Northgate Solutions
Supporta Professional Services

Project Presentation to
Epping Forest District Council

21st January 2007

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www.supportaplc.com

Agenda

- Context in 2004

- Findings & the Management Challenge

- Options

- Actions

- Achievements

The Context

- Operating with an inadequate I.T. System

- Working with incomplete digital datasets

- No remote connectivity from elsewhere

- No Office Procedures Manual

- Some staff training needed

The Context

- Business processes were still based upon past practice, and needed to move on

- Heavy dependence upon paper-based processes

- Difficult for customers to interact with the Planning Service – a choice of media was required

The Generic Challenge

- Continuous service delivery improvements

- Continuous compliance with performance targets, and e-delivery targets

- Continued need to reduce service delivery costs
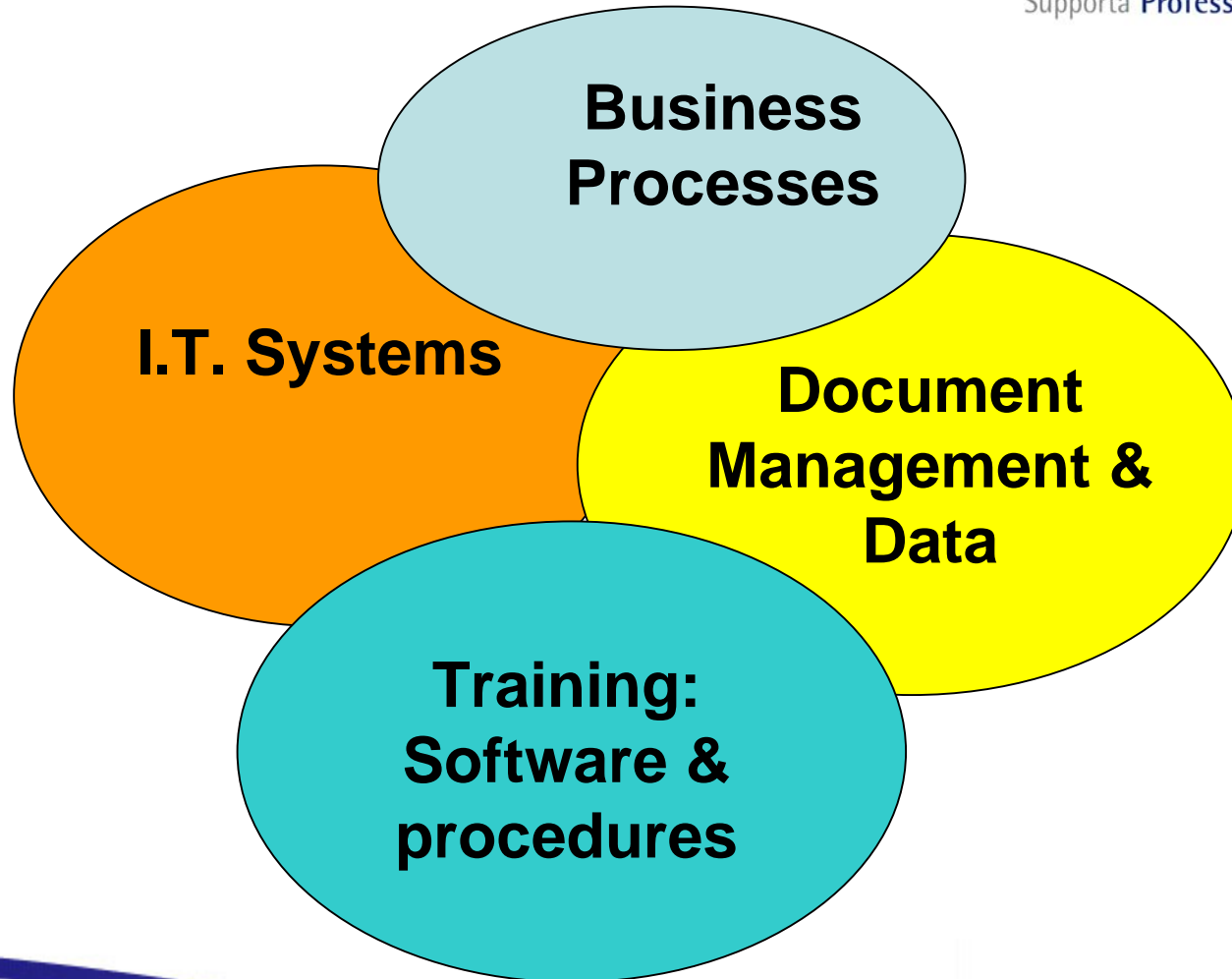
Components of an Efficient Service
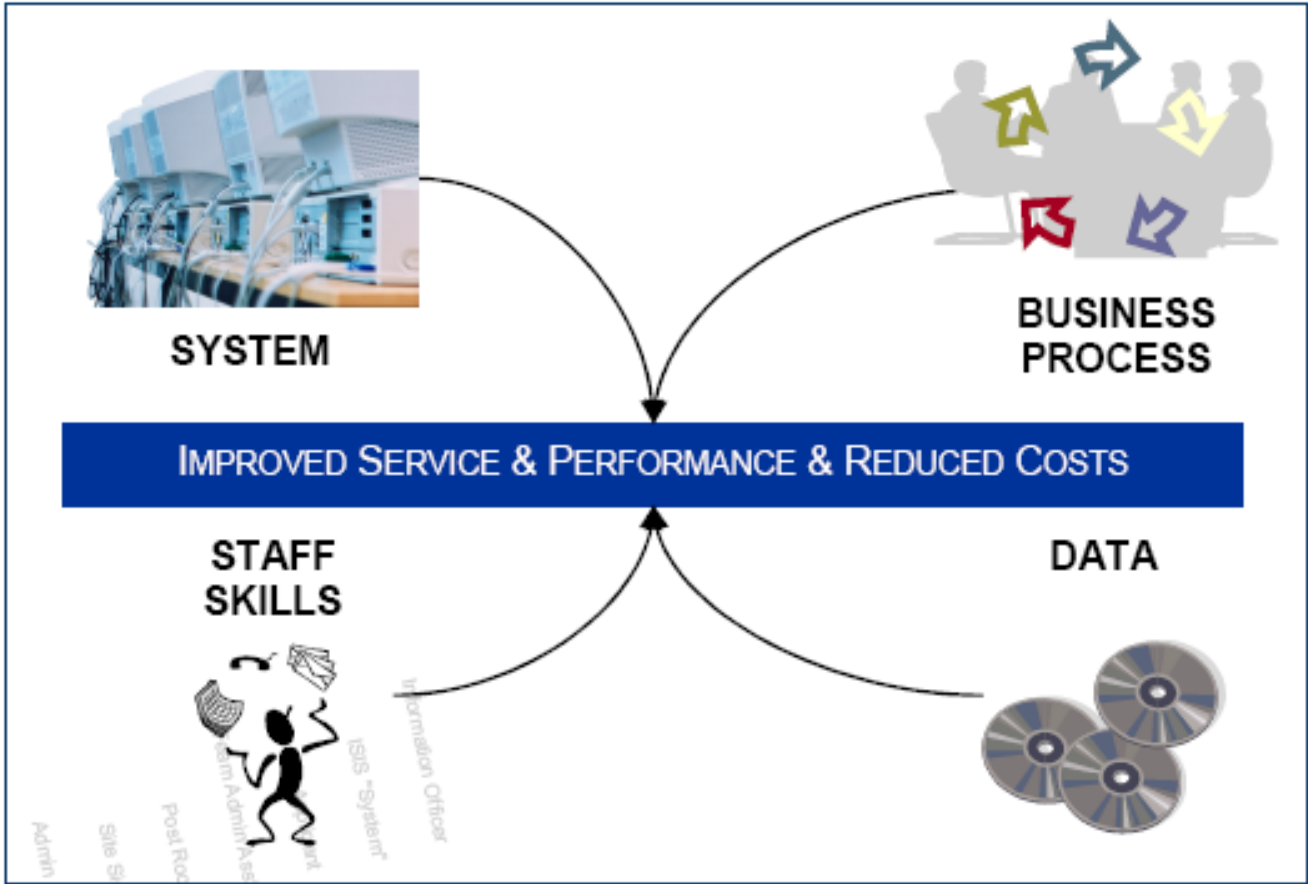
The Specific Challenges at EFDC

- Commission a market-leading I.T. System, to support the work of the Planning, Building Control, Environmental Health and Local Land Charges Services
- Commission a compatible GIS system
- Ensure that the respective services' data assets are commensurate with the selected software
- Ensure that staff are able to work within the new environment
- Change the business processes to realise the benefits

Frequently Encountered Issues

Staffing

Cultural

Technical

EFDC Issues

Business Processes

I.T. Systems

Document Management & Data
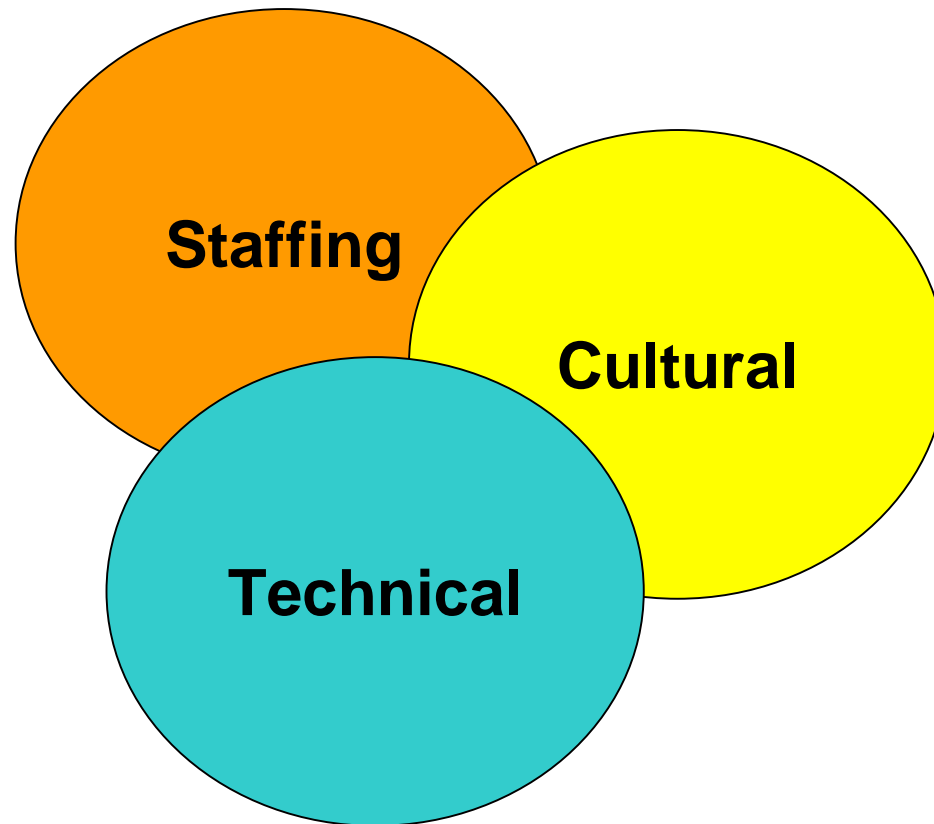
Training: Software & procedures

Strategic Options

- Manage the Project In-house

- Local Authority Modernisation Programme (LAMP)

- Specialist Project Manager & Client-side Project Manager

I.T. Systems

- Procurement advice
- Specification of Requirements written for new back office system
- Restricted Tender
- 2 Bids
- Preferred Supplier Selected
- New Product – M3 from Northgate Solutions
- Contract Negotiations

G.I.S. Software

- MapInfo already in place

EDRMS Software

- Solution needed to be compatible with Anite

Datasets

- Migration, and cleanse, of data from previous system to M3
- Capture of additional data (from microfiche and plotting sheets) to provide more complete planning applications archive
- Capture of spatial data
- Conversion of paper-based data into digital format
- Construction of Local Land & Property Gazetteer, fully compliant with BS 7666

Information Report

Application History	
89/12345	Single storey rear extension
92/43278	Change of use of first floor from residential to storage
Pre-app History	
08/00001/P	Enquiry as to whether p.p. needed for conservatory at rear
08/00002/P	Potential redevelopment to provide a 4 storey block of 12 flats
Enforcement Investigations History	
07/00123	Alleged use of rear yard for the breaking of cars
07/00125	Alleged use of first floor as a taxi-office
Constraints	
Flood plain of river	
Policy Area TC.1	

Project Programme

- System selection, implementation and commissioning achieved within 9 months
- Initial estimates to complete data cleansing were in years
- Other sites frequently take 2 – 3 years to achieve same objectives,
- Costs all paid for
- LAMP Projects continue to pay for the investment over a 10 year period from go-live

Training / Culture

- Use of M3
- Use of GIS
- Use of Anite
- Definition of new Procedures – manual created
- Increased integration of the property-related services

Business Process Principles

- Customers to be offered a choice of media
- All data to be held in digital format
- All data to be stored against M3 Case Record
- First point data entry
  - Scan upon receipt
  - Where possible stakeholders enter data directly into M3
- Improve rigour of business process, and implementation thereof
- Reduce the risk of errors

In-house Contributions

- Decision-making and resource allocation

- Dedicated In-house Project Manager

- Dedicated in-house staff (as needed)
  - Gazetteer build
  - Data validation
  - File preparation

- All working as a TEAM

Northgate

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INFORMATION SOLUTIONS

Presentation to Epping Forest District Council
Value for Money in Planning Services Panel

21st Jan 2008

Dan Evans
Project Manager

Achievements against external drivers

- NLPG obligations consistently met
- Pendleton Assessment of 2005, scored 21 out of a possible 21
- Planning Applications Performance consistently in accordance with Government targets since project has delivered

Achievements against internal objectives

- E-government agenda targets delivered
  - Customers can access planning applications via internet
  - Customers can comment on applications without visiting the office, or writing a letter
- Data available to officers is more accessible, complete, and accurate
- Consultees can comment upon applications more easily

Other Achievements

- More than half of data capture / conversion conducted on behalf of the Local Land Charges Service
- Local Land Charges Searches can be conducted quicker, and more accurately
- Automated spatial search processes will be live shortly; NLIS Level 3 can come next
- The threat of the Personal Search Agencies remains, but as much as can be done has been

Planning Application Performance

	2003-04	2004-05	2005-06	2006-07	2007-08		Government Target	Top Quartile Target
Major	40.0	45.2	52.2	67.2	73.3		60.0	74.75
Minor	54.4	54.8	58.0	72.8	80.5		65.0	80.39
Other	77.5	75.5	79.8	89.8	89.2		80.0	91.61

On-line Applications

Year		Online (Qrtr)	Online (YTD)
2005/06	Q4	2.39%	0.58%
2006/07	Q1	3.63%	3.63%
2006/07	Q2	6.30%	4.87%
2006/07	Q3	4.89%	4.87%
2006/07	Q4	6.37%	5.26%
2007/08	Q1	8.97%	8.97%
2007/08	Q2	7.95%	8.47%
2007/08	Q3	10.05%	8.96%

Performance Reporting Regime

- Planning Decision Performance (BV109) is one of Key Best Value Performance Indicators selected by the Council
- Reported Quarterly via the 'TEN' system
- Best Value Improvement Plan has now put forward proposal to help planning achieve the small additional improvements needed to reach the Top Quartile

Outcomes

- EFDC has a fully compliant system and datastore supporting:

  - The Planning Service
  - Building Control
  - Local Land Charges

- No outstanding or recurrent bills

Key Messages

- The progress made has only been achieved through an effective partnership between the Council, SPS and Northgate Solutions
- Without the continuous support of Members, <u>and</u> the on-going enthusiasm of key members of staff, the project would not have delivered

Discussion and Q and A