

The London Borough of Barking and Dagenham

- An image backscanning project

24,980
members

The London Borough of Barking and Dagenham (B&D) has been a customer of Aquila Heywood since 2000. In 2014, the Borough implemented the Altair LGPS solution, having previously used Aquila Heywood's AX/Se™ platform.

There were several key drivers for the London Borough of Barking and Dagenham in initiating this project:

- Transforming paper records into a secure, digital format
- Improving its service to members and the internal efficiency of its pensions administration function and processes, by simplifying access to member information.
- Freeing up valuable office space to support the Borough's estate consolidation plans

22,000
number of files
transferred

1,012,000
digital images
created

The project

The London Borough of Barking and Dagenham Authority decided to implement a programme of office consolidation. Part of this project involved the digitalisation of the pensions administration function's member records. Previously, only data relating to active members had been scanned. Consequently, the administration team had to retrieve and input paper records manually each time a new case was processed.

Aquila Heywood, its partner EDM Group Ltd and the Pensions Administration function within B&D worked together to deliver a successful image back-scanning and system upload project. This involved the digitalisation of approximately 2,000,000 pages of member records. Aquila Heywood's skilled consultants led the project, which was completed in three months, on schedule and to the agreed budget.

The London Borough of Barking and Dagenham's viewpoint:

“ Before we undertook this project, approximately six hours per week were spent by the pensions team either locating and extracting member's personal files or replacing them. This meant a large degree of manual handling. There were also many files that had been misfiled and could therefore never be found.

Since all the files have been scanned, we have been able to cut half a full-time post and this has led to greater efficiencies within the team.

We feel that there is greater security, as information has less chance of being lost or stolen, and the information is securely backed up, protecting us from any potential data loss.

We are also able to provide a better customer experience, as all information is available immediately to hand, which has led to a quicker and more satisfying service for our customers.

Overall, the benefits of completing the bulk back-scanning exercise have been immensely satisfying. ”

Justine Spring, Pensions Manager

The benefits

The benefits the London Borough of Barking and Dagenham received included:

- Increased member service and communication due to reduced time spent locating member information
- Increased productivity and efficiency of the pensions administration function as member data is linked electronically to member records
- Improved data quality due to the identification of incorrect data/missing records during the upload onto the Altair system
- Better utilisation of building estate due to removal of large amounts of paper files

