



London Borough of Hammersmith & Fulham

CABINET MEMBER DECISION

FEBRUARY 2015

CONFIRM CONNECT MOBILE UPGRADE

i.

Report of the Cabinet Member for Environment, Transport & Residents Services

Open Report

Classification - For Decision

Key Decision: No

Wards Affected: All

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AUTHORISED BY:

The Cabinet Member has signed this report.

DATE: 9 February 2015

1. EXECUTIVE SUMMARY

- 1.1 This report seeks authority to purchase the upgrade Confirm Connect Module to allow officers to carry out work from site using handheld devices.

2. RECOMMENDATIONS

- 2.1. To approve the purchase of the Confirm Connect Module to continue and enhance the mobile working of officers in the Transport and Highway Division.

3. REASONS FOR DECISION

- 3.1. The current mobile system Confirm Mobile allows officers who carry out inspections on the highway for Street Works, Highway safety and condition surveys, street lighting and tree maintenance to work remotely from site recording live information and responding quickly to reports.
- 3.2. Mobile devices adds to productivity and allows officers to work on the boroughs roads whilst enhancing defect resolution.
- 3.3. Network Management use of mobile devices allows an increased ability to issue penalties and fines whilst recording defects live from the field. This has a direct impact on the income budgets of the Division.
- 3.4. The Confirm Mobile module is coming to end of life and will no longer be supported so the new module Confirm Connect is required.
- 3.5. Confirm Connect has enhancements that allow maps to be updated from site including adding coordinates, route planners and increased ability to raised orders to the contracts from site increasing response times.

4. INTRODUCTION AND BACKGROUND

- 4.1 Confirm is the IT system used by the Network Management , Highway Reactive, Street Maintenance and Street lighting teams to manage work from the field.
- 4.2 Network Management manage and co-ordinate all works and activities that are carried out on the public highway. The system has a central database called the Street Works register which holds all the key information that is needed for the team to effectively do this role. On average there are approximately 24,000 works carried out on the Councils road network per annum.
- 4.3 Mobile working plays a major part in the team's ability to effectively manage these works and activities. It allows officers to work from site where their time is best spent in supervising and monitoring works. Work is carried out more efficiently with the use of mobile devices and allows information to be captured on the mobile devices and electronically transferred between the Council and the works promoters carrying out the works.
- 4.4 A majority of the information which is transmitted electronically relates to inspection records. This information is important for two reasons. Firstly it acts as a record of the inspection having been undertaken and secondly it forms part of the Council's evidence in recovering penalty charges issued to utility companies as a result of their noncompliance.

Photographs form part of this evidence which are also captured on the mobile devices.

- 4.5 Highways Inspectors/Tree Inspectors/Street Lighting Officers carry out inspections using the devices and like Network management use this to record data from the field. These are defects, works assessment, risk assessment and producing work orders from site.

5. CURRENT ISSUES (OPERATIONAL AND FINANCIAL)

- 5.1 The devices (HTC's) that the team currently use are nearing the end of their life. They are regularly malfunctioning which is having an impact on the teams efficiency. Photographs are failing to export from the mobile devices into the main Confirm database. This is resulting in Hammersmith and Fulham Bridge Partnership (HFBP) having to manually transfer the photograph's at the end of each day. This is also resulting in loss of officer time because they have to drop the devices off at the end of each day for this to be done. What is most frustrating is that HFBP have failed to identify the root cause of this so they are unable to fix the problem.
- 5.2 The Network Management Team do not have any spare mobile devices they can use as replacements. Even if new HTC devices are purchased, HFBP are unable to install Confirm Mobile on HTCs as the software they use for installing Confirm Mobile (Active Sync) relies on the use of Windows XP which is no longer in use.
- 5.3 The failure to move to Confirm Connect has also resulted in the team being unable to adopt new working practices associated with EToN6 which was rolled out nationally in April 2014. EToN6 is an industry led initiative that forced all street works software suppliers to make enhancements to their systems to allow highway authorities and utility companies to work more efficiently.
- 5.4 Photographs being lost during the manual transfer could potentially amount to a loss of thousands of pounds. One fixed penalty notice attracts a penalty charge of between £80-£500. Last year LBHF issued 2697 fixed penalty notices. If 5% of the photographs were lost, which isn't an unreasonable assumption, approximately £16,000 of income would be lost based on an average fixed penalty notice of £120.
- 5.5 There are increased financial consequences in relation to loss of photographs relating to Section 74 overruns. These attract much higher charges than fixed penalty notices. Daily charges of £250 up to £10,000 can potentially be applied to these non-compliances. Taking a typical example of a 5 day overrun on one set of works, we would lose £50,000 at the higher rate and £1,250 at the lower rate depending on the type, nature and location of the works if photographs went missing. Last year

LBHF identified 168 overrunning sites which gives an indication of the volumes we identify.

5.6 The inability to use the newly developed functions provided by EToN6 is estimated to be costing us at least 20hrs of officer time per month which equates to approximately £1,400.

5.7 The problem associated with the mobile devices is estimated to be resulting in 1hour loss of productivity in terms of numbers of inspections that the inspectors are able to undertake. The less inspections being undertaken the less opportunity there is to identify noncompliance and issue appropriate penalty charges. It would be perfectly reasonable that at least one fixed penalty notice per inspector could be missed as a result of this which in turn would equate to £1,200 loss of income per week

5.8 In summary financial implications amount to :

- £3,900 officer time
- Approximately £1,300 loss of fixed penalty notice income per month
- Anything up to £50,000 on any one typically overrunning work site
- Ongoing £1,400 through efficiencies that are unable to be realised due to inability to adopt EToN6 new functionality
- At least £1,200 loss of income per week due to decreased productivity, more if devices completely fail
- Allows 3 Area technical Officers to cover 4 Areas with limited over time which is estimated at £6,000.

6 COST OF CONFIRM CONNECT

6.1 The table below summarises the cost estimates provided by the HFBP for each of the work elements required to deliver Confirm Connect.

Staff Charges			
Charge Type: Project	Days or Quantity	Rate	Charge
PM Services	12	£543	£6,516.00
Application Services	13	£543	£7,059.00
Staff Charges Total			£13,575.00
Non-staff Charges			
Charge Type: Project	Days or Quantity	Rate	Charge
Samsung Galaxy Note 3	8	£212	£1696

IPAD Mini (64gb)	6	£475	£2850.00
PBS Confirm Connect	12	£1,665.00	£19,980.00
PBS Training	1	£900	£900.00
Non-staff Charges Total			£25,426.00
Project Charges Total			£39,001.00
First Year Annual Charges (from Section 6.3.1)			£1,110.27
Year 1 Total: Project Charges plus Financial Year 1 Annual Charges			£40,111.27

6.2 The cost of Confirm Connect will be met by increased productivity in the four teams and not filling a vacant post in the Highways team.

7. CONSULTATION

7.1 Benchmarking has been undertaken with other boroughs such as Westminster and Hounslow to assess how they use Confirm Connect.

8. EQUALITY IMPLICATIONS

8.1 A completed Equality Impact Assessment is not required.

9. LEGAL IMPLICATIONS

9.1 There are no immediate legal implications other than those indicated in the report.

10. FINANCIAL AND RESOURCES IMPLICATIONS

10.1 The one off implementation and equipment costs as set out in the table in section 6 -£34.4k- will be funded from a draw down from the TTS IT and Computer reserves. It is fully expected that the additional income described in section 5 will more than offset the annual maintenance costs of £1.1k.

10.2 Implications verified/completed by: (Gary Hannaway, Head of Finance, Ex. 6071)

11 RISK MANAGEMENT

11.1 HFBP will manage the risk associated with delivering this programme and this is built into the costs.

11.2 There is an ongoing risk of photographs being lost in the manual transfer that HFBP are doing at the end of each day. There have already been occasions where this has happened and it cannot be allowed to continue. The photographs form an integral part of the evidence that we present to utility companies to justify the charges that we apply to their

non-conforming works. Without this evidence there is a major risk of income to the Council being lost.

- 11.3 There is little or no confidence in the mobile devices that we currently use in terms of other data that is captured on them, particularly where they are regularly malfunctioning. Officer's time is being lost every time the device has to be reset or taken to HFBP for repair/investigation. Loss of officer's time doing site inspections has a direct impact on income that the team generates by doing these inspections.
- 11.4 If the existing devices completely fail and end up being inoperable officers will have to revert to undertaking site inspections using a paper based system. This will result in a major loss of productivity.
- 11.5 Unless authorisation is given to proceed with the Confirm Connect project these risks will continue to be present and escalated the more the project is delayed. This would result in a loss of productivity and increased risk of data being lost. A direct comparison to RBKC officers who do not use mobile working confirms this.

12. PROCUREMENT AND IT STRATEGY IMPLICATIONS

- 12.1 The procurement provisions will be managed by HFBP.

LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	None		