

BROMSGROVE DISTRICT COUNCIL
PERFORMANCE MONITORING BOARD

16 DECEMBER 2008

Responsible Member	Councillor Del Booth, Portfolio Holder for ICT and Major Projects
Responsible Head of Service	Deb Poole, Head of E-Government and Customer Service

SPATIAL PROJECT BENEFITS

1. SUMMARY

- 1.1 The Spatial Project was a modernisation programme aimed at providing staff with the systems, processes and tools to deliver improved services to BDC customers. The project was approved by Council in 2006 and was completed in October 2008 on time and to budget.

2. BACKGROUND

- 2.1 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 stages of the project have been:

- data cleansing – Gazetteer, other data sets
- back office systems and software installations. Process mapping.
- support contract with MDA initiated for systems in 'live'
- corporate document management rollout
- integration with core applications

- 2.2 The project has delivered 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

3. PROJECT BENEFITS

Some benefits are already available from the project whilst others will be realised as departments embed the new systems and processes in their day to day activities. The key benefits of the Spatial project are:

3.1 External Stakeholders

- The provision of customer accessible information direct from our web site including:
 - Environmental Health (Scores on the Doors) assessments of Restaurants and catering outlets.
 - Planning applications including drawings and mapping information
 - Access to the Planning Portal for submission of online applications.
 - Building Control applications submitted to Bromsgrove District Council.
 - Automation of the process of viewing planning applications and submitting an objection.
 - The development of the Local Development Framework including online consultations.
 - Online applications reduce the amount of data re-keying and so reduce the potential for errors in customer applications.
- To ensure all core Council Tax and Business Rate information is based on accurate property information to reduce erroneous information being sent to customers.
- To improve turn around times for local land searches on a sustainable and consistent basis whilst reducing the risks incurred by reliance on manual processes and data
- The provision of mobile technology to enable key staff to access their systems from wherever they may be working and to deliver services 'in the field' to customers.
- To connect the Customer Services Centre directly to back office systems providing a single view of customer data to Customer Service Centre staff. This will enable a more proactive approach to customer enquiries and reduce avoidable contact (as part of FM2)
- To enable the continued migration of services to the Customer Service Centre including: Licensing, Planning and Environmental Health. Offering a more customer focused service and reducing back office intervention.

3.2 Internal Stakeholders

- The replacement of old and in some cases unsupported business applications in Planning, Environmental Health, Licensing, Electoral Registration, Building Control, Gazetteer, Housing, Contaminated Land, Land Charges.
- The provision of new corporate business applications where none existed for Asset Management, Graves, Local Development Framework, Electronic Document Management System.

- As part of the maintenance and support contract; the provision of an MDA support desk to escalate spatial system problems.
- Software refreshes are built in to the support arrangement to assist with future proofing the solution.
- The provision of a corporate gazetteer and gazetteer management process. Including:
 - An accurate recognised national property reference number (UPRN) for every property
 - Link to Revenues and Benefits of all addresses
 - One address style
 - One council database instead of numerous ones
 - Potential to increase tax revenue
 - Electoral roll accuracy
 - Information held within the Gazetteer is cleansed and addresses comply to British Standards (BS7666).
- The establishment of a single custodian of information held within the gazetteer. This will enable effective working practices to be implemented for the creation of new properties and management of existing properties.
- To provide efficiency savings of £300,000, increase capacity through process change and improvement and reduce revenue expenditure in the medium to long term as a result of the 7 year support contract.
- Improved Partnership working eg: Current project to allow Redditch BC to use our elections management system to deliver a shared service.
- To supply a base of spatial information that will support the Street Scene and Depot Services.

4. FINANCIAL IMPLICATIONS

The project is based on a 'fixed price' and has been delivered on time and within budget.

5. LEGAL IMPLICATIONS

None

6. CORPORATE OBJECTIVES

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

7. RISK MANAGEMENT

7.1 The main risks associated with this project were identified as:

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

7.2 These risks have been 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

8. **CUSTOMER IMPLICATIONS**

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

9. **APPENDICES**

None

10. **BACKGROUND PAPERS**

None

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