corporate Electronic Document Management.

Configuration, Training and Go Live is complete for the following departments.

- Front of House
- Human Resources
- Chief Executives
- Culture & Community Services
- Street Scene & Waste Management
- E-Government & Customer Services
- Strategic Housing

Integrated Business Applications

Training is complete for the following departments:

- Estates Management
- Elections Management
- Building Control
- Street Naming and Numbering
- Development Control
- 12 of 14 Introduction to the Business Application courses

In addition to the items above the following departments are live with new systems:

- Address Gazetteer – corporate dataset

- Elections Management
- Estates Management
- The public access modules are also configured for Environmental Health, Planning and the Local Development Framework – these now await the completion of the ‘back office’ elements and will then be ready to go live.

5. PROJECT ACTIVITIES FOR MONTH AHEAD

5.1 High level tasks for the following month include:

- Electronic document management training for Land Charges & Economic Development.
- Electronic document management go live for Building Control and Economic Development.
- Go Live with the interface between Electronic Document Management and Land & Property Business Applications.
- Acceptance Testing of Street Naming & Numbering module
- Acceptance Testing of Public Access
- Acceptance Testing of Environmental Health.
- Continue training with Tree Preservation Officers, Local Development Framework and two remaining introduction courses.
- Go live with Planning Module

6. FINANCIAL IMPLICATIONS

6.1 The project has a capital expenditure of £6.2 million and Revenue of £50,000 per year for the 7 years support contract.

6.1.1 The project is based on a ‘fixed price’ and therefore will be delivered within budget.

7. LEGAL IMPLICATIONS

7.1 There are no legal implications.

8. CORPORATE OBJECTIVES

8.1 The project will deliver against Council Objective 2 – Improvement and Council Priority 2 – Customer Service.

9. RISK MANAGEMENT

9.1 The main risks associated with this project are:

- Suppliers fail to deliver as stated in the project plan.
- Lack of ‘buy-in’ from key stakeholders.

9.2 These risks are being managed as follows:

- Suppliers fail to deliver as stated in the project plan
Risk Register: E-Government & Customer Services (ICT)
Key Objective Ref No: 1

Key Objective: Use of structured project management methodology

- Lack of 'buy-in' from key stakeholders
Risk Register: E-Government & Customer Services (ICT)
Key Objective Ref No: 1
Key Objective: Monthly Project Board meetings chaired by CEO
- The project also uses a risk log (a Prince 2 requirement)

10. CUSTOMER IMPLICATIONS

- 10.1 Each of the business applications links to one common source of information and will provide the customer with consistent, accurate and current information about the services delivered by BDC. It will also enable BDC to provide services in a way and at a time that suits our customers needs.

11. OTHER IMPLICATIONS

Procurement Issues - N/A
Personnel Implications - None at this stage.
Governance/Performance Management -N/A
Community Safety inc Section 17 Crime & Disorder Act 1998 - N/A
Policy - N/A
Environmental - N/A
Equalities and Diversity - N/A

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holders	Yes
Chief Executive	Via CMT
Executive Director (Services)	Yes
Assistant Chief Executive	Yes
Head of Service	Via CMT
Head of Financial Services	Via CMT
Head of Legal & Democratic Services	Via CMT
Head of Organisational Development & HR	No
Corporate Procurement Team	No

13. APPENDICES

Highlight Report

14. BACKGROUND PAPERS

None.

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