Capital Plan List C – Evaluation

1	Corporate	IT Initiatives: Enterprise Mobile Working Solution	

1	**Specification**:		
	(i)	**Purpose of the scheme**	To enable in-field workers to work more efficiently without having to duplicate their efforts in typing the information into line of business application systems.
	(ii)	**Relevance to National / Council's Objectives**	(a) National: The Green Agenda (b) Council: Cost reduction, Income Generation, Legislative compliance (GDPR,PSN)
	(iii)	**Targets for judging success**	(a) Improved operational efficiency amongst in-field/mobile workers (i.e. visiting officers/inspectors) (b) Significant reduction in use of paper with in-field workflows

2 Description of Project / Design Issues:

As part of the Digital transformation effort IT services have undertaken a review of the operational processes for the in-field/visiting officers amongst various council services (i.e. Environmental health officers, Food & Safety Inspectors, Environmental protection officers, Waste inspectors, Health improvement officers, Housing Technical Officers, Housing Options Officers, Accommodation & Support Officers, Planning Enforcement Officers, Planning officers, Landscape Officer, Planning Technical Officers, Parks officers, etc.).

Currently, the in-field/visiting officers' operational efforts involve printing of existing documents and forms in preparation for their visits. Once on site, they fill in the information collected on paper forms and duplicate their efforts in typing the gathered information into relevant business systems once they are back at the office. They also manually index and store any evidence gathered during the visits, such as photographs and signatures. Production of performance management reports are also produced manually along with production of confirmation/communication (i.e. Letters) back to the clients. Accumulatively, these manual process causes inefficiencies, where a significant proportion of staff's productive time are wasted on administering paper work. Hence, the services face the challenge of sustaining the quality of service, whilst meeting the ever increasing demand with diminishing resources.

Total mobile system provides an enterprise solution that can be rapidly deployed to in-field officers irrespective of their field of work or the line of business systems their service uses. This will enable the services to:

- Cut down on paper-based administration – with an intuitive application and easy-to-use forms, paperwork is reduced, re-typing information is eliminated and information is stored securely

- Greater workforce capacity - increase field service capacity and unlock essential staff time that can then be used to focus on key frontline services

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Simplified access to information – access to all relevant job information and field data via a single mobile source
Improve SLA performance – deliver a more responsive, efficient workforce to improve SLA performance.
Deliver compliance – ensure processes are adhered to and the correct information is captured to maintain compliance with legislation
Increase employee satisfaction – with smarter scheduling and intuitive mobile workforce management, field staff enjoy an improved work / life balance.
Reduce costs - minimise organisation overheads and a reliance on agency staff through improved processes, reduced travel and administration

The software will be hosted on existing servers and databases. Thus incurring no further revenue overheads.

Internal IT staff will be trained to develop and deploy solutions. This will help sustain the design and minimise development costs whilst enabling the services to exploit the art of the possible in line with their business demands. This will also help generate income via potential provision of 'Mobile Working solution' as a service (SaaS) or a Platform (PaaS) to other Kent authorities with similar disciplines of services.
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<tr><td>3</td><td colspan="6">Milestones / Risk:
Milestones: Procurement, Implementation and Deployment.
Risk: The current levels of inefficiency coupled with the increase in service demand across services will result in increased operational cost or degradation in quality of service.</td></tr>
<tr><td>4</td><td colspan="6">Consultation:
Discussions have taken place with Management Team with regard to immediate requirement of an Enterprise Mobile working solution.</td></tr>
<tr><td>5</td><td colspan="6">Capital Cost:
46 User licenses. Total cost of £23,000</td></tr>
<tr><td>6</td><td colspan="6">Profiling of Expenditure</td></tr>
<tr><td></td><td>2019/20 (£'000)</td><td>2020/21 (£'000)</td><td>2021/20 (£'000)</td><td>2022/23 (£'000)</td><td>2023/24 (£'000)</td><td>2024/25 (£'000)</td></tr>
<tr><td></td><td>23</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>7</td><td colspan="6">Capital Renewals Impact:
Nil</td></tr>
<tr><td>8</td><td colspan="6">Revenue Impact:
Loss of investment income of £900 per annum (£23,000 at 4%). Annual support and maintenance of £4,600 per annum (20% of capital cost).</td></tr>
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9	**Partnership Funding**: None		
10	**Project Monitoring / Post Implementation Review**: Project to be managed by IT services. Post implementation review to be conducted 12 months after completion.		
11	**Screening for equality impacts:**		
	Question	**Answer**	**Explanation of impacts**
	a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community?	N/A	
	b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality?	N/A	
	c. What steps are you taking to mitigate, reduce, avoid or minimise the impacts identified above?	N/A	
12	**Recommendation**: Scheme be added to List A, funded in full from the Invest to Save Reserve.		