

1.	Meeting:	Deputy Leader
2.	Date:	16th December 2013
3.	Title:	Community Map – Self Service Access to Planning Data, Spatial Data and Incident Reporting
4.	Directorate:	All

5. Summary

This paper recommends that RMBC purchases Civica's Community Map product to replace a number of end-of-life web mapping systems and to enable citizen self-service across a range of RMBC processes including Planning enquiries and reporting Streetpride issues.

Community Map is a key element of the Council's Customer Access Strategy and one of a range of measures being taken to encourage greater take-up of RMBC's online channels and reduce dependency on the ageing CRM platform (Siebel).

6. Recommendations:

The Deputy Leader is asked to:

- **Approve the purchase of Civica's Community Map product.**
- **Approved that the purchase of Community Map be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) on the basis that Civica is the sole supplier capable of providing a Geographical Information System which integrates natively with the Council's various Civica line of business systems.**

7. Proposals and Details

7.1 Background

Online services are better for the citizen and better for the Council. A 2013 survey of 480 public sector organisations has revealed that, on average, face-to-face transactions are 50 times more expensive than online transactions. What's more, the majority of our customers want and expect to be able to do business with RMBC online – they prefer the convenience, speed and ease of online transactions.

Since 2005 RMBC has used the PlanAccess and PlanWeb online mapping systems to deliver spatial data to citizens (PlanAccess) and to RMBC officers (PlanWeb). PlanAccess is known within Rotherham as ROAM (Rotherham's Online Application for Mapping) and PlanWeb is known as MapKey – both systems are heavily used and deliver a range of functions such as:

- Planning Application Searches (textual and map based)
- 'In My Area' post code searches
- Find my Nearest...
- Map searches and printing
- Dozens of searchable GIS datasets (see Appendix 1)

PlanAccess and PlanWeb are now 'end-of-life' – the software is no longer supported by the vendor (Pitney Bowes Ltd) and the servers which host the systems are overdue for decommission and have a high risk of unplanned downtime.

A further problem is that both PlanWeb and PlanAccess are very difficult to use – they are 10 years old and pre-date Google maps, which is now the *defacto* web mapping site. RMBC has received complaints from customers concerning the experience in using PlanAccess. In response to this RMBC has made some datasets available on its website using Google Maps but, whilst these are easier to navigate than PlanAccess, they lack much of the functionality of PlanWeb and PlanAccess and they risk breaches of Ordnance Survey copyright.

7.2 Replacement Systems

It is not an option for RMBC to elect to not replace its current web mapping systems. Whilst we could conceivably decide to withdraw some of the functionality described above we could not countenance the removal of an online planning application search tool. This service fulfils hundreds of thousands of self-service queries each year – a workload which would transfer to telephone and face-to-face transactions in the event that the web service ceased to exist – clearly this is not a palatable prospect for the Council.

This being the case we have 2 options:

- 1) Upgrade to the latest version of PlanWeb and PlanAccess (a new, single, product called Stratus Connect).

2) Procure an alternative solution

We have investigated both options and have concluded that Option 1 is not viable for a number of reasons:

- PlanWeb and PlanAccess are both 'out of support'. This means there is no low-cost upgrade path – we would need to buy new licences as though we were a new customer.
- The current functionality delivered by PlanWeb and PlanAccess is not 'out of the box' rather it is bespoke and has evolved through a decade of re-writing and integration with back-end systems by RMBC ICT. Stratus Connect does not offer the functionality of our current, customised system and it would require lengthy re-writing by RMBC to replicate existing functionality. Furthermore we no longer have the skills in-house to deliver this work and we would need to recruit extra staff or consultants.

In light of this we have spent over 2 years investigating alternative solutions and have identified that Civica's Community Map system is the only product that fulfils RMBC's requirements. The benefits to Community Map are:

- All of the functionality mentioned at 7.1 as standard.
- Out of the box planning application searches as standard.
- Direct integration with RMBC's existing Civica Planning system (Innogistic).
- Direct integration with RMBC's existing Civica Environmental Health system (App).
- Direct integration with RMBC's future Civica Housing System (IHMS).

We can see from the list above that all of RMBC's 'place based' services now use Civica software as their main line of business system. It is because of this that Civica's Community Map is such a logical fit for RMBC – integrating, as it does, directly with these other key systems.

In addition to the above functionality Community Map will provide us with out of the box forms which allow for citizens to report a range of 'street scene' issues such as fly tipping or graffiti and the incident is logged directly in the relevant back-end system with no requirement for re-keying. Community Map also comes as an app which will make it easier for citizens to report issues from mobile devices. The same app can be used to deliver real time information to field staff and allow field staff to capture data whilst on site.

As Community Map integrates directly with our other Civica software there is less benefit to logging transactions in the RMBC Customer Relationship Management system (Siebel). This presents us with the opportunity to remove the ageing CRM system entirely and have the Community Map online self-service channels used by contact centre agents, customer service centre staff and citizens alike. This will be the subject of a future paper.

7.3 Recommendation

The Deputy Leader is asked to support the purchase of Civica's Community Map system. Given that Civica Community Map is the only product on the market that can

be natively integrated with RMBC's Civica Planning, Civica Environmental Health and Civica Housing systems it is proposed that that the purchase of Community Map be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) on sole supplier basis.

8. Finance

The Community Map system is priced as follows (this assumes a 3 year contract):

- Upfront purchase of software and licences: **£63,875**
- Upfront purchase of hardware: **£6,976**
- On-going support and maintenance: **£13,875 per year**

We have asked Civica to provide pricing for cloud hosted infrastructure but complexities around integration with other systems and an annual charge of an additional £24k mean that this option has been discounted and we will implement a tradition on-premise infrastructure.

It is proposed to fund the costs which are eligible for capitalisation (upfront hardware and software) from the ICT Strategy Budget which has been provisioned for this purpose – this totals **£70,851**.

On-going running costs are to be met from existing revenue budgets, including the ICT Contracts Budget.

For purpose of comparison the approximate cost of implementing Option 1 (Stratus Connect) is £89k upfront and £15k per year – but this would not provide all of the functionality offered by Community Map, such as native integration with back-end Civica systems, the incident reporting tools and mobile app.

9. Risks and Uncertainties

If we do not continue to invest in online channels we will need to increase investment in legacy channels and remove our ability to realise efficiency savings.

If we do not replace the end of life PlanWeb and PlanAccess systems we will experience unplanned downtime and eventual system failure. This will result in RMBC having no online Planning presence or web mapping capability. It is a Statutory Requirement under Part 13 (7) of the Town and Country Planning (Development Management Procedure) (England) Order 2010 to publish planning information on a website maintained by the Local Planning Authority:

(7) The following information shall be published on a website maintained by the local planning authority—

- (a) the address or location of the proposed development;*
- (b) a description of the proposed development;*

(c) the date by which any representations about the application must be made, which shall not be before the last day of the period of 14 days beginning with the date on which the information is published;
(d) where and when the application may be inspected;
(e) how representations may be made about the application; and
(f) that, in the case of a householder application, in the event of an appeal that proceeds by way of the expedited procedure, any representations made about the application will be passed to the Secretary of State and there will be no opportunity to make further representations.

10. Policy and Performance Agenda Implications

Discussed elsewhere in the report.

11. Background Papers and Consultation

- Corporate ICT, Information Governance and Web Strategy Board
- RMBC Customer Access Strategy
- RMBC ICT Strategy 2011 – 2015
- Consultation with RMBC's Planning and Environmental Health Departments

Contact Names

- Richard Copley, Corporate ICT Manager
- Rachel O'Neil, Customer Access Manager

Appendix 1 – List of Data Sets Currently Available via RMBC’s Web Mapping

Area Assemblies
Census Output Areas
Enumeration Districts
Parishes
Parliamentary Constituencies
Wards
Adopted Highways
Aerial Photography 1999 to 2013
Ancient Monuments
Ancient Woodlands
1:10,000
1:250,000
1:50,000
A-Z
A-Z - old B&W
Internet Street Mapping
Landline
MasterMap
Oscar
World maps
Car Parks (RMBC)
CCTV Cameras
Common Land
Communities
Community Organisations
Contaminated Land
Youth Centres
Council Owned Woodlands
Doctors Surgeries
Primary Care Trust Localities
Education Action Zones
100 and 1000 year floodplains
Fluvial Floodplain
Tidal Floodplain
Action Plan Zones
Grounds Maintenance Areas
Historical Mapping (1849-1851)
Historical Mapping (1875-1937)
Historical Mapping (Post WW2)
Council Houses
Housing Districts
Commercial Properties
Industrial Sites

Land Terrier Data
Natural Areas
Town Parks
LLPG
Play Areas
Postal Addresses
Postcodes
Post Towns
Postal Districts
Public Rights of Way
Mobile Libraries
Static Libraries
Primary School Catchment Areas
Primary Schools
Secondary School Catchment Areas
Secondary Schools
Special Schools
Sites of Special Scientific Interest (SSSI)
Street Gazetteer
Thermal images
Conservation Areas
Listed buildings
UDP
Stamp Duty Exempt
Salt Bins
Salting Routes
Young Peoples Areas