

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by Director of Housing, Regeneration and Environmental Services**

**Social Justice Committee : 14 June 2006**

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**Subject: Document Image Processing and Workflow System**

#### **1. Purpose**

- 1.1** The purpose of this report is to seek Committee approval for the purchase of software to implement a Document Image Processing and Workflow System in housing management.

#### **2. Background**

- 2.1** The current Document Image Processing and Workflow System (DIP & Workflow) has been in operation since 2005 and is provided by Comino plc.

#### **3. Main Issues**

- 3.1** The current system was implemented in a modular fashion, with housing, council tax benefit and corporate revenue section being the first modules to be implemented in 2005. The system was then introduced into Corporate Personnel Section.
- 3.2** In 2005/2006 the core system was purchased with two thirds funding from the Performance Standards Fund administered by the Department of Work and Pensions, with the remaining one third match funded by Housing Benefit/Council Tax Benefit administration revenue budget.
- 3.3** A further roll out of this system will assist in meeting the Council's Efficient Government Agenda.
- 3.4** The void process, estate management and anti social behaviour have been identified as areas which will benefit from the DIP & Workflow system. The turnaround time at the various stages of the void process will be greatly improved by the implementation of DIP & Workflow. The benefit of this will be increased rental income. The provision of management information in estate management and anti social behaviour will greatly improve the performance monitoring in these areas.

#### **4. Financial Implications**

- 4.1** This is an expansion to the current DIP & Workflow System and is being provided by a single source supplier being Comino plc.
- 4.2** Standing Order 50 paragraph (b) states that a tender will not be required where the goods or materials are proprietary articles or services specific to one provider. The DIP & Workflow System is owned by Comino plc.
- 4.3** The cost of the additional modules is £114,750 and the costs of the project will be funded from the HRA Capital Programme.

#### **5. Personnel Issues**

- 5.1** There are no personnel issues.

#### **6. Conclusion**

- 6.1** This report seeks approval to purchase software to implement a Document Image Processing and Workflow System in housing management. The purchase will assist in meeting the Council's Efficient Government Agenda and improve efficiency and performance monitoring.

#### **7. Recommendation**

- 7.1** **The Committee is invited to agree to the purchase of additional modules to Document Image Processing and Workflow System.**

**David McMillan**

**Director of Housing, Regeneration and Environmental Services**

**Date: 1 June 2006**

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<b>Wards Affected</b>	All
<b>Appendices:</b>	None
<b>Background Papers:</b>	None
<b>Person to Contact:</b>	James Pow, Manager of Finance Telephone 01389 737535