

# EHMS Feasibility Study

## Barnsley Metropolitan Borough Council Regulatory Services



### EXECUTIVE SUMMARY

EHMS was identified as capable of delivering significant in-year savings with payback inside 4 months.

EHMS is able to drive improved front line case handling, reduce the cost of middle office operations, make more efficient use of back office systems and replace other forms of information indexes for publications.

EHMS was well received by front line staff, easier to use than Council shared drives for local information. When accessing national policy and guidance, it was more user-friendly than proprietary indexes and more reliable than Google as a search facility.

Estimated Minimum Annual Productivity Gain: £53K.

Payback inside 4 months.

### COUNCIL PROFILE

Barnsley Metropolitan Borough covers 127 square miles and serves a population of about 226,000. The Council provides public protection and regulation through its Regulatory Services Department of the Environment Directorate through Environmental Health, Trading Standards and Licensing.

### REGULATORY SERVICES

The Service is a pioneer of mobile working; many staff work from home or use the hot-desk facilities within the offices. The Service comprises an Assistant Director, 2 Heads of Service, 7 Principal Officers (Team Leaders), 50 front line officers, 10-strong Admin team, a Business Manager and 2 System Support and Development Officers.

### EHMS REVIEW

In March – April 2010, EHMS was reviewed by a Head of Service and team of Principal and Front Line Officers to assess whether EHMS was a tool that could enhance the efficiency of existing mobile working arrangements and improve the support provided to the front line and to managers. These are their findings of EHMS.

### INTEGRATED INFORMATION SOLUTION

#### Saving £3K per annum

Because EHMS is designed specifically for Regulatory Services professionals, the Service could replace some online information services while not reducing the quality of information needed to deliver a good service.

### TRY BEFORE YOU BUY

Apply for free online access [www.ehmsystems.org/enquiry](http://www.ehmsystems.org/enquiry)

Telephone: 0844 801 0733  
Fax: 01239 710810

SAVINGS SUMMARY	TOTAL PER ANNUM (£K)
Productivity gains	26
Mobile Working efficiencies	16
Direct savings	3
Quality and Process gains	5
CPD savings	3
Back Office savings	0.1
<b>TOTAL</b>	<b>53.1</b>

### SUPPORTING THE MANAGER: MIDDLE OFFICE PRODUCTIVITY GAIN £26K per annum

By providing fully maintained online procedures and standard documents (letters, forms and public information leaflets), EHMS releases managers to focus on the day job. EHMS takes the burden of drafting and maintaining procedures and supporting documents. Standard documents are developed for each procedure and are ready to populate back office systems, saving time and optimising the use of back office systems.

### SUPPORTING THE OFFICER: FRONT LINE PRODUCTIVITY GAIN £16K per annum

Front line officers reviewing the system found it was quick and easy to access content on their existing PC platform. Providing all the resources required to deliver front line tasks, especially when working remotely, improves consistency and confidence. This improves case handling and enables Managers to use their team resources more flexibly.

### QUALITY AND PROCESS GAINS £5K per annum

EHMS delivers:

- Improved **Confidence**
- Improved **Consistency**, including across professional disciplines
- A notional £5,000 per annum saving in more efficient case handling (i.e. fewer process failures).

### CPD Saving £3K per annum

Now recognised as a source of CPD, regular users of EHMS can claim up to 30% of their CPD requirement through EHMS, saving 30% on the EP Team's training budget.

### BACK OFFICE ADMINISTRATION Saving £0.1K per annum

By reducing the range of suppliers, dealing with EHMS simplifies accounting and reduces transaction costs.

### COST SAVINGS

The business case for EHMS [www.ehmsystems.org/benefits](http://www.ehmsystems.org/benefits)

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