TONBRIDGE AND MALLING BOROUGH COUNCIL

RECORD OF EXECUTIVE NON-KEY DECISION

Decision Taken By: Cabinet Member for Finance and Housing	Decision Number: D240082MEM

Date: 31 July 2024

Decision(s) and Reason(s)
CUSTOMER PORTALS – EXTENDING LOCAL LAND AND PROPERTY GAZETTEER (LLPG) ADDRESS SEARCH TO INCLUDE NATIONAL ADDRESS DATABASE (NLPG)
Presently, customers registering through the Jadu Singlepoint address lookup functionality can only do so if their address is local to the borough. Many customers (for example planning or building control customers who act on behalf of clients) do not live in the borough and therefore do not have a local address. The proposed enhancement to expand the lookup functionality to a national database will enable customers to use the single sign on facilities, encouraging use by non residents of the borough and potentially attracting new income through, for example, building control and licensing. Single sign-on streamlines the authentication process for registering customers, allowing them also to access their Agile Citizen Portals with their Jadu MyAccount credentials. In addition, importantly, it will also enable payments to be taken through the portal from these customers which would otherwise need to be done manually by staff thereby creating efficiency. In terms of specific service areas: - Building control applications can be received from anywhere in the UK. The new Agile portal provides an online payment option, but this option remains offline until access can be granted to out of borough customers.   - Taxi licence holders and personal licence holders may move out of borough and will no longer be able to register.   - Planning agents acting on behalf of clients may not be in borough. Planning has a workaround in place to manage pre-application requests which requires significant additional time to process as payments may only be taken by phone.   - Delays in having portals up and running is causing impacts to workloads and is not providing the level of service expected by the customer.

The first-year cost including set up is £9,450 and can be funded from the Transformation Reserve.

Annual costs are £7,500 and will need to be added to base revenue budget from 2025/26 onwards. However, this could potentially be offset by additional income that might not otherwise be attracted to the borough because of the current barriers with functionality, as well as improved efficiency for staff who presently have to process some applications manually. This will also assist in sustaining future growth demands as well as improving the quality of service provided.

The alternative option which is the 'status quo' and not to proceed with this opportunity would mean that the Council would be limited in how it is able to:
- Improve customer experience and inclusion;
- Generate efficiency and income potential;
- Sustain future growth demands.

Following consideration of the options the Cabinet Member for Finance & Housing RESOLVED that:

1. The expansion of lookup functionality to a national database be approved
2. The first year cost (including set up) of £9,450 be funded from the Transformation Reserve in 2024/25
3. Annual costs of £7,500 be included within the draft revenue budget from 2025/26 onwards.

Reasons for decision:

- Improved customer experience and inclusion.
- Efficiency and income generation potential.
- Sustain future growth demands.

Signed Cabinet Member for Finance and Housing:	K Tanner
Signed Leader:	M Boughton
Signed Chief Executive:	D Roberts
Date of publication:	1 August 2024

This decision will come into force and may then be implemented on the expiry of 5 working days after publication unless it is called in.