

APPENDIX ONE - ELECTRONIC INFORMATION AND SYSTEMS PROGRESS PLAN 2015 – 2016 DEVELOPMENT MANAGEMENT

PHASE	ACTION FOR IMPROVEMENT	SERVICE AREA	BENEFITS	LIMITATIONS	STATUS & TIMESCALE
1	Restructured Planning Support Team will place greater emphasis on coordinating moves towards modernised paperless electronic information systems.	SCANNING & RECORDS DEV MNGT	Will enable better back office support systems for mobile and flexible working Reductions in paper usage will create significant cost savings. Moving from paper to electronic information systems will result in effective/faster ways of working & in sharing planning information	A large amount of paper and microfiche records currently inhibit the effective sharing of all planning information. Transition phase requires the working of both manual and electronic records 'side by side' which is more costly to manage	Recruitment in progress to be completed April 2015. Restructured support team will be able to lead on electronic information improvement in 2015/16.
2	Continued development of Crystal Reports will take place to enable faster business processes and high quality Performance Management Information	ALL DEV. MNGT	Improved access to information for Councillors and Parish Councils. Greater transparency of Planning Information particularly Enforcement. Will aid Business Processes and collation of Performance Management information.	Enhanced software will require staff resources & training to implement. Needs to be developed alongside Northgate M3 improvements	Significant development expected to take place in 2015/16 due to the appointment of Senior Technical Officer Electronic Information and Technical Officer Applications Systems in February 2015.
3	Improvements in DC/BC payments: Arrange Chip & Pin device - Planning Reception Facilitate on line payments. Audit compliant reconciliation of DC/BC income	BC & DC	DC/BC methods of payments processes inhibit delivery of efficient customer service and limit/delay audit compliant reconciliation of DC/BC income currently in excess of £1 million per annum.	Currently we receive payments by cash, cheque, and online payments along with telephone payments. The manual reconciliation and recording of income to audits standards is time consuming	Ongoing 2015/16 Chip & Pin device scheduled for early in 2015/16 year. Subject to co-ordination by ICT and Finance
4	Support visible improvements to both iPlan and other Planning/Building Control electronic records on EFDC Website including specialist Web Mapping Information.	EFDC WEBSITE DEV. BOARD & DEV. MNGT	Improved access to planning information by members of the public and Parish/Town Councils. Planning Information now available via EFDC website to all homes/businesses across the district	Subject to wider Council resource limitations & priorities. Transition period with both manual & electronic records both costly and time consuming to manage.	iPlan User Group to promote better access & quality ongoing 2015/16 Corporate ICT Mapping upgrade expected 2015/16
5	Back scan Large Site Files, Conservation Files, Contaminated Land and remaining Policy & Cons Files.	SCANNING & RECORDS DEV MNGT	High level of interest in these records by members of the public/professionals within the District. Will reduce number of Freedom of Information requests	Large size bulky paper files containing detailed commercial and contaminated land semi historical information.	Large site files being quality checked in 2014/15 and scheduled for scanning 2015/16
6	Last phase of historical DC Microfiche records conversion (71 000 fiche jackets – 4.2 million images) project from December 2014 to December 2015.	DC Historical Planning Records	Important historical Planning records that are being converted to electronic format. Will also aid business processes as quicker and easier access will become available.	Large amount of microfilmed information 71 000 microfiche jackets, four million images. These records are over 30 years old & subject to deterioration	Microfiche Project Team in place currently converting 5000 – 6000 microfiche jackets per month. Completion December 2015
7	Project to 'back scan' paper copies of Building Control Paper Records.	BUILDING CONTROL	Required to provide 'back office' support for flexible & mobile working. Aid BC business continuity as there are no back ups to existing paper files.	Large amount of paper files to be scanned - project across multiple financial years.	Budget in place to back scan a limited quantity of BC files to free up storage space in early 2015/16
8	Roll out Tablets for flexible working for DC, Trees and BC.	ALL SECTIONS	Will enhance the quality of electronic records usage and remove barriers to future 'paperless' working.	Lack of resource availability - delays to 2015 – 16	Awaiting advice and details from ICT – ongoing 2015/16