

Report of: Head of Information Management and Technology, Environment and Housing

Report to: Director of Environment and Housing

Date: 12th May 2016

Subject: Report to support framework agreement procurement for the provision of digitisation and storage of paper records in Environment and Housing

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

Summary of main issues

The eFiles Solution will provide the architectural framework to develop a digital solution for paper records across the council.

Recommendations

The Director of Environment and Housing is recommended to approve the commencement of the procurement exercise to find a suitable partner to deliver the eFiles solution for Phase 1 – Housing Management and Phase 2 - Housing Property and Contracts, Private Sector Housing and Registrars and Phase 3- The remaining services in Environment and Housing. Once the scanning services framework has been approved, this can be accessed by any service in the council however, each service will be required to write and gain approval of a Business Case prior to any digitisation.

1 Background information

- 1.1 Housing Management staff are unable to move out of their local area offices due to lack of space for paper records which they need access to. The service has 600 filing cabinets which hold information on 57,000 council tenants. Staff need to access these files daily across the City at the request of tenants or by colleagues.
- 1.2 A programme of developing Community Hubs across the City will be rolled out throughout 2016. The Hubs will deliver a Community Committee based approach across the City and will see an arrangement of council assets being used for the development and delivery of the Community Hub network. By implementing an eFiles Solution, not only should staff be able to provide a more local service in their intended location but, it will also drastically reduce the amount of mileage claim costs which are incurred. Once staff have moved to their new locations, this will give the potential to reduce the council's portfolio of buildings by using others more effectively. This will subsequently deliver better services to the citizen of Leeds and thus supporting the Citizens@Leeds agenda.

2 Main issues

- 2.1 The solution will be the electronic filing cabinet, storing information that is not held on any primary applications such as Orchard and Siebel. It will enable paper records to be digitised and available to users in an instant, allowing them to access records they need anytime, anyplace, anywhere.
- 2.2 The preferred option to deliver the eFiles solution will involve using an external partner to scan and provide meta data tagging into a SharePoint site.
- 2.3 To enable the eFiles Solutions to be used by various services within Environment and Housing, a Scanning Services Framework has been developed by the Information Management and Technology Team. The framework will initially be used for Phase 1 of the project and subsequently for Phases 2 and 3 however, each phase will be subject to their own business case prior to any digitisation. Once the framework has been approved any service in the council will be able to access it, subject to their own business case.
- 2.4 There are a number of business needs associated with the eFiles Solution including:
- Rationalise the number of building assets
 - To reduce the amount of paper records
 - To reduce the amount of paper record growth
 - To improve information sharing – Using the eFiles Solution and associated procedures for storing documents and records electronically will significantly increase the opportunities and potential benefits for sharing documents.
 - Improve Data Protection Act Compliance – Existing storage and handling of paper records leaves the Directorate at risk of breaching a number of the Data Protection Act principles, specifically in relation to principles 3, 5 and 7.
 - Better handling of information will also enable us to be more responsive to principle 6 and reduce the amount of time we spend searching for information requested as part of Freedom of Information (FOI) requests and Subject Access Requests (SAR's).
 - Improve processes – A structured repository for documents and records will enable easier and more effective searching for information and will make savings in terms of time and cost for recording, searching, sharing and retrieving information.
- 2.5 The project will assist facilitating the exiting of a number of Neighbourhood Offices including Kippax, Horsforth and Bramley. The exiting of these buildings will generate capital receipts of £547,2000, these savings can be reinvested in housing priorities. A

table of the savings made by the project can be found in table 1 and a table of the costs of the project can be found in table 2.

Table 1- Savings

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Accommodation	547,000	0.00	0.00	0.00	0.00	547,000
Mileage Costs	37,125	37,125	37,125	37,125	37,125	185,625
Total	584,125	37,125	37,125	37,125	37,125	732,625

Table 2- Costs

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Costs for Scanning (based on 6p per scan)	192,000	172,800	0.00	0.00	0.00	364,800
10% Contingency for the cost of scanning	19,200	17,280	0.00	0.00	0.00	36,480
Project Resource Costs (ICT Solution)	25,440	13,000	0.00	0.00	0.00	38,480
eFiles Development Solution	32,478	16,000	0.00	0.00	0.00	48,478
Managed Print Service- licensing	3,000	0.00	0.00	0.00	0.00	3,000
Destruction of documents	2,313	2,082	0.00	0.00	0.00	4,395
Staffing	20,000	0.00	0.00	0.00	0.00	20,000
Premises	1,480	480.00	528	580	638	2,706
Supplies/Services	2,000	2,000	2,200	2,420	2,662	11,282
Total	297,911	223,642	2,728	3,000	3,300	530,581

- 2.6 The eFiles Solution will assist with enabling Community Hubs. The Community Hubs will deliver a Community Committee based approach across the City and will provide a full range of council and partner services. The hubs aim to provide accessible and integrated services, help people out of financial hardship, help people into work and be responsive to the needs of local communities.

3 Corporate Considerations

3.1 Consultation and Engagement

- 3.1.1 Councillor James Lewis, Executive Member for Resources and Strategy and Councillor Debra Coupar Executive Member for Communities were consulted on 9th May 2016.

- 3.1.2 The following people have been consulted:

- Neil Evans, Director of Environment and Housing
- Jill Wildman- Chief Officer, Housing Management
- Richard Ellis- Head of Finance, Environment and Housing
- Housing Management SMT
- Jane Watson Change in the Workplace.
- David Maidment Head of Strategy and Commissioning
- Richard O'Brien Solutions Architect
- Andy Nutting Corporate Information Governance Manager
- ICT SLT

3.2 Equality and Diversity / Cohesion and Integration

- 3.2.1 There are no issues relevant to Equality and Diversity / Cohesion and Integration with this decision.

3.3 Council policies and Best Council Plan

- 3.3.1 The eFiles Solution and the Scanned Services Framework underpins the delivery of Council Policies and the Best Council Plan.

3.4 Resources and value for money

- 3.4.1 The Scanned Services Framework will be tendered in the context of the significant financial savings that the council is required to make in relation to continuing reduced funding from central government.

3.5 Legal Implications, Access to Information and Call In

- 3.5.1 This decision is eligible for call-in as it incurs £250,000 worth of expenditure.
- 3.5.2 The procurement of the framework will be conducted in accordance with the Public Contract Regulations and councils Contract Procedure Rules.

3.6 Risk Management

- 3.6.1 All risks will be managed by the Information Management Technology Team in Environment and Housing. The procurement process will be managed by the ICT Strategic Sourcing team.

4 Conclusions

- 4.1 A procurement exercise needs to be undertaken to find a suitable partner to deliver the services listed in the Scanned Services Framework (Background document 1).

5 Recommendations

- 5.1 It is recommended that a procurement exercise to find a suitable partner to deliver the services listed in the Scanned Services Framework is undertaken. In addition, it is recommended that other council areas can access the Scanned Services Framework but each will be subject to their own business case.

6 Background documents¹

- 6.1 eFiles Business Case
- 6.2 Scanned Services Framework

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.