WIRRAL COUNCIL

EMPLOYMENT AND APPOINTMENTS COMMITTEE

19 NOVEMBER 2007

REPORT OF THE DIRECTOR OF FINANCE

LAND AND PROPERTY IT SYSTEM

1 EXECUTIVE SUMMARY

1.1 This report informs Committee that Cabinet of 18 October 2007 approved the acquisition of a Corporate Land and Property system.

1.2 Committee is recommended to approve the creation of a post of Land and Property Systems Manager at PO10 (£33,315-35,772)..

2 BACKGROUND

2.1 Cabinet on 23 October 2003 resolved that if the Council were to meet its modernisation objectives it must invest in the acquisition or replacement of Core IT systems.

2.2 The core IT systems included integrated financial, customer relationship management, electronic document management and land and property systems.

2.3 Of these core systems, only the land and property system remains to be implemented.

2.4 Cabinet on 26 January 2005 appointed Fujitsu Services for seven years for the Core IT project (subsequently 1Business). The outline business case for the land and property system was presented as part of the report to Cabinet.

2.5 A number of additional items had been considered by the One Business Programme Board as immediate or warranted in the interests of enhanced service delivery or improved generic working methods and of these, the land and property system was to be delivered by means of a Discretionary Project.

2.6 Cabinet authorised the development of a corporate land and property system as an immediate Discretionary Project for a sum not to exceed £490,000 excluding hardware.

2.7 Cabinet on 1 December 2005 was asked to note that Fujitsu Services had been requested to come forward with a Full Business Case for the provision of Land and Property Information Systems in accordance with the provisions of the contract between Fujitsu and the Council and in order that the Fujitsu contribution could be assessed and that the solution met Council requirements.

2.8 Subsequently, and after much delay, the Executive Board on 12 April 2007 agreed to terminate the process of acquiring a corporate land and property IT system through Fujitsu Services, who had indicated that they could not provide a solution within the agreed sum, and that instead the procurement should proceed through the Office of Government Commerce (OGC) which has now concluded.

2.9 Cabinet of 18 October 2007 approved the acquisition of a corporate Land and Property system and appropriate hardware together with the creation of a post for the implementation and future management of the system, subject to the approval of the Employment and Appointments Committee.

3 LAND AND PROPERTY SYSTEMS

3.1 The land and property systems consist of:

- Local Land and Property Gazeteer (LLPG)
- Geographical Information System (GIS)

3.2 The LLPG is a database that holds the definitive, consistent identification of all land and property within the Borough in the form of map references and should be used to populate all computer applications holding land and property based data in accordance with national standard BS7666. The aim of this project is to provide a resilient, scaleable and maintainable LLPG on a commercially available platform.

3.3 Geographical (or Spatial) Information Systems allow data relating to positions on the earth's surface to be captured, stored, analysed and manipulated. Typically the system is used for handling maps of one kind or another. Data relating to specific features, e.g. streetlamps, libraries, schools, is held and represented as different layers or overlays. Each feature is linked to a position on the graphical image of the map. This allows the use of a common Ordnance Survey map base and enables datasets to be maintained by the department responsible for providing the service. GIS's are heavily reliant on data within the LLPG.

3.4 The overlays are required within Council Service centres to enable operatives to identify specific assets or locations that are the subject of a client request e.g. notification of a defective street light. Internal users, including call centre agents, can already access map based information from existing PC's provided the appropriate client software is installed.

3.5 Planning Applications and other areas of planning such as the Unitary Development Plan (UDP), to be replaced by the Local Development Framework, must be shown on-line with the aid of a map.

3.6 Further, it is essential to make the overlays available on the Council web site to enhance the transactional nature of the site for client self service.

4 OBJECTIVES OF THE PROJECT

4.1 The objectives of the project are to:

4.1.1 Replace the existing LLPG with an LLPG system which:

- Is scalable, runs in a robust database environment and on resilient servers located in one of the corporate computer rooms with data to be backed up centrally.
- Integrates as required with other systems and removes from the Council the responsibility for developing imposed changes.
- Is adequately supported by the supplier and meets legislative requirements.

As the CRM system develops and application suppliers adopt the BS7666 standard the Council will become more dependent on the LLPG as the definitive source of property data. It therefore needs to be as reliable as possible.

4.1.2 Provide a GIS that will:

- Consolidate, simplify and extend the internal use of existing systems by establishing a single repository for source data and enabling access via the intranet.
- Allow public and staff access to the same map based information, as appropriate, via the internet.

4.1.3 In addition, it will be necessary to provide the internal infrastructure and support needed for security, resilience and development by:

- The creation of a post to lead the implementation of the Land and Property systems.
- Examining the establishment of a central unit to develop the use of the systems, provide support and guidance and establish corporate standards. Such a unit would administer the applications; ensure the standards are adhered to, ensure that the systems GIS are developed towards common objectives without duplication of data or facilities (particularly those made available to the public), and provide support and guidance to inexperienced users.
- Locating server equipment in one of the corporate computer rooms with data backed up centrally and securely on the recently established Storeage Area Network (SAN).

5 IMPLEMENTATION AND FUTURE DEVELOPMENT OF THE SYSTEM

5.1 It is expected that the implementation phase of the project will last for 15 to 18 months including installation of the software, data conversion from existing systems and interfacing to the Customer Relationship Management System (CRM).

5.2 During this period there is a need for a post to lead the implementation and co-ordinate the cross department team that will be assembled for the purpose.

5.3 Following the implementation of the systems, there will be a need for a post to lead on the development of the systems and to act as the system owner for what will be a cross departmental system, essential to the development of the Customer Access Strategy and to mobile service delivery.

5.4 This function is similar to that of the two posts established to lead on web and information systems development (Web Services Manager and Knowledge Manager) and approved at Employment and Appointments Committee 11 September 2006.

5.5 It is proposed that a post is established to cover the two functions, i.e. to manage the system implementation and then move onto the ownership and development role.

6 FINANCIAL AND STAFFING IMPLICATIONS

6.1 It is recommended that the post of Land and Property Systems Manager is graded PO10 (£33,315-35,772) is established with on costs =£45,001 in line with the posts of Web Services Manager and Knowledge Manager.

6.2 Cabinet agreed that the post created to lead the implementation and development of the Land and Property systems will be financed from the Service Re-engineering Investment budget at a cost of £47,900 per annum including oncost.

7 EQUAL OPPORTUNITIES IMPLICATIONS

7.1 There are none arising from this report.

8 PLANNING IMPLICATIONS

8.1 There are no implications under this heading.

9 COMMUNITY SAFETY IMPLICATIONS

9.1 There are no implications under this heading.

10 HUMAN RIGHTS IMPLICATIONS

10.1 The Land and Property systems will form the repository for the Council's geospatial information and as such will assist with Freedom of Information Act compliance. Security protocols will ensure that individual privacy rights under Human Rights legislation are maintained.

11 LOCAL AGENDA 21 IMPLICATIONS

11.1 There are no implications under this heading.

12 ACCESS TO INFORMATION ACT

12.1 In preparation of this report, reference has been made to the report “Website”, Employment and Appointments Committee 11 September 2006.

13 LOCAL MEMBER SUPPORT IMPLICATIONS

13.1 The Land and Property systems are expected to have functions that will show members of the public local information such as ward boundaries. Details of Elected Members could be included in these self service look up facilities connected with the system.

14 RECOMMENDATION

14.1 That the proposal to establish a post of Land and Property Systems Manager PO10 (£33,315-35,772) is agreed.

IAN COLEMAN
DIRECTOR OF FINANCE

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