



18 September 2017

Agenda Item: 7

REPORT OF THE SERVICE DIRECTOR FINANCE, PROCUREMENT AND IMPROVEMENT

BUSINESS REPORTING AND MANAGEMENT INFORMATION PROJECT – NEXT PHASE

Purpose of the Report

1. The purpose of this report is to seek approval for funding of £0.5 m to be included in the Finance and Major Contracts Management Capital Programme for phase 3 of the Business Reporting and Management Information Project (BRMI).

Information and Advice

Background

2. The challenges of austerity along with a drive towards improved efficiency and transparency has necessitated the creation of a more reliable evidence base from which decisions can be taken and the need to embed data and analytics in council services and decision making.
3. The BRMI project has been established to:
 - ensure that there was the capability for the Council to provide accurate and relevant business information from its systems to the people that need it to assist them in making good business and transformational decisions and for the information to be made easily available for Members, managers and services to access
 - deliver a data warehouse that would ultimately contain all key data from Council systems; where appropriate data from external partners; and from which all Council reporting (statutory, management, operational) would be run
4. A range of benefits will be delivered through the project including:
 - a more systematic, structured and sustainable approach to business intelligence
 - bringing together data from multiple systems
 - data to be collected once and used multiple times providing a single version of the truth
 - real time data to be available
 - ability to undertake detailed analysis more readily
 - a Business Intelligence Hub to be established to provide management information through one site that is easy to understand, access and interpret

- data to be presented through Dashboards and reports that are easier to interpret and use
5. Increasingly it is also important that we have a common understanding of the data we use and everyone can see the same view eg; on population; that we are able to forecast future demand and model change; have graphical analysis and show information easily on maps and dashboards; undertake ad hoc analysis more quickly; data share and data mine to use technology to identify issues that otherwise may not have been apparent.
 6. Phase one of the project has delivered the establishment of the data warehouse populated with data from the council's social care recording system – Mosaic. In addition 200 business intelligence reports were produced as part of the Mosaic upgrade for children's and adults social care services.
 7. A Business Intelligence Hub has also been established as part of phase one bringing together in one place the Council's data, analysis, business intelligence reports and dashboards providing an overview of performance and service delivery for the Council.
 8. Phase two of the BRMI project started in June 2017 and will complete at the end of October 2017. It is delivering additional business intelligence reports including those required due to the decommissioning of systems in Adult Social Care and Health; additional statutory return reports; and commencing work on the management information reporting requirements for the Integrated Children's Disability Service. It is also undertaking the requirements analysis and technical design for the inclusion of financial data in the data warehouse. The cost of phases one and two of the project have been met from within the capital programme.

Phase 3 – Proposed Scope

9. The third phase deliverables are to address the substantial backlog of data and reporting requirements arising from the change freeze that was imposed because of the Mosaic Upgrade; further developments to the Business Intelligence Hub including improving access and presentation of data through dashboards; as well as requirements gathering; prioritisation, costing and agreement of all additional data from council systems to be included in the data warehouse. It is proposed that this phase of the project runs from November 2017 to April 2018. The cost of delivering this work will be £500k.

Development of a Business Intelligence Strategy

10. During the autumn a Business Intelligence Strategy is to be prepared setting out the Council's future approach and roadmap for business intelligence; the key activities required and the cost of the implementation of this Strategy for members' consideration. This will consider future developments and deliverables for the BRMI project.

Other Options Considered

11. The option not to proceed with phase 3 of the project was discounted as this would not address business intelligence reporting requirements or enable the appropriate identification of future work.

Reason for Recommendation

12. To provide accurate and relevant business information for the Council's services to assist good business decisions and to enable appropriate planning for further developments to the Council's data warehouse.

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) It is recommended that £0.5m, funded from capital contingency, is included in the Finance and Property capital programme to fund phase 3 of the BRMI project.

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Constitutional Comments [SLB 05/09/2017]

Finance and Major Contracts Management Committee is the appropriate body to consider the content of this report.

Financial Comments [GB 06/09/2017]

The financial implications are stated within the report.

Background Papers and Published Documents

None

Electoral Division(s) and Member(s) Affected

All.