

Capital Plan Post Implementation Review	
Service:	Corporate Services - IT initiatives
Scheme Title:	Housing Document Management System
Scheme Description:	A system is required by Housing Services to manage documents and records digitally. An expansion of the Northgate Information@Work system, used by Revenues and Benefits staff, is identified as the best solution to secure a fully functional, PSN compliant, document management system. Using the same system by both Services for storing and sharing customers' documents and information reduces inefficiencies and benefits customers.
Evaluation:	Communities and Housing Advisory Board 14 November 2016.
Capital Plan Year(s)	2016/17
Approved budget:	£40,000
National Priorities:	None.
Local Priorities:	Key priority 1a - Improving efficiency and resilience of services.
Targets for judging success:	Implementation of a document management system for Housing.
Completion date (work completed):	May 2018
Completion date (final payment):	May 2018
Projected date for post implementation review:	Twelve months after completion.
Final cost:	£38,244 part funded from Government grant (£8,000) with the balance met by virement from other Capital Plan schemes.
Performance against National and Local Priorities and Targets:	<p>Following the CHAB report on 14 November 2016, which sought approval to extend the Document Imaging Processing Scheme which had been implemented by Revenues and Benefits, to include housing, this has now been finalised.</p> <p>This has allowed Housing to cease using paper-based files, as it was identified that this presented a risk to the Council, as many of these contained sensitive data and freed up additional physical space that comes with the storage of a large number of paper files.</p> <p>This has helped extensively with the move to remote working and still having access to the system and being able to access the files and paperwork required.</p>
Budget performance / Value for money:	Scheme completed within budget.
Other performance / procurement issues:	None.

Ongoing / Outstanding issues:	None.
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