

Warwick District Council

ICT Steering Group – Lone Worker Monitoring System Business Case



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ICT Steering Group – Business Case Template

Revision History

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Version	Revision Date	Revised By	Revisions Made
0.1	01 June 2016	Ty Walter	First Draft
0.2	09 June 2016	Ty Walter	First draft amendments from Tass, Smith, Rob Hoof & Michael Barnson.
1.0	27 June 2016	Ty Walter	Updates to the 'Template Guide' and 'Scope' following feedback from ICTSG
2.0			
3.0			
4.0			

Approvals

This document requires the following approvals:

Title
ICT Steering Group

Distribution

This document has been distributed to:

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Contents

ICT Steering Group – Business Case Template	2
1 Template Guide	Error! Bookmark not defined.
1.1 What is a Business Case?	Error! Bookmark not defined.
1.2 When do I use a Business Case?.....	Error! Bookmark not defined.
1.3 How to use this template	Error! Bookmark not defined.
2 Business Problem Analysis	4
2.1 Business Problem	4
2.1 Business Opportunity	Error! Bookmark not defined.
3 Preferred Solution	4
3.1 Solution [Title]	4
3.1.1 Description.....	4
3.1.2 Benefits, Goals and Measurement Criteria.....	4
3.1.3 Digital Benefits.....	5
3.1.4 Costs and Funding Plan.....	5
3.1.5 Risks.....	6
3.1.6 Issues	6
3.1.7 Assumptions	6
4 Implementation Approach	7
4.1 Outline Project Scope.....	7
4.2 Service Area Resources.....	7
4.3 ICT Services Resources.....	7

1 Business Problem Analysis

This section seeks to describe the issue to be addressed by the project. It consists of two parts, Business Problem and Business Opportunity. When completing this section is advisable to only complete one section depending on whether you are trying to resolve an existing problem or are looking at a new opportunity. For example, a new income generation scheme would be a business opportunity rather than a business problem.

1.1 Business Problem

- Following an evaluation of the current lone working systems necessary improvements were identified.
- The current systems are not effective and therefore investigation is being undertaken to identified an appropriate solution (development of current or new)
- Without an affective system in place employees are placed at risk of harm from violence and or aggression.
- The lone working procedure is committed to developing a solution in 2018.

2 Preferred Solution

This section provides details of the Service Area's preferred solution, its benefits, costs, feasibility, risks and issues.

2.1 Solution: Lone Worker Monitoring System

2.1.1 Description

The preferred solution is to purchase a 'ready made' system solution which fits the need of all of the lone workers within the Council including Councilors.

2.1.2 Benefits, Goals and Measurement Criteria

- Ensure compliance with Health and Safety Legislation
- Ensure the safety of employees and councilors who are lone working. To ensure that in combination with risk assessments and alternative working arrangements to minimize lone working, staff that need to do so are provided with control measures which are suitable and sufficient.

Complete the following table:

Category	Benefit	Value
Financial	<ul style="list-style-type: none">• None identified. Whilst savings could be made on the current spend of the systems we own and operate. The cost may be greater than that currently spent. However this could be less than the cost of formal	

	action by HSE or personal injury claim.	
Operational	<ul style="list-style-type: none"> None identified 	
Customer	<ul style="list-style-type: none"> None identified 	
Staff	<ul style="list-style-type: none"> Increased staff satisfaction Greater protection and oversight of staff in vulnerable positions Increased staff feeling of security 	

2.1.3 Digital Benefits

Description	Value
How many citizens will the project benefit? <i>For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.</i>	None All Employees and councilors
How many transactions does the business process deal with? <i>For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.</i>	For use in all situations where the employee is lone working.
What is the average current duration of the process from service request to completion?	Not applicable

2.1.4 Costs and Funding Plan

Capital Costs	Amount
<ul style="list-style-type: none"> Initial software purchase Data gathering New hardware Temporary additional resources 	Need to investigate an appropriate system to address the issue of lone working
Total	Estimated £240 per year per device. Need approximately 200 devices for staff plus additional for Councilors. Estimated Max of £60,000 annually.
Revenue Costs	Amount
<ul style="list-style-type: none"> Software licence costs Support costs Permanent additional resources to maintain/operate system/process 	Need to investigate an appropriate system to address the issue of lone working
Total	Recurring as above.

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes

2.1.5 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
Prevention of violence and aggression towards staff	3	5	Investigating the new solution will enable an appropriate technology to be selected/implemented or developed which will provide a control measure to protect employees safety whilst they are lone working

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

2.1.6 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1	The current systems do not adequately provide for the staff safety and security during periods of lone working.
2	The current system is not used by all lone workers as it is not suitable for the tasks that they undertake
3.	There a multiple different systems and procedures in place across the authority and this would provide some consistency

2.1.7 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1	At a single system can be obtained which meet the needs of most if not all of the lone workers within the council
2	That a suitable system can be purchased rather than constructed internally.
3.	That checks and escalation of incidents is built into the role of one of our 24//7 operations.

3 Implementation Approach

This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

3.1 Outline Project Scope

- Investigate the products on the market
- Compare and contrast to the current systems which are owned and operated by the council
- Produce a business case to recommend selection/trial/development of an appropriate product
- Needs to link to monitoring back office (ours or another organisation)
- Must follow the lone working policy which the council has adopted

3.2 Service Area Resources

- Project manager - Marianne Rolfe
- Design authority - Ian Carden / Unions Representative/ HR
- Testing - Nominated members of staff to lone work across the council
- Needs training - All lone working staff and councilors
- System owner - Pete Cutts

3.3 ICT Services Resources

The first stage is to determine what solution is required and this will require investigation of the solutions available against those which we already own and operate. At this time there is not input required from the ICT service.