Warwick District Council

ICT Steering Group – Improved building control register and officer mobilisation

Digital services so good that people prefer to use them

WARWICK DISTRICT COUNCIL

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ICT Steering Group – Building Control register and Officer Mobilisation

Revision History

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Approvals

This document requires the following approvals:

Title
ICT Steering Group

Distribution

This document has been distributed to:

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1 Business Problem Analysis

This section seeks to describe the issue to be addressed by the project. It consists of two parts, Business Problem and Business Opportunity. When completing this section is advisable to only complete one section depending on whether you are trying to resolve an existing problem or are looking at a new opportunity. For example, a new income generation scheme would be a business opportunity rather than a business problem.

1.1 Business Problem

The public can currently search the online register of building regulations applications or use it to book inspections. There are 12,000 visits to it per year. The existing technology requires updating for the following reasons

- The underlying code is virtually unsupportable by IT
- The interface needs redesigning to bring it into line with the rest of the website e.g. it needs to be mobile responsive (25% of visits to the register are on mobile devices)

1.2 Business Opportunity

The need to update the register also presents an opportunity. Building Control would like to improve the service but this is not possible with the existing technology. These improvements include

- Search demolition notices and dangerous structures to include access to specific documentation
- Expand the functionality so that remote working officers can receive updates of new inspections, view inspection notes and if possible access the inspection manager.

2 Preferred Solution

This section provides details of the Service Area's preferred solution, its benefits, costs, feasibility, risks and issues.

2.1 Solution [Rebuild the Building Control Register]

2.1.1 Description

ICT Services to rebuild and enhance the existing online building control register.

The enhanced solution will allow the public to search building regulations applications and unauthorised work / demolitions and provide links to book an inspection and pay fees online.

The solution will adopt the website's new responsive design and will use the features outlined in our forms design guide.

In the back office the inspection requests will feed into a back-office inspection manager as they do currently with some enhancements as outlined in section 4.1.

2.1.2 Benefits, Goals and Measurement Criteria

Describe the tangible and intangible benefits to the Service Area upon implementation of the solution. One of the obvious benefits described will be that the business problem / opportunity outlined above will be addressed.

NB: The benefits listed below are examples only and the boxes should be modified to describe the project's actual benefits. All quantifiable benefits listed must be supported by current performance figures.

Complete the following table:

Category	Benefit	Value
Financial	• Reduction in costs	• Potentially less printing if we provide remote access to site notes. Potential saving of 10,000 sheets A4 paper per year.
Operational	• Save staff time in the back office by reducing phone calls	• Each inspection request via the website saves approx. 2 minutes telephone time. • Each request for copy documentation via telephone can take between 5 and 20 minutes. • Each telephone booking takes about 1-2 minutes, and we receive about 50-60 inspection requests per day. • Each demolition application takes approximately 30mins of admin time to process the consultations, longer if neighbour letters are required.
Customer	• Improved customer satisfaction • Reduced failure demand • Improved usability, access to information and	• 1000 interactions per month. This should increase with improved functionality. • Alleviate the need to contact the office and the costs of printing/photocopying and postage. • Improve access to info for the 25% of visits (and growing)

	mobile access	that are on mobile devices
Staff	• Increased staff satisfaction	• See time savings and operational benefits above

NB: The benefits listed above are examples only and the boxes should be modified to describe the projects actual benefits. All quantifiable benefits listed must be supported by current performance figures.

2.1.3 Digital Benefits

Description	Value
How many citizens will the project benefit? *For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.*	Anyone with online access requiring access to building regulations info. 86%+ of the district are online.
How many transactions does the business process deal with? *For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.*	12,000 – 14,000 per year
What is the average current duration of the process from service request to completion?	Varies depending on the request. See 3.1.2

2.1.4 Costs and Funding Plan

Capital Costs	Amount
• Initial software purchase • Data gathering • New hardware • Temporary additional resources	None
Total	
Revenue Costs	**Amount**
• Software licence costs • Support costs • Permanent additional resources to maintain/operate system/process	None
Total	

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes

2.1.5 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
The register isn't an improvement on the existing one	1	3	Clarity of specification
The data in the register is not maintained or accurate	1	4	Data is maintained by multiple officers as part of business as usual

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

2.1.6 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1	The feasibility of requests made by the service area and the improvements that are possible

2.1.7 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1	We adhere to the design principles of the Digital Strategy

3 Implementation Approach

This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific

process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

3.1 Outline Project Scope

The solution will allow the public to search building regulations applications and unauthorised work / demolitions by way of a simple and advanced search. Simple search is by patterned site address. Advanced search is by a combination of fields including location address, reference number, reception date (range), commencement date (range), completion date (range) and agent name. A check box could be selected to include / exclude CPS-suffixed notifications. The solution should provide contextual help text.

Results will display in list view with case reference, location, description, decision date, completion date. 2 tabs will be available for building regulations applications and unauthorised work/demolitions i.e. two separate results lists which you can tab between.

Clicking on a result will bring up more information and provide links to book an inspection and pay fees online. To book an inspection the form submitted will contain the same information as the current web form other than we do not require an email address (case ref, inspection type, inspection date, time slot, Requesters name, requester's phone number, and other details). Ideally the other details will be expanded to allow more characters – perhaps 100 or 150 characters if possible. This will enable better clarity for officers.

If possible the solution will include links to PDFs for demolition notices for supporting documents and a link for search companies to click against an application to request a copy document.

When the customer drills down to a specific inspection record, the data presented is dependent on the inspection reference suffix, for example:

- For the API suffix, the vetting officer field should be omitted, while the Agent's contact telephone number and email address should be displayed
- For the CPS suffix, the comments held in Acolaid's Reception screen should be displayed. These contain contact details for the relevant Agency

The solution will adopt the website's responsive design and will use the features outlined in our forms design guide.

In the back office the inspection requests will feed into a back-office inspection manager as currently. This back-office inspection manager also needs to be rewritten. We want the existing data from past inspection requests to be preserved i.e. use the same data table.

The inspection manager has several functions

1. To book inspections for properties where there is no application in the web register.
2. To view todays inspections

3. To view future inspections
4. To search inspections by location address, requesters name and date range.

The results in the manager will display in a table as currently with the same headings as currently, but omitting the 'time' column. We would like to be able to filter by officer.

As currently, the inspector can be allocated. By clicking onto an entry we would like the inspection notes for that site to be displayed. In addition, the team would like the following if possible

- a link to an online map (e.g. Google map or similar) of the location.
- an option to be able to email the details of the inspection with the inspection notes to the allocated officer would be brilliant.
- a link to be able to view the plans in IDOX DMS would be a bonus.
- a date field that is a pop out calendar rather than just free text.

While there are no immediate integration requirements, Building Control may choose to integrate their management database with TotalMobile to allow officers to work more efficiently on site. The data will be held in a WDC-owned database rather than in Acolaid (for which we have no connectors).

3.2 Service Area Resources

Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

- Project manager: David Thorp/Linda Conmy
- Design authority: David Thorp/Linda Conmy (back office) Michael Branson (public facing)
- Testing: David Thorp/Linda Conmy (back office), Michael Branson (public facing)
- Final sign-off: David Thorp/Linda Conmy(back office), Michael Branson (public facing)
- Training provided – No training required. Known system
- System owner: Phil Rook

3.3 ICT Services Resources

This section should be used to describe the resource to be provided by ICT Services. To do so, the service area sponsor will need to meet with the ICT Services Applications Support Manager to agree the project scope and likely method of approach.

- Apps Support Developer – to develop both the public-facing and management solutions
- Website Manager – to design and test the public-facing website and also assist in the design of the management solution.