

# Welcome to County Durham ..Cultural Capital of the North East



*Altogether better*



Open the Lindisfarne Gospels and you will see a unique manuscript, symbolic of combining the heritage and future of the Lindisfarne community linked to the Roman Church. Dedicated to the glory of God and St Cuthbert, the Lindisfarne Gospels is a vibrant and enduring symbol of Northumbria's central role in the birth of English Christianity.

was never used. However, the magnificent Roman-style windows filled with intricate decoration were a powerful symbol of the harmony of all four gospel writers telling the story of Christ.

The Lindisfarne Gospels

## The Lindisfarne Gospels

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# Planning Software Consolidation Programme

Allan Simpson

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# Purpose

- Why do we need a consolidated system?
- What will we get from one system?
- Progress to date
- What's in it for me?
- Timescales
- Current Issues
- Moving Forward
- Questions

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# Why do we need a consolidated system?

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- Pre LGR there were 8 different legacy systems;
- Currently 4 separate suppliers with 4 separate maintenance charges;
- Consolidation will provide a more standardised level of service;
- Allow for greater interaction between all component planning services;
- More responsive customer focus  
*'Delivering Customer Excellence.'*

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# What we will get from one system ?

- Functionality for Planning, Building Control and Land Charges;
- A more joined up approach to delivery of key services;
- Easier / quicker access to information;
- Reduced operating costs;
- Consolidated and cleansed data sets;
- Links to supplementary systems, intranet and web accessibility;

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# Progress to date

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- Specialist consultant to advise on procurement framework for new system;
- Project Steering Group established to identify key priorities reporting to a Board
- Identification of the key requirements the system must provide;
- Initial exercise to identify any interested suppliers;
- Formal procurement exercise began in October 2012.
- IDOX appointed as the chosen supplier

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# What's in it for me?

- Have your say in making things better
- Take the best from existing systems and build into one process
- Ability to access all information from any location
- Better case work and time management capacity
- Improved efficiency across the service
- Provide a better service to the customer

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# Timescales

- Contract awarded to IDOX in May 2013
- Looking at a phased roll out from February 2014
- Estimated 12 months for full roll out in all areas starting at existing IDOX sites

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# Current Issues

- Data transfer identified as the key issue
- Multitude of data sets and quality across the county
- Huge task in cleansing and transferring this to new system
- The system will only be as good as the information, time and effort we put into it
- Resource implications involved in this across all teams
- Recruitment to appoint 7 additional support officers to backfill roles of existing staff involved

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# Moving Forward

- Top service wide priority in the next 12 months
- Need full commitment from staff and managers to be positive about the benefits this will bring to our service
- Need to appreciate this is not simply about buying and installing new computer software
- Project is about Business Transformation-about the way we work, and interact with our customers
- Related projects on going involving process review and redesign of website
- Need to manage the process of our business

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# Any Questions?



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