Report HPR2023/012	**London Borough of Bromley** **PART ONE - PUBLIC**

Decision Maker: **EXECUTIVE**

For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 23 January 2023.

Date: **Wednesday 8th February 2023**

Decision Type: Non-Urgent   Executive   Non Key

Title: **REPLACEMENT OF PLANNING & BUILDING CONTROL CASE MANAGEMENT IT SYSTEMS**

Contact Officer: Tim Horsman, Assistant Director (Planning)
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Chief Officer: Director of Housing, Planning, Property and Regeneration

Ward: All Wards

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1. Reason for decision/report and options

1.1 To seek approval to draw down funds from the Council's Technology Fund for one off costs associated with the IT software replacement project for Planning & Building Control

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2. RECOMMENDATION(S)

2.1 The Renewal, Recreation and Housing PDS Committee is requested to review the report and provide comments to the Council's Executive.

2.2 The Council's Executive is asked to agree that funds totalling £402,307 can be drawn down from the Council's Technology Fund

Impact on Vulnerable Adults and Children

1. Summary of Impact: N/A

Transformation Policy

1. Policy Status: Existing Policy:
2. Making Bromley Even Better Priority:
   (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Financial

1. Cost of proposal: Estimated Cost: £402,307
2. Ongoing costs: Non-Recurring Cost: One off implementation costs for new software
3. Budget head/performance centre: Planning & Building Control
4. Total current budget for this head: £1,641k
5. Source of funding: Technology Fund

Personnel

1. Number of staff (current and additional): Approx 3 Temporary FTE for the implementation phase (see details in the report)
2. If from existing staff resources, number of staff hours: Approx 1 FTE for the implementation phase (see details in the report)

Legal

1. Legal Requirement: Statutory Requirement: Some aspects of the functionality of the IT system used by Planning provides the statutory register of planning applications and enforcements.
2. Call-in: Applicable: Executive Decision.

Procurement

1. Summary of Procurement Implications: The allocated funding will be spent in accordance with Procurement rules to support the introduction of the new IT software.

Property

1. Summary of Property Implications: N/A

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: The new IT system will reduce the need for paper and printing within the workflows.

Customer Impact

1. Estimated number of users or customers (current and projected): The online planning application register is used by thousands of residents each year to view and comment on planning applications

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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

3.1 The decision has been made to replace Idox and Uniform the case management software and document management system used by all of the teams within the Planning and Building Control section. This includes Development Management (planning applications) Building Control, Planning Appeals, Planning Enforcement, Local Land Charges, Trees, Address Management, Planning Policy, Infrastructure Delivery Team (CIL/s106) and Conservation.

3.2 Uniform Idox was procured around 1999 and is now outdated and has numerous functionality problems which are affecting workflow and outcomes. A detailed and extensive investigation and selection process is nearing completion to choose a new software provider. The decision as to which provider to go with is to be made at Director level via an established procurement framework; however prior to this decision it is necessary to ensure that adequate funding is available for all of the one off costs associated with the implementation process. It is expected that the decision as to which provider to use for the new software will be made soon after the approval of this funding with a view to completing the implementation phase within approximately 12 months.

3.3 This report is requesting Member approval to draw down funding from the Council's Technology Fund, which is funding set aside for technology improvements, in order to cover the one-off costs that are expected to be incurred in the decommissioning of the existing Idox / Uniform software and the implementation of the new software solution.

3.4 The most accurate cost estimates available at this stage and the amount for which approval is sought now are set out below:

Expected BT/IT Implementation Costs:

Project Management:	£60,840
Technical Set Up	£6,520
Data Migration	£106,250
Other Misc Costs	£20,825
Contingency	£27,972
BT/IT Total:	**£222,407**

Expected Staffing Costs (on top of use of existing staff resources):

Total Cost					
Position	Grade	2022-23	2023-24	2024-25	Total
Project Consultant	BR14	5,732	24,334	8,360	38,426
Project Officer	BR8	3,634	15,928	5,643	25,205
System Admin	BR9	-	35,520	15,118	50,638
Project Manager Officer	BR12	9,788	41,563	14,280	65,631
		19,154	117,345	43,401	179,900

Expected total implementation one off costs and amount sought for approval to draw down from the Council's Technology Fund: £402,307

4. TRANSFORMATION IMPLICATIONS

4.1 This project will deliver significant long term improvements for the Council to both staff and workflows and to the public using these services in terms of better use of staff time, improved technology to enable more efficient working and improved public access to information.

5. FINANCIAL IMPLICATIONS

5.1 There is sufficient funding available within the technology fund to meet the implementation and resource costs of this project. The service must ensure that costs are contained within the requested budget and keep a strict handle on timescales, so costs do not overrun.

6. PERSONNEL IMPLICATIONS

6.1 Temporary staffing is required to support the implementation phase and this is set out above.

7. LEGAL IMPLICATIONS

7.1 Some aspects of the functionality of the IT system used by Planning provides the statutory register of planning applications and enforcements which is required to be available for inspection by the public.

8. PROCUREMENT IMPLICATIONS

8.1 The allocated funding will be spent in accordance with Procurement rules to support the introduction of the new IT software. The procurement of the new software itself is a separate workstream not dealt with in this report. The new software is being procured via a formal framework to replace the existing system which is no longer fit for purpose and will meet statutory requirements and provide ongoing efficiencies.

9. PROPERTY IMPLICATIONS

9.1 The proposal will remove the need for physical servers on the Civic Centre site which are currently used for Uniform Idox as the new software solution will be cloud based. The new software will also improve flexible working for staff by improved access to casework remotely and when on site.

10. CUSTOMER IMPACT

10.1 The implementation of a new software solution for the Planning teams is expected to result in improvements to the customer experience for service users. The online planning application register is used by thousands of residents each year to view and comment on planning applications and this is expected be more reliable with improved functionality.

Non-Applicable Headings:	IMPACTS ON VULNERABLE ADULTS AND CHILDREN WARD COUNCILLOR VIEWS CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS
Background Documents: (Access via Contact Officer)	[Title of document and date]