

Epping Forest District Council

Document Management System

Client: Epping Forest District Council

Location: Epping Forest

Status: Ongoing

Background

The Planning Department at Epping Forest District Council deals with about 2,000 applications a year. In 2003 the Council acknowledged the need for an upgraded IT software platform, to assist them in meeting customer expectations and Government targets.

Our Solution

In order to allow Epping to manage their planning information to best effect we undertook a four year project that has given the Council an efficient computer environment upon which to base the delivery of their service.

Supporta Professional Services brief was comprehensive.

- Scope the Council's needs.
- Manage the implementation of the new system.
- Build a Local Land & Property Gazetteer (LLPG).
- Assist with the migration and enhancement of the Service's digital data assets.

Within the first six months of the project we had completed the scoping of the Council's needs and used our experience to assist their procurement of a new package that has already delivered substantial benefits.



The partnership between the Council and Supporta has resulted in officers having access to a spatially-enabled database system, which is fully integrated with the Council's website, its Gazetteer, its Local Land Charges Service, its Electronic Document Management System, and with the Planning Portal.

Key Benefits

Despite increases in the overall number, and complexity of proposals processed during the life of the project there were significant processing improvements.

- Major applications determined in time rose from 50% to 67%.
- Minor applications increased from 55% to 65%.
- Other applications increased from 76% to 85%.
- The numbers of applications being received on-line has grown from zero in 2004-05 to 10%.

The Proof

We can't put it much better than John Preston, Head of Planning & Economic Development, at Epping Forest, who said:

"Without the appointment of Supporta Professional Services, the Council would not have succeeded in its objectives. The Consultants' subject knowledge, data processing capabilities, and project management skills were effectively brought to bear on our problems in a very short time period, enabling the Council to make huge progress..."