

DRAFT BRIEFING NOTE

TO: Corporate Services Scrutiny and Performance Panel – Revenues and Benefits Working Group

DATE: 5 December 2006

RE: Site visit to view Telford Borough Councils Electronic Document Management System .

Purpose of Briefing Note

To report on the benefits experienced by Telford and Wrekin Borough Councils Revenues and Benefits section following the implementation of an EDMS system

Background

On the 1 November 2006 Councillors Griffiths, Sarohi, portfolio holder Councillor O Hare and officers Simon Evans and Sharon Tait visited Telford Borough Council to see a demonstration of its EDMS system and to see first hand the benefits gained as a direct result of its implementation. The key messages from that visit were

Benefits

- Improved efficiency through faster access to information
- Greater consistency in working practices through standardisation of process
- Increased quality of work due to staff compliance with policies and procedures
- Productivity gains from the automation of repetitive tasks
- Reduced cost of storage and retrieval of information and files
- Improved customer service through integrated front and back office and more efficient staff
- More open, transparent government enabling better public access
- The possibility of integrating into a corporate system
- Improved Management information
- Mobile working
- Reduced support costs i.e. printers and postage
- Achieve Gershon efficiency savings and achieve budget cuts

Added Value - It added value in the following three key areas:

Customer Value

- Speeded up processing and granting of housing and council tax benefits
- Prioritised incoming post ensuring correspondence requiring immediate attention is identified and processed within agreed timescales, flags

items that are nearing deadlines preventing unnecessary hardship to customer

- Automatically requested missing information and issues subsequent reminders speeding up the time spent processing claims
- Linked claims to individual staff members enabling continuity in complex and ongoing cases.
- Instant access to customer records reducing waiting times and queues

Employee Value

- Standardised procedures
- Work is matched to knowledge and expertise of employees.
- Filing and linking of post is no longer required releasing staff to focus on core business.
- Reduced complaints resulted in improved morale.
- Enabled performance management
- Linked Revenues and Benefits reducing manual intervention

Management Value

- Reduced costs
- Reduced errors
- Priority management allows managers to switch work priorities to deal with peaks and troughs in work load
- Happier staff, less absenteeism, more time for training and development resulting in improved service delivery
- Timely and accurate management information

Impact

- EDMS impacts on the customer by improving the quality of service
- EDMS impacts directly on every employee in Revenues and Benefits and the FSS. It enables every one to automate their workload and access instantly all correspondence relating to a claim/account.
- It provides the basis for cross boundary data matching which will assist with the detection and prevention of fraud
- Directorate and members see quantifiable improvements

Author

Sharon Tait

Joint Head of Revenues and Benefits (Support)

taits@walsall.gov.uk

☎ 01922 652039