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Interim Chief Executive  
Jaki Salisbury

**TO EACH MEMBER OF THE  
CENTRAL BEDFORDSHIRE SHADOW EXECUTIVE**

10 December 2008

Dear Councillor

**CENTRAL BEDFORDSHIRE SHADOW EXECUTIVE - Tuesday 16 December 2008**

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following paper which was omitted from the original circulation: -

SD2            LOCAL AUTHORITY MODERNISATION PROJECT (LAMP)  
PROJECT FOR CENTRAL BEDFORDSHIRE COUNCIL

Appendix 1 to the Business Case

Please accept my apologies for this oversight.

Should you have any queries regarding the above please contact Sandra Hobbs on Tel:  
0845 849 6257

Yours sincerely

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## The Significance of Spatial Data in Transformational Government

This document seeks to explain:

- The cashable and non-cashable benefits of spatial information in Local Authorities
- The importance of spatial information in achieving true transformation and meeting the key deliverables outlined by Central government
- An innovative program to facilitate transformation in a unique and compelling manner

### What is Spatial Information?

In simple terms, spatial information refers to specific information that can be referenced by geographic location, typically property and people. In the context of this document, spatial information is in digital format, and managed by computer systems that ensure availability, accuracy, and rapid responses to queries. Electronically enabled spatial data provides the foundation upon which Local Authorities can deliver services most efficiently.

*An individual wants to pay their council tax. Do you know where they live? Is the information easily accessible, even if it is held between multiple departments? Is the information current?*

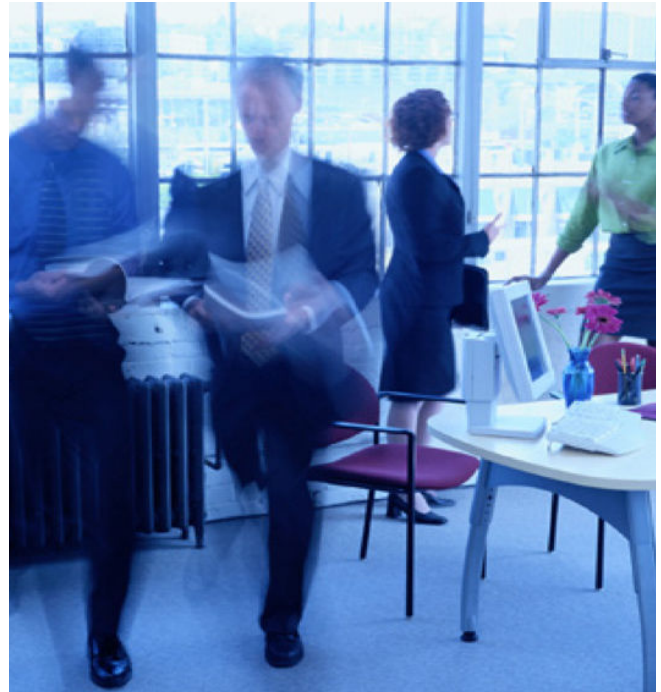
A modernised and spatially enabled system allows online access to the most current information, regardless of source, rapidly delivering that information to the end-user.

*Building inspectors working in the field require access to information about specific properties. Does a manual paper-based environment maximise the use of their time?*

The integration of mobile technology with spatially enabled back office systems allows field-based employees immediate access to all required information to perform their tasks in the most cost-effective manner.

*Are your back office departments fully integrated within the enterprise, or are they isolated silos of information, unable to adequately access or share information with other departments?*

Digital spatial information is the lifeblood of efficient operations. By coupling business transformation processes and spatial information, this spatial information becomes a shared corporate resource. This eliminates the development of information silos operating independently from the greater enterprise, driving up costs and reducing efficiency.



There are many examples of failed projects with promised results that have not been delivered. This is often because the suppliers focus on the singular product sale to a department, rather than solving a problem at the enterprise level.

MDA has, through decades of experience, shown the inherent value of designing fully integrated solutions that are capable of transforming business processes and addressing immediate and long-term operational requirements.

### The benefits of a well-designed, professionally deployed system are significant.

LAMP (Local Authority Modernisation Programme) is an innovative programme through which MDA assists Local Authorities achieve their modernization goals. LAMP delivers true transformation at a guaranteed fixed price, and with quantifiable results.

LAMP projects can be financed over a 7-10 year timeframe or funded through capital. Furthermore, LAMP projects are implemented without the long timeframes associated with an OJEC procurement. MDA has been very successful in delivering LAMP to Authorities across the UK, providing both cashable and non-cashable benefits.

## Benefit Realization Through Spatial Enablement and Modernisation

Some examples of cashable benefits are:

### Operating cost reduction

One Local Authority reduced a department's headcount by over 40%, while improving the turnaround of information from an average of three weeks to several days.

A Local Authority significantly reduced office space requirements due to the reduction of space required to store paper-based information.

### Revenue and Costs

A Local Authority is using MDA's spatial information solution integrated with a customer relationship management system to significantly reduce costs associated with handling community inquiries on Council tax payments, bin collection, and other services

One Authority that modernised their spatial data and systems successfully increased their search fees by 33%. The users of this information system appreciated the benefit of a faster service, delivering more rapid and accurate information.

### Efficiency Improvements

Another authority is deploying a mobile system for their building control inspectors to access spatial data while on the road, eliminating the need to repeatedly return to the office during the work day.

Examples of non-cashable benefits include:

### Improved Service Delivery

Modernised Local Authorities are benefiting from fully integrated data, faster response times, and significant freeing-up of back office staff and facilities to deliver improved frontline services to the public.

### Meeting Government Targets

Spatial data forms part of various initiatives, such as Local Strategic Partnerships (LSP), Regeneration, and provides a solid foundation for BVPI points and CPA reviews. Government targets are met, data is trusted, and world-class service delivery is attained.

## Data Quality

Spatial data can form the core data of a Local Authority, based on a 'Capture Once, Use Many' model. Each data set is held only in one location yet it can be accessed from across the entire authority. By having a single source for each information type, data quality is maintained. Furthermore, the introduction of a modernised, integrated spatial system allows for the rapid and economical reuse of data.

## LAMP and Your Local Authority

MDA can help any Local Authority achieve their transformation goals. Working in partnership with the authority, we will help identify and deliver cashable and non-cashable benefits to underpin a modernization business case.

Typically the business cases we develop in conjunction with each Local Authority allows for the freeing up of existing revenues required to fund a modernization project. The LAMP programme is designed specifically to meet the financial criteria associated with the business case.

- There is no cost for the transformation project until it is up and running. Local Authorities derive quantifiable benefits before incurring costs.
- Methods to finance a modernization include a 7-10 year managed service offering, if required.
- All MDA spatial information projects are fixed price, with any overrun costs being borne by MDA and not the Local Authority.



Large and small Local Authorities across the country have selected LAMP to modernise their spatial data and service delivery systems

For more information about LAMP, and a no obligation review of how a spatial information modernisation project could benefit your Local Authority, please contact the undersigned below.

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