

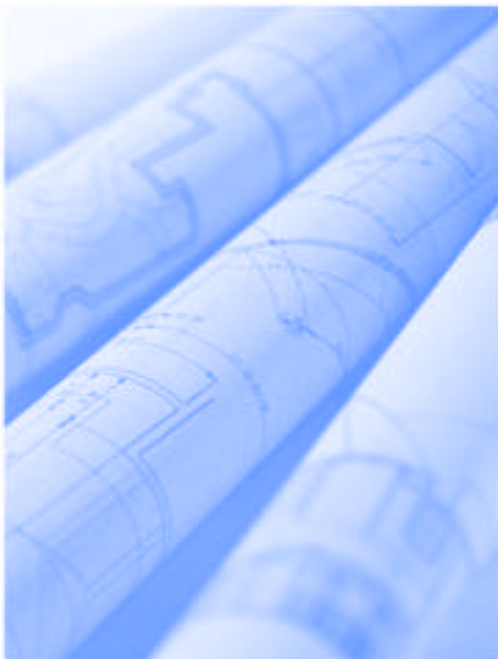
# Southampton City Council

## The Council

Southampton is the largest city in Hampshire (population over 234,000) and a major port, situated on the south coast of England approximately 60 miles south west of London. The city's services are provided by Southampton City Council, a unitary authority.



## Implementation of e-government



Having implemented a Civica electronic document management system, Southampton City Council issued a tender for the back scanning of their Planning files in the Autumn of 2007. The scanning of the images and subsequent upload to the Civica system was to provide public web access to the information and also free up valuable storage space occupied by the hard copy files. In addition to original paper files, the Council had historically microfilmed many of its Planning files and to allow these to be viewed via the internet they too had to be scanned.

## Contracting Process

The Council issued the tender via the Catalist solution (now known as Buying Solutions) and following a rigorous assessment and test scanning phase, Hugh Symons Information Management was awarded the contract early in 2008. The award was made based on the best value solution and HSIM's experience gained by scanning over 100 similar projects for Local Authorities was an important factor in the decision.

## Contact

Hugh Symons Information Management, Alder Hills Park. 16 Alder Hills Poole BH12 4AR  
[www.hsinfoman.co.uk](http://www.hsinfoman.co.uk)      [Info.man@hughsymons.com](mailto:Info.man@hughsymons.com)      Tel: 0870 849 0220

# Southampton City Council

## The Project

The conversion project at Southampton has been undertaken over a two year period in compliance with the Council's requirements and in excess of 34,000 hard copy Planning Applications and 60,000 microfilmed Applications have been digitized.



Although the scanned data is to be a distributed internally and to the public using the corporate Civica EDRM system the implementation of the corporate system and the daily needs of the planning department meant that there was a requirement for some form of interim retrieval and viewing method.

Hugh Symons was able to bring added value to the contract in the shape of their CDView software which is ideally suited to meet this kind of requirement. Originally developed by Hugh Symons' in-house team more than 15 years ago. CDView has been improved and updated in line with current IT needs and fitted the requirements of Southampton City Council

## Challenges

The most challenging part of the project was the manipulation of the legacy data that had been built up at the Council over a number of years, often in a very unstructured manner. For the scanned documents to provide maximum benefit to the officers and the public it had to be linked with Uniform. The project managers on both sides identified the issues and put together solutions to ensure the quality of the information underpinned the project as a whole.

## Comment

Luan Dray, Southampton City Council's Project Manager comments on the quality of service provided by Hugh Symons Information Management and overall success of the project:

*"We expected that the quality and control of the scanning would be first class, our procurement process had already taken that into account with our site visit and reference checks. It has been the help and support that we have been given by everyone we deal with at Hugh Symons that was the real bonus."*

*"We have had many issues generated by the limitations of our legacy information and Hugh Symons' ability to understand the issues and then write routines to deal with them has saved us a huge amount of internal time and therefore cost. Hugh Symons have guided us through the project and it has been a true partnership which has been of great benefit to us."*

## Contact

Hugh Symons Information Management, Alder Hills Park. 16 Alder Hills Poole BH12 4AR  
[www.hsinfoman.co.uk](http://www.hsinfoman.co.uk)    [info.man@hughsymons.com](mailto:info.man@hughsymons.com)    Tel: 0870 849 0220