

REPORT

To: CORPORATE SERVICES COMMITTEE		Subject: ELECTED MEMBERS' CASELOAD MANAGEMENT
From: HEAD OF CENTRAL SERVICES		
Date: 7 May 2008	Ref: JAF/IL	

1. **Purpose of Report**

1.1 The report, under reference to the decision of the General Purposes Committee at its meeting on 25 October 2006 to participate in a pilot project instigated by the Improvement Service to develop an elected members' caseload management system, recommends acceptance of an invitation to the Council to utilise on a cost free basis for a period of three months, a caseload management system updated following conclusion of the pilot project.

2. **Background**

2.1 Following the decision of the General Purposes Committee the Council participated in the Improvement Service caseload management pilot project – and, in the course of that participation, a number of adjustments to the caseload management system were undertaken as a result of the Council's experience of its operation.

2.2 In the period following conclusion of the pilot, the company providing the system – Idessa – has been taken over by K2 and representatives of that company have now approached the Council to advise that the system has been further updated and improved and to invite the Council to evaluate, on a cost-free basis for a period of three months, the revised system.

3. **Consideration**

3.1 By the end of the pilot period, while it was considered that the caseload management system met the Council's basic requirements and constituted a useful tool to assist elected members in their work, the Improvement Service evaluated the findings and the provider company, Idessa, undertook to continue to develop the system in line with user feedback. It is understood that this has been done both by Idessa and by K2 from whom the current invitation has been received.

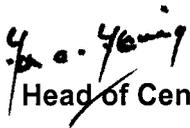
3.2 It is known, also, that a number of other Councils are proceeding either to develop their own caseload management systems or are engaging with other suppliers. In addition the Lagan Customer Relationship Management System contains a members' portal. It is considered that any final decision by the Council on implementing a caseload management system requires to be informed both by experience of operation of the system currently offered by K2 and by as much information as possible regarding other available systems.

4. **Proposal**

- 4.1 It is considered that the invitation now received by the Council affords an opportunity to evaluate a caseload management system which North Lanarkshire Council itself has helped to develop – and for that reason it is proposed that the Council avail itself of this opportunity.
- 4.2 It is proposed, also, that during the three month period the Council obtain as full information as possible not only regarding the cost to the Council were it to be decided that the Council adopt the K2 system but, also, on other options and on the experience of other Councils in operating alternative systems and the relevant costs.

5. **Recommendation**

- 5.1 It is recommended that the Committee give consideration to the foregoing proposal.


Head of Central Services

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central Services on Extension 2228.