

Transformation Programme Project Proposal Form



1. Proposal Details

BDC TP Reference	Both BDC and NEDDC Transformation Plans TP References
Project Name	Acquire WebReg a software add on to Express, the Electoral Service Management software.
Project Owner / contact details (Sponsor)	Sarah Sternberg sarah.sternberg@bolsover.gov.uk
Project Manager and contact details (if different from above)	BDC - Lyndsey Parnell, BDC Electoral Services Manager Lyndsey.Parnell@bolsover.gov.uk NEDDC – Donna Jawad, NEDDC Electoral Services Manager Donna.Jawad@ne-derbyshire.gov.uk
Proposal	<p>Both Councils use the Express Software for running electoral registration and elections. WebReg is an add on which allows limited access to the Express Software system for customer services so that they can answer customer questions at first point of contact rather than passing them back to the Elections Team.</p> <p>Examples of the functions are:-</p> <ul style="list-style-type: none"> • Confirmation of registration on the Electoral Roll • Where an application is in the process for registration, postal vote etc. • Whether the household has responded to the Annual Canvas (HEF form) • Where the Polling Station is for any given election • Who their elected representative is. • Requesting Postal or Proxy forms • Print certificates, applications, letters etc. and send out to customers. <p>At present BDC uses the BDC Contact Centres and scripts to deal with some questions. WebReg would allow an expansion of these functions.</p> <p>Currently NEDDC does not use the NEDDC Contact Centres fully. Although NEDDC's Customer Services do not answer elections queries directly they are the first point of contact for reception enquiries and anyone who calls the main Council</p>

	<p>number. Ultimately though the Elections Team deals with all elections and registration related calls including at busy times such as when there is an election.</p> <p>The extent to which each Contact Centre takes on board further functions will depend on discussions between the 2 teams and the view of the CEO as Electoral Registration Officer.</p>
Date Received	
Transformation Governance Group Consideration Date	
Date Passed to Project Owner	
Date to Complete and Return Form (to Transformation@bolsover.gov.uk)	
Date Completed and Returned by Project Owner	

2. Project Owner Considerations Overview:

What if we do, what if we don't...

Political: Is there political will? What policy factors need to be considered from the various perspectives (National, Regional, Local Govt; Partner Agencies)?	This has been raised with the 2 Portfolio Holders (Cllr McGregor and Cllr Rosie Smith) who are both supportive on the basis of the information they have been given.
Economic: Are there financial opportunities or barriers to the proposal's delivery? What is the likely saving?	<p>The cost of the system is £2000 per Council plus an annual fee of £2000 per Council per annum. This includes a reduction for both Councils purchasing.</p> <p>The system will provide a better service to the customer and increase capacity in the Elections Teams rather than provide financial savings.</p>
Social: Are there benefits to the local community or sectors (e.g. residents, businesses, staff) or likely to be arising concerns? Will the issue be affected by existing or changing demographics? Is any further consultation required?	<p>The benefits are to the customer as explained above.</p> <p>No consultation is required.</p>
Technological: Are there ICT, logistical or transport solutions or restrictions? Can barriers be overcome?	None. Both the supplier and ICT have confirmed that installation is straight forward and will require little resource.
Legal: Is the activity required by law? Are there restrictions to what can be achieved? Is Planning Permission or other permissions or licences required?	The law requires that such enquiries be dealt with. This is a more efficient way of dealing with these enquiries.
Environmental: Are there internal or external factors which need to be considered such as, weather, climate, geographical position, climate change, pollution, energy efficiency?	No

3. Need and Approach

Is there a clear Justification of Need?	This would be an improvement to the efficiency of the elections service provided and would modernise that approach.
How does the proposal fit with internal/external Strategic Plans (Corporate Plan, Service Plans etc.)?	This is not reflected in these documents directly, but fits in with two of the priorities for our corporate aim "Providing our Customers with excellent service" which are:- <ul style="list-style-type: none"> • Increasing customer confidence and satisfaction with our services • Improving customer contact and access to information
Are there another options that require investigation?	No. The system must piggy back on to the Express elections software.

4. Resource Requirements

Financial: <ul style="list-style-type: none"> • What are the likely costs? • Is there a funding requirement for further exploration of idea / feasibility study? Is a business plan required? 	As above. No extra is required above these amounts.
Assets: <ul style="list-style-type: none"> • Can this be delivered through existing physical/capital resources? • Or, are additional resources required? If so, estimate costs in Financial section. 	There are no additional asset requirements for this.
Staffing: <ul style="list-style-type: none"> • Can this be delivered through existing staffing resources? • Or, are additional resources required? If so, estimate costs in Financial section. • Is additional training required? 	Yes this can be delivered through existing staffing resources in both Councils. The purchase costs are budget additions. Additional training/briefing will be required particularly to contact centre staff.
Communication:	InTouch and Nedi News plus websites.

5. Conclusions

Recommendation of how to proceed: (Progress; Do not Progress; Investigate Further)	
What will be delivered and when? Financial outcomes? Environmental Outcomes? Process improvement? Service improvement? Note: Must be measurable	It will be possible to identify the increase in the number of calls and visits dealt with at the first point of contact (at Contact Centres) rather than being passed to the Elections Teams. This will show how many more customers are being dealt with at the first point of contact and thus will show the improvement in the service provided to customers.
Implementation: When could activity commence? How long will it take for benefits to be realised?	Implementation would commence as soon as possible following purchase with a view to the system being in place by the time of the May 2019 elections.

Risks: What will be the key risks and mitigation required?

That the system is not fully in place in time for the May 2019 elections. If implementation is slower than expected, it may be necessary to set aside implementation in the lead up to the 2019 elections.