

# Bromsgrove sets new standards with Idox Environmental Health



## The Introduction:

Bromsgrove District Council covers a wide and diverse area of approximately 84 square miles. It lies to the south of the West Midlands conurbation bounded by Birmingham, Dudley Solihull, Redditch, Wyre Forest and the largely rural districts of Wychavon and Stratford-upon-Avon.

## The Challenge

Bromsgrove was keen to set new standards in local government performance and recognised that these ambitions could be assisted by Idox systems which were integrated across the Council.

Previous systems had failed to deliver an intelligent single view of disparate distributed data so the challenge was to implement a comprehensive suite of spatially-enabled integrated land and property systems across a number of departments including Planning, Building Control, Environmental Health, Land Charges and Housing – all accessible via a single address gazetteer.

Project objectives included:

- > Implementing a number of Environmental Health software modules as part of its spatial project.
- > Swift implementation.

- > Helping Council employees to work smarter and more efficiently through remote management technology.
- > Effectively managing data collection including down and uploading inspection data from any location using a PDA.
- > Increasing efficiency and improving service delivery to its citizens.
- > Linking up data across multiple departments.

## The Solution

The project exceeded early targets, with the corporate-wide Uniform Gazetteer Management System (GMS) up and running within a month and within budget.

Idox group's Uniform software modules being installed included: Building Control, Planning, Environmental Health, Development Control, Housing and the Gazetteer Management System. In addition, the Total Land Charges system will draw data from these modules to enable full automation of Local Land Charge searches for home buyers.

The next phase was the implementation of the spatial elements of the Uniform GMS system.

"We selected Idox group because of their experience of working with other local authorities and its ability to deliver results on a project of this scale and complexity."

**Mark Hanwell, Project Manager,  
Bromsgrove District Council**



**bromsgrove council**  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

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The key benefits include:

- Ability to visually identify where/what the issues are quickly.
- Allowing the compliant reference to link to a point on a map, therefore making it a lot easier to locate the issue.
- Ability to obtain a definite set of accurate records within a defined area.
- Allowing layering of many combinations of data over each other on a map.
- Enabling anyone in the department to find out where properties were and to better understand the geography of the area.

A further systems implemented were Uniform Commercial Premises modules for Food Safety, Health and Safety, Risk Assessments, Accident Reports, Notices, Infectious diseases, Contaminated Land and Legal Proceedings.

### Customisation

With deadlines to meet and priorities in terms of what Bromsgrove wanted to achieve, Idox group was able to respond to particular issues that arose.

Bromsgrove wanted to implement the internet based “Scores on Doors” solution provided by Idox group. The seven local authorities in Worcestershire had agreed a common set of criteria by which they wanted to select and publish the information relating to restaurants and food inspections. As standard, the Uniform “Scores on Doors” solution did not permit the publishing of the data in exactly the form Bromsgrove required.

The situation was discussed with the Idox group and we produced a report for Bromsgrove to enable the production of the information in the form they required as a temporary measure.

Bromsgrove are now able to publish the information in the form they require, which was one of their key objectives with the new system.

A dedicated Idox group Project Manager was assigned to Bromsgrove and was there on average three days per week. This was critical in building the relationship between Bromsgrove and Idox group in the early stages of the project.

Bromsgrove are currently discussing with Idox group how the standard system can be modified to support their longer term requirements.

### Partnership Working

Idox group is working with MacDonald Dettwiler and Associates (MDA) to provide the additional support Bromsgrove needs to meet its transformational government targets and deliver a more comprehensive service to its residents.

### The future for Idox group and Bromsgrove

Bromsgrove is now enjoying the benefits of the Uniform suite in the relevant departments and have been happy to share with other authorities their experience of working with Idox group and using its software.

There is continued expansion of the use of Idox group solutions within Bromsgrove as they plan to implement Uniform Private Water Supplies and the Samples module in the near future.

“We wanted to work with a company that could provide the support that the project requires and help us deliver a better service to our community.”

**Mark Hanwell, Project Manager,  
Bromsgrove District Council**

“If a particular issue arose then Idox group helped us address the solution.”

**Richard Lovegrove,  
Environmental Health Officer  
and Systems Administrator,  
Bromsgrove District Council**

# Case Study

For further information on how the Idox Environmental Health Solution could help your organisation, please contact: [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com).