The Power of Possibility

WARRINGTON Borough Council

Case Study — Warrington Borough Council — Scanning & Electronic Document Management

Background

Warrington Borough Council reached out to SPS, formerly Cleardata, looking for a solution to digitise their property files. This was due to a forthcoming move to a new build office, where the emphasis would be on flexible & agile working, with the main objective being to reduce the Council's office accommodation costs.

As part of this move to agile working, the offices were designed with a very limited amount of storage space. The brief for SPS was to find a solution which would be able to provide access to a wide variety of different file types & for this to be completed within a specific timescale.

Key Drivers

- Reduce paper records
- Flexible access for remote working
- Find information quickly
- Improve compliance
- Any customer queries were dealt with quickly and to the customer's satisfaction

How did SPS help

SPS digitised property files for Warrington Borough Council and provided flexible access via the Cleardox Electronic Document Management System. This enables staff to securely access records from any location using a web browser.

The Solution

SPS's Project Management team captured the Council's requirements for each document into a project specification, agreeing document output format, resolution, indexing and destruction requirements. The digitisation process included:-

- Files were securely collected and transported.
- Paperwork prepped ready for digitisation, including the removal of plastic wallets, clips and staples.
- Intelligent preparation provided for splitting of property files and land terrier files.
- A4/A3 paperwork scanned using Cleardata's Kodak high production scanners.
- Large format drawings digitised using Cleardata's Large Format Canon M40 scanners.
- Files were indexed by plan number, UPRN, and or name of property by SPS's data entry team.
- Information was uploaded into SPS's Cloud Document Management System, Cleardox EDM in the relevant folders with metadata signed to enable searching via property address or URN.
- Physical files were securely stored, prior to approval for destruction.
- Files shredded using SPS's industrial equipment and certificate of destruction provided.

Customer Feedback

"SPS have successfully digitised our Property & Building Services Files.

This dataset includes files which contain a variety of sizes & document type. For example, some documents were in small card format & others, within the same file, could be AO sized architectural plans.

There were also historic deed records and old maps ,some of which were in old bound books which were much more difficult to scan.

SPS dealt really well with the wide variety of documents and the Property Team are now able to easily access high quality versions of these records, via the Cleardox EDM system.

This was an ideal solution for our forthcoming move to agile working in our new offices, but it has also been key in our ability to adapt to the new Covid-19 requirement for the team to work from home. The SPS team have always been helpful and professional in their approach to this project. It has run smoothly and, more importantly, was delivered on time."

— Property Information Officer,
Warrington Borough Council