

Blueprint
for Local Authorities



blueprint

making data work for you

In brief

Blueprint helps organisations tap into the power that's hidden in data. We create information systems that allow our clients to visualise and control the processes that directly affect their success. We understand the issues facing our clients and offer insight into the needs of people in their businesses.

We're partners of leading software companies, including Business Objects and IBM. We work closely with our clients' IT teams and their internal customers, building bridges between the people who implement and support information systems and those who use them. Blueprint specialises in the creation of business intelligence, performance management, and financial planning and budgeting systems. We provide strategic and technical consultancy, project implementation and systems support. We also provide accredited training services that serve thousands of people every year.



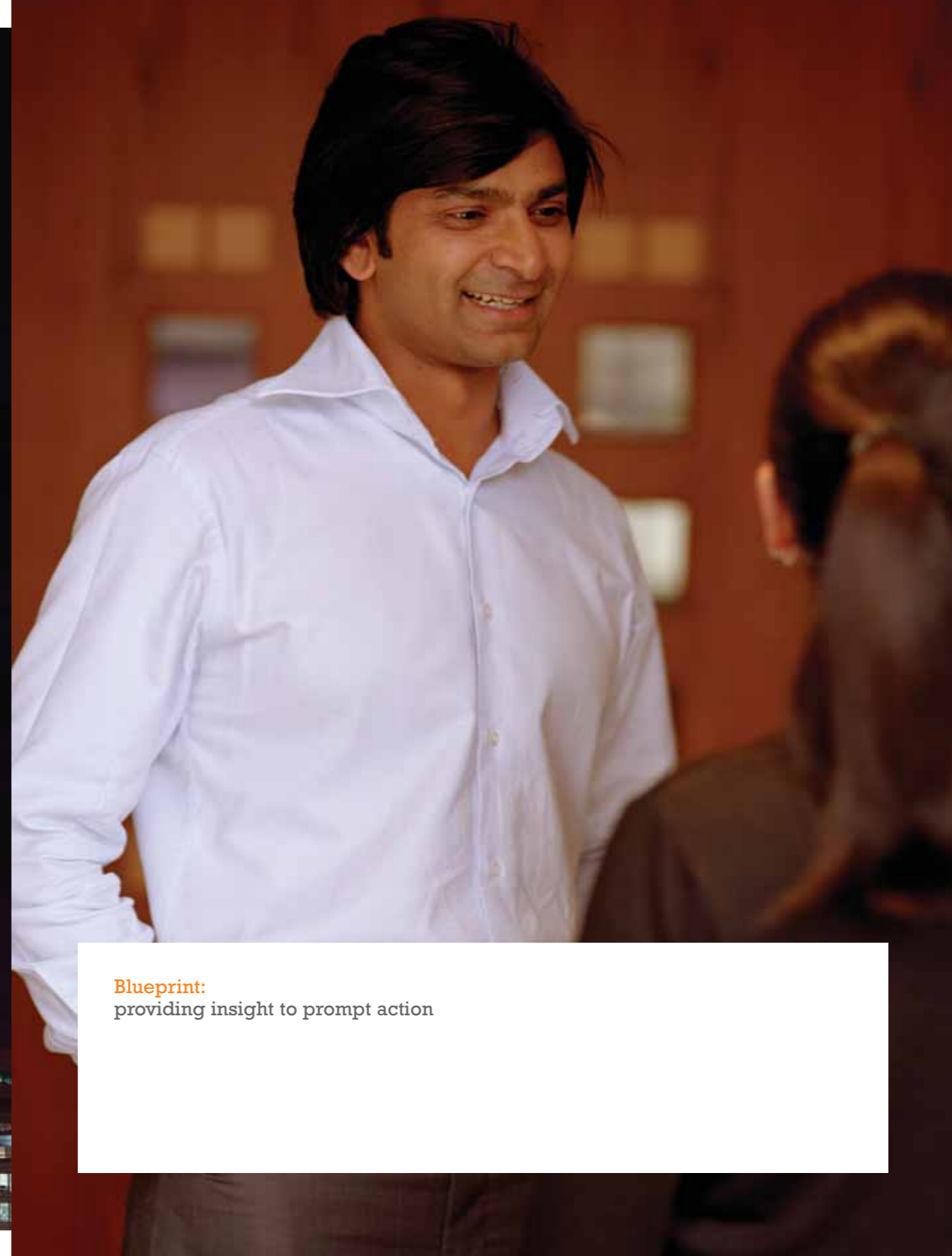
Blueprint:
looking beyond the obvious

Our services

In business, as in life, what we want is not always what we need. If we're prepared to question our preconceptions and habitual ways of working, we open the way to change and innovation. So at Blueprint we listen carefully to our clients, but we also challenge them. We closely scrutinise the relationship between our clients' objectives and the business processes they employ. We look at the details and the 'big picture'; we ask ourselves what's not there, as well as what is; we test the logic of established processes; we reveal the power that's hidden in data. Our desire to look beyond the obvious is what makes Blueprint's approach to the creation of information systems different from everybody else's.

Information systems that really work are led by business needs: they're business life-support systems, not repositories of dead data. They make it possible for those who support our local communities to visualise and control its heartbeat: the processes that directly affect the authority's success. We want the resulting information to demand attention, providing your people with insight and prompting them to take action. That's why we listen carefully to the people who will control and work with the new system, to find out what's helpful from all points of view.

Blueprint designs to meet specific needs: we are rarely asked to build applications in a standardised way, straight 'out of the box'. We select, modify and customise, using standard elements to create bespoke, tuned systems that help you to develop the quality of your services and sustain performance improvement to maximise efficiencies and best value. We could help you reveal hidden truths within your data through the creation of scorecards, strategic and operational reporting, budgeting and forecasting and 'what if' planning tools, providing penetrating analysis from one central data-hub.



Blueprint:
providing insight to prompt action

Understanding performance in local authorities

Local authorities are under pressure to improve their services and support for their communities, a challenge many have risen to. Both they and central government want to see continuing progress and recognise that the primary responsibility for improving performance should rest at local level.

In this performance-oriented culture, we can help you see beyond the simplistic measures used for regulatory purposes. For example, in Revenues & Benefits, you undoubtedly report on the average time elapsed between receiving a benefit claim and making payment. But you may be able gain further insights by breaking down and comparing the current status of cases and the actions you've taken. This could help you understand why cases take longer than the target you've set: sometimes, working hard will actually decrease your performance on the BVPI. Similarly, crude measures of the supply of and need for pre-school and crèche places can mask the underlying, changing needs of communities. Could the service that's most in demand actually be the least effective way of meeting the core need, when looked at from a holistic perspective that takes demand and best value outcomes into account?

Blueprint:

understanding the changing needs of the communities you serve

Our information systems are designed to make use of your existing systems, like Swift, iWorld, Pericles and Oracle Financials, perhaps combining their information with other service and financial data, providing you with a complete overview of each service and people's needs. By drawing data together in this way, we can enable you to analyse your dealings with citizens, revealing the paths people commonly take through local authority services.

Within every system we build, we segment the information around the focus areas and processes that are most important to you, giving you greater freedom to analyse the data in the way you wish. For example, you may want to know what cost increases are associated with mental health provision for the elderly. These costs could be further analysed to show the direct costs of services and the indirect staffing costs due to higher numbers of users or the growing complexity of assessments.

The Blueprint for Local Authorities framework enables you to use information to improve Service Heads' understanding of their teams' ability to assess and meet citizen needs both now and in the longer term. It covers Housing, Social Services, Revenues & Benefits, Education, Environmental, Parking, BVPI Performance Reporting, Financial Planning & Budgeting, and includes strategic planning features and tools to help you understand the changing needs of the communities you serve.

BVPI (and WAGPI) Performance Reporting

Pull together all the information you need to report on BVPIs and focus teams on improving performance against the previous quartile rankings. The system can be linked to appropriate source systems to automatically feed in relevant BVPI figures or enable the coordinated compilation of figures historically collected through spreadsheets.

Services for Adults and Children

Helping children's and adult services teams to understand changing needs, enabling them to adapt their services to match whilst maintaining quality and efficiency. The Blueprint for Social Services framework focuses on the needs of individuals across all services - allowing the creation of a combined need profile, instead of analysing outcomes service by service.

Housing

Income collection, voids, arrears and responsive repairs still dominate social housing teams' action areas for further improvement. Getting it right can be a juggling act: for example, how do you balance the cost of repair with customer satisfaction and the need for a quick response? The Blueprint for Housing framework brings the key drivers in every region onto one screen.

Customer Services & Complaints

When it comes to improving services, logging the number of enquiries and reasons for enquiries is a good starting point. But how many enquiries do you resolve first time, across service areas? What kind of relationship are you building with your customers? How well are you handling complaints and ASB cases? The Blueprint for Customer Services & Complaints framework can help monitor all the key variables.

Financial Planning & Budgeting

The Blueprint for Financial Planning and Budgeting framework puts you in charge of cost control, performance improvement and the way the organisation reacts to change. It covers financial reporting, budgeting, forecasting, strategic planning, capital planning, payroll planning and cash flow forecasting.

Single View of a Customer or Child

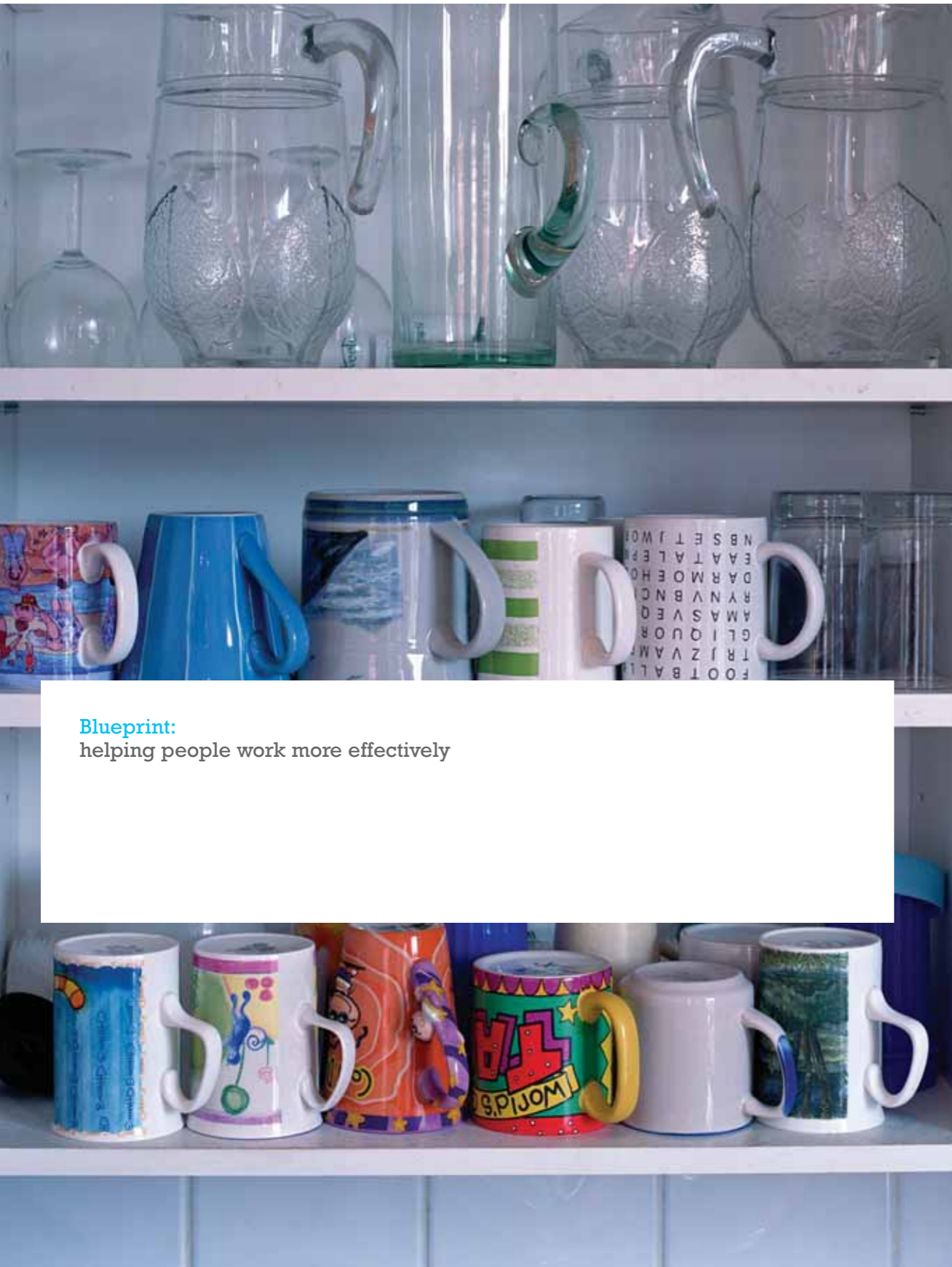
Match and integrate records about people from your back office systems, giving you a single consistent view of a customer, child or business. Because it provides a single view of your customers, it also enables you to profile them and the way they use your services. The system integrates your data, removes duplicated information and cleanses the data.

Strategic Planning, Parking, Environment, Revenue & Benefits and Education

Local authorities use our approach to information systems within many other areas, including parking services, demand and supply planning, and monitoring of pre-school places amongst private sector grant based schemes. Each authority has its own priorities for performance improvement and cost controls, and we adapt our systems accordingly.

The Blueprint for Local Authorities' framework





Blueprint:
helping people work more effectively



We're specialists

Blueprint specialises in finding out what makes businesses tick. The only way we can make a real difference for our clients is by looking closely at their objectives and business processes. This takes us to the heart of organisations. Our specialist knowledge of local authorities benefits every authority we work with.

We nurture talent

We have high expectations of our own people and give them our support in return. We don't use contractors. We recruit talented, enthusiastic people who want to learn. We help them develop their skills through mentoring and by assigning them to projects that will interest and motivate them.

We get to grips with the business issues

Our clients expect the systems we build to get measurable results. This means we need to understand what they want to achieve and what processes they employ. Our business, consulting and accounting skills enable us to work with management teams on these issues, as well as with IT professionals. We translate local authorities' needs into the language of information technology.

We help people to work smarter

We help people at 'the sharp end' – the end-users of our systems – to be more successful. When we design systems, we take the skills and preferences of your social workers, officers, heads of service, planning teams and finance officers into account. We also take care to learn about what they do, looking for opportunities to help them work more effectively.

To discover more visit us at www.bpms.co.uk
or contact us on 020 7832 1800

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