CHIPSIDE SYSTEM

EXECUTIVE MEMBER: Councillor A Holliday

LEAD OFFICER: K Parker – Head of Leisure & Environmental Services

REPORT AUTHORS: Steve Bishop – Enforcement Manager

Summary: This report seeks approval to obtain £24,042 of the retained IEG project funds to purchase the Chipside software system for the Council's principle Enforcement activities.

Recommendation:	1) That approval be given to obtain £24042 of the reserved IEG funding to purchase the Chipside Software System.
	2) That in accordance with Contract Standing Order Procedures 5.8, that section 5.5 be waved.

Impact on delivering Copeland 2020 objectives: Effective enforcement activities have a key role in supporting the Councils environmental protection and quality of life objectives.

Impact on other statutory objectives (e.g. crime & disorder, LA21):   This report supports Crime & Disorder, Anti-Social Behaviour and Safer, Cleaner & Greener Community initiatives.

Financial and human resource implications: Finances are already earmarked from the IEG project (£24042)

Key Decision Status

- **- Financial:**   Yes
- **- Ward:**   No.

Other Ward Implications: None.

1. INTRODUCTION

1.1 Since the Enforcement Unit's conception in 2000, the unit has steadily grown in terms of its functionality, now encompassing over 12 different areas of environmental enforcement. In 2003, the unit took over the decriminalised parking enforcement (DPE) on behalf of Cumbria County Council and has since been working with a 'notice processing' computer system.

The notice processing system manages all parking tickets (PCN's) and residential permits and is limited to this function only. All fines (FPN's) issued for littering or dog fouling, are managed through a series of labour intensive spreadsheets as is the market traders information, parking income, abandoned vehicles, and stray dog information.

The systems and processes currently in place are out-dated and add approximately 30% to the administration workload. Since August 2005 a review of the working practices and procedures has been undertaken, together with the Process Improvement Team, with the aim of removing this inefficiency, and thus improve customer service.

1.2 Chipside currently supply 17 Local Authorities with their system and it this will rise to over 20 by the end of 2006. Their product has been developed on the parking industry and has

evolved to meet customers demands with the additional functions of fixed penalties (dogs, littering) being added and will develop the system further with the introduction of new fixed penalties under the Clean Neighbourhood and Environment Act. Guarantees of specific development to meet our Council's needs surrounds the management of stray dogs and the market have been given that will be met within the initial investment costs. Further developments of the system will be managed free of charge to the council which is a unique perspective in the IT industry; this demonstrates Chipsides' commitment to their customers.

1.3   New powers are now available to all Local Authorities under the Clean Neighbourhood and Environment Act 2005, which enables Council's to react more positively to minor environmental crimes. Within this, there is a potential for additional fines to be issued Appendix A, The business Case demonstrates the Non-cashable and financial/efficiency gains that is expected with the introduction of this system). Working within the current procedures, it is expected that the additional administration support required would demand further support of resources that is not available currently without further team members being recruited.

1.4   A number of market leaders were consulted in finding solutions to the situation and this report now seeks approval of Members to purchase the recommended system. The system will enable the current shortfall in resources to effectively be eliminated thus improving the units ability to respond to customers needs and monitor the performance information more effectively.

        Following evaluation of the three systems, the preferred solution is that being offered by Chipside, which is the only system that satisfies the full functional requirements and is the most cost effective solution available. (Evaluation Model can be seen attached as Appendix A page 4).

        In accordance with Contract Standing Order Procedures 5.8, that if it is not practicable or in the Council's interests to obtain three tenders, prices or quotations in accordance with Contract Standing Order 5.5 then tenders or quotations need not be obtained. It is therefore recommended that section 5.5 be waved since the evaluation of the market leaders highlights that only Chipside fulfils the Council's operational requirements.

2   CONCLUSION

2.1   In conclusion it is recommended approval be given for the ordering of the Chipside system utilising earmarked funds from within the IEG project.

2.2   That the Contract Standing Order procedure, Section 5.5) is waved under Section 5.8 as the evaluation of the market leaders highlights that only Chipside meet the operational requirements.

List of Appendices

Appendix A – Business Case
Appendix B – IT consultation response

List of Background Documents: Business Case Document – attached appendix A

List of Consultees: Business Managers, Corporate Team, Process Improvement Team, IT Department

Appendix B – IT consultation response

Martin Stroud – IT Development Manager

I have read both documents and fully support that Chipside will give a big step towards remote working and integration.

The cost of maintaining the present system far out weights its value in terms of system functionality.

To continue to use the existing Notice processing system a large amount of time IT's is required to fault find and support the system not only for the users but also for the suppliers of the system.

The existing notice processing system is installed on a legacy server which will require updating before the new fast links to Moresby can be fully utilized.
The expense of porting the Compex notice processing system over to a newer 2K3 server platform and there fore allowing the use of new technology to make that system more resilient and maintain a consistent level of backup would exceed the cost of installing the newer Chipside system.

IT wish to make use of the infrastructure in place to implement a more resilient network and provide redundancy for a number of key application systems sure as parking notices the existing system does not allow this.

IT have voiced its opinion over the lack of support and skills shown by Compex in the efforts to support their own system.

IT do not have the correct skills in house to fully support the old Notice processing system which runs on an older database system so further integration or the possibility of fully remote working would cost the council in terms of either buying in a package to add or buying in the skills to extend NPS inline with IT's and the councils E,gov stratergy.

The new system has the building blocks for integration with our CRM and also supports remote working and works on a common system that IT can work with.