

Wandsworth Pathfinder

A highly diverse London Borough, Wandsworth administers to the needs of 260,800 residents in areas such as Roehampton, Putney, Southfields, Battersea, Earlsfield, Balham and Tooting.

Wandsworth was one of the first London Boroughs to have a website which also had full document management capability. Their innovative approach to disseminating information to the public has also won them many awards. Since 1995, anyone with internet access has been able to view, as well as comment on, documents relating to past and present planning applications in Wandsworth without having to visit the council offices in person. This innovation was the result of co-operation between Wandsworth and information management

“The IDOX Software is an integral component of our online planning system and our improvement in services to our customers.”

Martin Howell, Senior Planner,
Wandsworth Council

company, IDOX plc. Along with several enhancements and the Pathfinder Project, completed in April 2002, Wandsworth is delivering a complete e-Planning service to the public covering policy planning, development and building control.

Resource Problems... and the Solution

The drive for the initial implementation in 1995 was as a result of concerns relating to deterioration in the quality and reliability of paper records, and to departmental resources being severely strained due to the highly paper-intensive systems in place. These factors led to serious delays as a result of the time taken answering enquiries regarding applications. In addition to paper copies of documents up to 50 years old becoming increasingly fragile, many documents were being refiled in the wrong places and some copies were even “walking” out of the office. A solution was required to make the Register secure and speed up access to information for planners and building control officers. As a result of a series of supplier evaluations, IDOX has

undertaken a number of back-scanning projects. All archived material is destroyed, freeing up a significant area of valuable office space. All the scanned documents remain legally admissible, although no paper originals remain.

“In implementing the services, IDOX has delivered what they promised. They have taken the time to understand our needs and requirements and have incorporated them into the product.”

Martin Howell, Senior Planner,
Wandsworth Council

Staff have access to all documentation on their desktops, linked to data held within the back-office system, MVM. Officers can use measuring and annotation tools within IDOX Software to make their own notes on a drawing and take measurements.

The Wandsworth Local Government Online Pathfinder Project was conceived to build upon the Council’s customer focus and lead in the implementation of e-Local government. The project enabled the Council to be the first in the UK to offer a completely interactive e-Planning service - with the launch of online forms for Development and Building Control, amongst other services. The secondary objective was to ensure that opening up a new channel, such as the web, for applications, did not impact negatively on the ability of officers to manage cases.

Adding the Personal Touch

Wandsworth’s planning department can now concentrate its efforts on serving those who prefer the personal touch. Thanks to IDOX’s products and services, telephone enquiries are also now dealt with quickly and efficiently at Wandsworth, with information that is accessible at the touch of a key.



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Planning permission application case file viewable from the web.

The Borough is also making savings through reduced call-back costs and re-assignment of resources. As a result, several other councils are following Wandsworth's example and implementing online planning access, with the help of IDOX.

This managed service from IDOX is available to all Council planning departments under the name of UKPlanning.

Summary of Products and Services provided by IDOX:

Document Management - This module acts as the foundation on which the other modules are built. The document store is suitable for scanned images as well as native electronic files eg. multi-media and/or CAD files.

Workflow Module - This enables correspondence and documentation to be managed and tracked electronically amongst professional and administrative officers.

Online XML Forms - Applicants and/or Agents can make online submissions, including the facility to add drawings/attachments and pay for their application.

Web Access Module - Members of the public are presented with documents or files from the document repository so that they can search the Statutory Planning Registers online.

XML Server - The XML server enables data collected via online forms to be transferred directly into the back-office systems.

Managed Scanning Service - IDOX scans, indexes and publishes all applications and associated correspondence on a daily basis for use by officers and members of the public.

To reach marketing for IDOX, please email marketing@IDOXplc.com or call 0141 574 1910.

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