APPENDIX A IMPROVEMENT PLAN ELECTRONIC INFORMATION SYSTEMS - DEVELOPMENT MANAGEMENT 2014 – 2015

(Updated and amended from Appendix One Governance Business Plan 21st August 2014)

PHASE	ACTION FOR IMPROVEMENT	SERVICE AREA	BENEFITS	LIMITATIONS	STATUS & TIMESCALE
1	Engage full time permanent Directorate ICT Systems Support Officer to co-ordinate and manage systems and electronic records document management (ERDMS) for Northgate MVM M3, Information@work, iPlan & MS Office Applications.	SCANNING AND RECORDS PST/ALL	To manage/co-ordinate the use of complex DC/BC database MVM M3 and document imaging software. Required to take ERDMS and i-Plan to a higher level in terms of quality, resilience and website development	This post does not currently exist & temporary staff member leaving 31/08/2014	Business Case to create one post of Technical Officer Systems Administration in progress due to be submitted to Senior Management as part of Development Management restructuring proposals September 2014.
2	Work continues to improve electronic access to planning information by Parish/Town Councils to reduce & eliminate the use of manual paper files.	Epping District all	Carbon friendly paper reduction creates costs savings & in turn supports 'back office' support for iPlan. Improvements to iPlan will benefit all residents across Epping District. Will promote greater PC & EFDC communication.	Internet access is some areas is limited PC/TC's require additional PC's	Progress has been made with Parish Councils for them to access and present electronic planning applications at meetings. Limited funding for electronic projectors has been made available to Parish Councils to support the electronic presentation of plans. Twelve Parish Councils have applied for this grant funding.
3	Further promote Crystal Reports and Northgate Development to aid faster business processes and availability of information such as Performance Management and publication of better quality planning information	DEVELOPMENT MANAGEMENT	Improved access to information for Councillors and Parish Councils. Greater transparency of Planning Information particularly Enforcement. Will provide detailed performance reports to improver business processes.	Enhanced software requires both staff resources & training to implement.	Significant development and training already undertaken. Key role for Systems Admin and Technical Officer (User Expert) in 2014/15.
4	Implement facility to accept payments online by card for both DC and BC. Facilitate other improvements to manage DC/BC income.	DEVELOPMENT MANAGEMENT	BC and DC require this to take place as early as possible as part of its modernisation programme. Ensure Audit compliant management of DC/BC applications & income	Currently telephone payments and limited payments through Planning Portal.	Online Payments currently available for DC via the Planning Portal. An integrated payment solution for BC may be resolved once Northgate rollout online BC applications and/or if the Planning Portal provides a BC application service.
5	Support visible improvements to both i-Plan and other Planning/Building Control electronic records on EFDC Website. For example Web Mapping System for Planning Information & document/plans quality improvements.	EFDC WEBSITE DEV. BOARD & DEVELOPMENT MANAGEMENT	Improved access by members of the public for all aspects of Planning Records. Mapping information will greatly assist in promoting ease of access to DC/BC information	Subject to wider Council resource limitations & priorities	Improved Website quality. iPlan User Group to promote better access & quality of planning information. Web Mapping will be developed towards the end of 2015 after the rollout of the pro-printer replacement. VPN trial is in progress for PC/TC access. I@W web interface upgrade due shortly from Northgate.
6	Back scan Large Site Files, Conservation Files, Contaminated Land and remaining Trees/Landscape & Conservation Files.	DC TEAM & POLICY AND CONS.	High level of interest in these records by members of the public/professionals within the District. Will reduce number of Freedom of Information requests	Bulky paper files containing detailed commercial and contaminated land information.	Significant progress made however, in particular, four key sets of very large site files, the Gunpowder Mills and Royal Ordinance Survey in Waltham Abbey, North Weald Airfield and Ninefields Estate remain to be indexed and scanned as well as the Contaminated Land Files.
7	Audit Planning history to correct historical planning address anomalies. With the transfer of the LLPG Address Management Officer to ICT, responsibility for Planning history accuracies is with Development Management.	DEVELOPMENT MANAGEMENT	Large quantity of historical addresses needs correcting. This will lead to better informed planning decisions & accuracy in terms of information provided to solicitors and agents regarding properties by the Local Land Charges section.	Ongoing issue for many years and due to resource limitations has not been resolved.	A scoping exercise has been carried out identifying historical timescales with the largest percentage of errors. Initial indications are that to accurately resolve this will take one admin resource between 12 – 18 months to fully investigate, identify and correct the majority of address / file number errors.
8	Last phase of historical DC Microfiche records (71 000 fiche jackets (4 million images) over two-three years due to high costs involved approximately £75K. These records are over 30 years old and need to be converted to electronic format.	DC HISTORICAL PLANNING RECORDS	Action to convert historically important records to electronic format & avoid loss. Will also aid business processes as quicker and easier access will become available.	Records over 30 years & are deteriorating. Large amount of records to be converted.	This project will be carried out in house. Specialist equipment ordered Aug 2014 Interviews for Admin Assistants to set up and operate equipment 10th/11th September 2014 Business Apprentices to work on this project subject to negotiation with Epping Forest College for them to start early October 2014
9	Project to 'backscan' paper copies of Building Control Paper Records.	BUILDING CONTROL	Reduced paper records provide flexible mobile working and help BC business continuity with electronic back up files available 24/7 at any location.	Large quantity of paper and microfiche files.	A large batch of BC files have been scanned and quality checked as part of the secure destruction of these files in Feb – March 2014.Futher large batches of archived files require scanning Jan – March 2015 subject to the provision of funding for this.
10	Roll out Tablets for flexible working for DC, BC, Trees and Landscape.	DEVELOPMENT MANAGEMENT	Will assist in mobile and flexible working. Will aid business continuity and remove barriers to future 'paperless' working.	Lack of resource availability	ICT are leading on this. DC tablet rollout August/September (Including Enforcement) using Surface 2 Network devices. BC trial using Android devices commences Aug/Sept 2014.