

North Yorkshire Building Control Partnership

Revolutionising building control processes and service delivery to provide annual savings of £1 million

Deliverables at-a-glance

- » £1m reduction in overheads
- » 55% of all applications received electronically, including online form submissions and applications via email
- » £7,000 per annum savings on printing, stationery and postage, supporting the paperless working agenda
- » 60% reduction in administrative resource
- » Automation efficiencies delivered via the provision of a single, end-to-end, integrated digital service accessible to any stakeholder anytime, anywhere
- » Increased flexibility as officers can work remotely and access data across all five areas covered by NYBCP
- » Improved customer service delivery as administrators are able to validate and process applications within 3-5 minutes
- » Resilient and central IT infrastructure, hosted and managed by Idox to ensure performance, security and confidence
- » Improved budgeting capability as IT costs are planned, agreed and fixed for five years



Challenge: Seeking consolidation across disparate systems

Initially formed in 2001, NYBCP was the first local authority building control partnership in the UK and subsequently expanded to provide building control services for Ryedale, Selby, Hambleton, Scarborough and Richmondshire.

The Partnership services an area greater than 2,000 square miles with a population approaching 400,000. In one year alone, NYBCP processed 35,300 building control applications, including Competent Persons Notifications, 86 Dangerous Structures and 18,481 site inspections.

As such, NYBCP experienced the following challenges:

- » Disparate application processing systems as well as different Document Management Systems with varying levels of integration and document availability
- » Officers expected to work across the local authority boundaries on systems designed to manage individual geographic areas
- » Officers required multiple security logins to access each of the individual systems
- » IT services provided by five different council IT departments, offering contrasting service levels
- » Increasing user frustration with existing systems and processes

These factors conflicted with the ambition to provide an efficient and consistent service to those served by the Partnership, and deliver promised cost savings. Instead, to meet these objectives, it was decided that a new approach was required.



“By adopting a no-compromise approach and having clear goals which have been carefully monitored, I am confident that we have improved our service, significantly reduced our costs and we have de-risked the provision and maintenance of our IT systems.”

Len Chapman
Former Head of Building Control
NYBCP

Solution: Streamlining software and services for true digital transformation

NYBCP required a streamlined workflow process which eliminated the previous wastage, eased administrative input, increased digital service delivery and reduced predictable costs.

Idox appointed an experienced Project Manager to work with NYBCP to define and implement a single, integrated information solution. Idox's service provision included a common address gazetteer and building regulations approval processing system (Idox Uniform), a document management system (DMS) and mapping solution, online building plan submissions, online consultations and an online citizen portal Public Access. The Idox Uniform database system is supported by the Idox Enterprise solution, automating task allocation, performance monitoring and reporting.

Outcomes: Full integration and enhanced workflows

Not only has the single information system replaced five separate systems, but also the information captured by the new system is fed back daily to the five partner authority systems such as building control case information, dangerous structures (demolitions) and

contraventions. This allows a comprehensive history of each local authority property to be maintained. The data is also automatically updated each day to maintain the information repositories required by local authority Land Charges Services.

The migration to a single solution – hosted and managed by Idox – has also provided a seamless journey from an end user perspective. Significant planning and hard work was undertaken jointly by NYBCP, Idox and Razorblue resulting in a successful launch to provide a central platform with a single login that can be accessed from anywhere using laptops, iPads, phones or tablets.

“The new integrated system has shown real benefits in service delivery. Site surveyors are not bound by lines on a map anymore; they can work within any of the Partnership's areas and be able to access the information they need remotely on any device.

“The new system has enabled the Partnership to benefit from more resilience in maintaining performance targets but also maintains the multi-skills achieved by surveyors.”

Robert Harper, NYBCP Building Control Manager

