BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

18TH JANUARY 2010

SPATIAL PROJECT BENEFITS

Responsible Portfolio Holder	Cllr G. Denaro
Responsible Head of Service	Deb Poole - Head of E-Government & Customer Services

1. SUMMARY

1.1 At the end of 2008 the Performance Management Board requested a report outlining the realisation of benefits from the Spatial project for both the organisation and it's customers. All departments involved in the use and ongoing exploitation of the systems installed as part of this project have been consulted prior to drafting this report. This report focuses on the delivery of benefits rather than efficiency savings which have been included as part of the Medium Term Financial Plan.

2. RECOMMENDATION

2.1 The purpose of this report is to outline the benefits the Spatial Project has delivered to BDC and its customers since the completion of the project at the end of 2008.
This report is an 'information only' document and as such does not make any recommendations to the Performance Management Board.

3. BACKGROUND

3.1 The Spatial Project was a modernisation programme aimed at providing staff with the systems, processes and tools to deliver improved services to Bromsgrove District Council's customers. The project has been completed on time and to budget and has delivered the following:

- Corporate Addressing Gazetteer
- Gazetteer Management system – 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

4. PROJECT BENEFITS

4.1 The project has delivered a number of new systems and applications that have resulted in improved access to information and services for our customers. These customer benefits include:

The provision of customer accessible information direct from our web site regarding details of a property along with:
- Environmental Health assessments of restaurants and catering outlets.
- Planning applications including drawings and mapping information
- Access to the Planning Portal for submission of online applications.
- Automation of the process of viewing planning applications and submitting an objection.

- Online Planning applications reducing the amount of data re-keying and so reducing the potential for errors in customer applications.

- Electronic consultation both internal and external is now in place reducing the need to copy and distribute paper documents (time, materials and postage savings). This has provided capacity within Development Control to transfer Certificate of Lawfulness applications from Legal Services and record re-application enquiries.

- The Public Access system has facilitated the successful migration of Planning services to the Customer Service Centre. Records can now be inspected online including plans and comments/objections submitted. This has widened public consultation (previously records could only be inspected by visiting the council house and then comments had to be e-mailed separately or written and submitted via snail mail).

- Data quality has improved allowing Planning Portal application details to be downloaded directly into the Uniform system thus removing the need to re-key information.

- The electronic document management system (EDMS) has improved the availability of records negating the need to trace paper files and enabling sharing of information simultaneously. An information management project is also underway to cull the contents of paper based files, reducing storage costs.

- Work monitoring and management reporting capability has improved by linking Microsoft Access to the Uniform system.

- Accurate property information from the Corporate Addressing Gazetteer is used by the Council Tax and Business Rates systems to reduce erroneous information being sent to customers.

- The Estates Management module in the Uniform system is of great benefit because of it's link via Local View for identifying areas of BDC land ownership and related details.

- The Licensing module document templates are easier to amend (than the old system) and there is more flexibility with the extraction of data from the system.

- The indexing system within the EDMS has helped Street Scene to better manage the receiving and retrieving of contracts for trade waste and cesspool suppliers.

- The Uniform system has provided Street Scene with a core system which can be linked to other systems. It also provides us with a centralised database of current customer addresses.

- The new systems have also enabled Street Scene to introduce more payment options for the garden waste service (telephone payments and web payments).

- The provision of mobile technology is enabling staff to access their systems remotely to deliver services 'in the field' to customers.

- The implementation of the Strand Elections system has enabled the successful development of the Elections Shared Service between BDC and RBC. The previous system could not have been used to do this.

- The Strand Elections system is the leading software supplier for the checking of signatures and dates of birth required at elections for the postal vote process. This function worked well during the elections held in June 2009.

5. FINANCIAL IMPLICATIONS

5.1 This report does not make any recommendations and as such there are no financial implications.

6. LEGAL IMPLICATIONS

6.1 There are no legal implications.

7. COUNCIL OBJECTIVES

7.1 The project has delivered against Council Objective 2 – Improvement.

8.   RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

8.1   The project has now been completed and there are no longer any risks associated with it.

9.   CUSTOMER IMPLICATIONS

9.1   Each of the business applications delivered as part of the Spatial project contribute to the provision of 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 to suit our customers needs.

10.   EQUALITIES AND DIVERSITY IMPLICATIONS

10.1 None

11.   VALUE FOR MONEY IMPLICATIONS

11.1 The project will enable departments to continue to exploit the systems to deliver value for money services. The project has enabled departments to change and improve the way they deliver their services including the use of mobile technologies, improved payment options for services, support to the development of shared services, transfer of services to the Customer Service Centre, improved online applications processes and online consultation.

12.   CLIMATE CHANGE AND CARBON IMPLICATIONS

12.1 The project should have a positive impact on the environment as more information and services are provided electronically. The reduction in paper records, postage and printing should all contribute positively to the reduction of Carbon emissions.

13.   OTHER IMPLICATIONS

Procurement Issues - None
Personnel - None
Governance/Performance Management - None
Community Safety including Section 17 of Crime and Disorder Act 1998 – None
Policy – None
Biodiversity - None

14. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Joint Chief Executive	Yes
Executive Director - Partnerships and Projects	No
Executive Director - Services	No
Assistant Chief Executive	Yes
Head of Service	No
Head of Financial Services	No
Head of Legal, Equalities & Democratic Services	No
Head of Organisational Development & HR	No
Corporate Procurement Team	No

15. WARDS AFFECTED

None

16. APPENDICES

None

17. BACKGROUND PAPERS

None

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