

STAFFORDSHIRE CONNECTS JOINT COMMITTEE

Friday 17th December 2010

Public Protection

1 PURPOSE OF REPORT

- 1.1 To advise the Joint Committee of the project progress in relation to the Public Protection project.

2 RECOMMENDATION

- 2.1 That the Joint Committee notes the progress being made.

3 BACKGROUND

- 3.1 East Staffordshire Borough Council and Lichfield District Council have been working on developing the use of the Oracle CRM system as their back office system for Environmental Health purposes, including booking appointments and recording assessments, producing reports particularly around Food Standards and Safety. As part of this, work has also been undertaken to understand how details about businesses are captured within the CRM and changes are made using the National Land and Property Gazetteer and local intelligence so that we have the most up-to-date information available on businesses in our areas.
- 3.2 Discussions have been taking place with Staffordshire County Council Trading Standards who can see the value of having access to this dataset, the updates to change of circumstances and the potential to develop more efficient processes and joined up working as a result. As a result of the project meetings, Trading Standards are actively exploring the use of the CRM as their back office system, as they are currently going through a tendering process to consider a replacement. If the CRM becomes the preferred option, this would provide the basis for having a countywide dataset that could underpin improvements in joined up regulatory and inspection processes.
- 3.3 There is also a project which is being led by South Staffordshire District Council and Staffordshire County Council that is looking at sharing inspection activity. This is demonstrating that data-sharing and updating are key issues, and South Staffs DC are bringing this experience to the Project Board so that the two projects can inform and support each other.
- 3.4 At the last Joint Committee it was agreed to provide dedicated resources for the work and a project brief has been developed to procure a Project Manager/Business Analyst. A panel established from Project Board Members will be meeting week commencing 6th December to hopefully appoint someone into this role, which will enable the project plan to be more fully developed and work carried out to move the project forward.
- 3.5 The Project Board is very enthusiastic about the benefits that can derive from this work, and it is intended to share more widely the proposals and opportunities for all of the Staffordshire partners once the Trading Standards evaluation of the CRM is complete.

4 FINANCIAL IMPLICATIONS

- 4.1 The current work is being undertaken by the authorities noted above with Staffordshire Connects acting as a facilitator.
- 4.2 A dedicated Project Manager/Business Analyst is now being appointed in line with the previous Joint Committee decision.

Rita Wilson

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