

Three Rivers District Council

ANTI-SOCIAL BEHAVIOUR CASEWORK MANAGEMENT SYSTEM

PROJECT INITIATION DOCUMENT (P.I.D. Lite)

Project Sponsor	Andy Stovold
Project Manager	Michelle Wright
Version	1.0
Date	10 October 2019
Project Start date	1 April 2020
Project Completion Date	30 June 2020
Author	Andy Stovold

Project Initiation Document (P.I.D. Lite)

Document Control

Document Change History

Version	Status (Draft or approved)	Date issued	Comments / Reason For Change
1.0	Draft	10.10.19	First Draft

Distribution

Name	Position	Organisation/ Service
Michelle Wright	Community Safety Intervention Officer	Community Partnerships

Approval

Name	Position	Date approved

Contents

1	INTRODUCTION	4
1.1	Purpose of the document	4
1.2	Executive Summary	4
1.3	Project Objectives	4
1.4	Current issues and priorities	5
1.5	Implications of project not being complete.....	5
2	BUSINESS CASE	6
2.1	Project Definition.....	6
2.2	Outputs and Outcomes	6
2.3	Benefits.....	6
3	PROJECT COSTS	7
3.1	One off project costs	7
3.2	Financial viability.....	7
3.3	Resources and skills	7
3.4	Equalities	7
3.5	Risks.....	8

1 Introduction

1.1 Purpose of the document

The Project Initiation Document (Lite) consolidates information required regarding the fundamental aspects of the project and is the basis against which the project is evaluated and prioritised.

- Why is this project important
- What will the project do, what outcomes will be delivered, what are the success factors and risks
- How much will it cost, what resources are required

*** This document is a "lite" version of the full Project Initiation Document (PID) required when initiating the project fully. The full PID contains additional information.*

- How will the project be implemented, how will it be managed
- When will the project be implemented
- Who will be involved and who will be impacted

NOTE: When a PID is recommended to Council and approved as part of the budget setting process, the relevant Chief Officer will be deemed to have the necessary Delegated Authority to enter into any contract in respect of the project and within the budget agreed.

1.2 Executive Summary

- 1.2.1 The Community Partnerships Team provides an anti-social behaviour casework service to members of the public. Initial enquiries are currently managed on Firmstep. Until 2019 the service had access to Safetynet – the county-wide ASB casework management system hosted by the Police, through which it could manage casework, in partnership with other agencies where required.
- 1.2.2 Hertfordshire Constabulary have reviewed Safetynet, resulting in reduced access to the system, for high risk, partnership cases only. As a result the service now needs to put in place its own casework management system. The service is currently exploring the possibility of using an additional module to other systems used by the Council, but will require budget to purchase and maintain any system put in place.
- 1.2.3 The growth bids seeks to secure the budget to purchase, train, and maintain the required systems for an ASB casework management system.

1.3 Project Objectives

- 1.3.1 To procure and implement a new ASB casework management system.
- 1.3.2 To ensure the service maintains a robust casework management system for ASB investigations

1.4 Current issues and priorities

- 1.4.1 The Community Partnerships Team provides an anti-social behaviour casework service to members of the public. Initial enquiries are currently managed on Firmstep. Until 2019 the service had access to Safetynet – the county-wide ASB casework management system hosted by the Police, through which it could manage casework, in partnership with other agencies where required. Access to this has been provided for over 6 years free of charge.
- 1.4.2 Hertfordshire Constabulary have reviewed Safetynet, resulting in reduced access to the system, for high risk, partnership cases only. As a result the service now needs to put in place its own casework management system. The service is currently exploring the possibility of using an additional module to other systems used by the Council, but will require budget to purchase and maintain any system put in place.
- 1.4.3 Maintaining a robust casework management system is central to effective evidence gathering that can support enforcement action when required. It also supports requirements of data protection, and responding to complaints. Whilst Firmstep provides a means of initial complaint management it does not provide the same types of functionality of an ASB casework management, both in terms of supervision of caseload, and storage of historic casework data.

1.5 Implications of project not being complete

Please highlight what the implication for the council will be if the project is not carried out/completed.

- 1.5.1 Without purchasing and implementing an ASB casework management system, there is an increased risk of human error on casework evidence gathering, and a risk of failing to be able to audit trail how evidence for enforcement action has been gathered. This could increase the risk of cases not being successful when taken to court, and in difficulties managing complaints received from alleged perpetrators.
- 1.5.2 Without an effective casework management system the efficiency of staff will also be reduced, with increased manual searching of evidence gathered using Firmstep and other manual systems.

2 Business Case

Why should this project be undertaken?

- To ensure that the Community Partnerships Team is able to maintain a robust audit trail of ASB investigations.
- To increase the efficiency of staff in recording actions taken to investigate ASB complaints.
- To replace the lost functionality of Safetynet (the County-wide ASB system) for District Council lead investigations.

How will project success be measured?

- A casework management system have been procured and implemented.
- Internal audit of ASB casework will demonstrate a robust record of actions taken for investigations.

2.1 Project Definition

2.1.1 To procure and implement an ASB casework management system within the Community Partnerships Team.

2.2 Outputs and Outcomes

Outputs

- Casework management system procured.
- Casework management system implemented

Outcomes

- Increased efficiency of staff undertaking ASB investigations.
- Robust audit trail maintained of all ASB investigations.
- Improvement management supervision of ASB investigation caseload.

2.3 Benefits

2.3.1 The benefits of the project are that there will be a replacement casework management system in place that will increase the efficiency of staff in recording investigations of ASB complaints, and ensure data retention within the control of the Council, rather than the historical case of data being managed and stored by Hertfordshire Constabulary.

2.3.2 The Council needs to maintain a clear audit trail of ASB investigations. Without implementing a new ASB casework management system there would be an increased risk of human error in records, and a reduced efficiency in use of staff time in record keeping.

2.3.3 An effective casework management system will support the effective application of enforcement powers when required by the service.

3 Project Costs

This section should include a high level breakdown of all expected project costs, including all costs for project management. Identify any budget-sharing arrangements with third parties, including key stakeholders.

3.1 One off project costs

3.1.1 Capital Costs

Item	Cost
Software licenses	£11,000
Set up consultancy and project management	£4,000
Training	£3,750
Total one-off capital costs	£18,750

3.1.2 There would be an ongoing revenue cost of £1,400 per year for software maintenance.

3.2 Financial viability

3.2.1 Assuming a lifespan of at least 5 years this investment is equivalent to £5,150 per year. This is similar to the current spend on legal costs for external representation and advice for complex cases on ASB. This is the equivalent of 5 hrs per week salary costs for an ASB Officer.

3.3 Resources and skills

3.3.1 The project will require support from ICT to assess the suitability and compatibility of any procured casework management system, and to support its implementation and installation.

3.3.2 Training, set up and maintenance support will need to be purchased in from the product supplier.

Has the project been agreed by the Head of ICT?

Yes	
No	X

3.4 Equalities

Is this project responding to an Equality Impact Assessment?

Yes	
No	X

If yes, please provide brief details of the EIA...

Has an Equality Impact Assessment been undertaken for this project?

Yes	X
No	

If yes, what are the outcomes and how do these link to the project?

Ensuring a robust casework management system is in place, supports address the inequalities faced by victims of anti-social behaviours

Project Initiation Document (P.I.D. Lite)

3.5 Data Protection Impact Assessment (DPIA)

Has a [Data Protection Impact Assessment](#) be completed for this project?

Yes	
No	X

If yes, please attach a copy

If no, why not?

The DPIA will be completed prior to starting procurement but after funding has been agreed.

3.6 Risks

[Risk Management Strategy](#)

Nature of Risk	Consequence	Suggested Control Measures	Response <i>(tolerate, treat, terminate, transfer)</i>	Risk Rating <i>(combination of likelihood and impact)</i>
1. The Council is unable to maintain a robust audit trail of ASB investigations	Loss of data and evidence for enforcement actions. The Council is unable to respond to complaints regarding ASB investigations	Procure a casework management system	Treat	4
2. There are errors in manual records of ASB investigations	Loss of data and evidence for enforcement actions. The Council is unable to respond to complaints regarding ASB investigations	Procure a casework management system	Treat	4
3. Casework management system increases workload of ASB investigating officers	Less time available for case investigation	Test any system for staff efficiency and make part of procurement decision.	Treat	4
4. Casework management system is not compatible with ICT platform	System does not work effectively	Involvement of ICT in procurement project	Treat	4

Project Initiation Document (P.I.D. Lite)

Very Likely ----- Likelihood ----- Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
----- Impact -----> Unacceptable				

Likelihood Score

Impact Score

- 4 (Catastrophic)
- 3 (Critical)
- 2 (Significant)
- 1 (Marginal)

- 4 (Very Likely (≥80%))
- 3 (Likely (21-79%))
- 2 (Unlikely (6-20%))
- 1 (Remote (≤5%))