



## Case Study

### Application Review – Legal Notice Management King's Lynn Internal Drainage Board

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problems**

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#### Background

The drainage board is responsible for managing over 1,000 Km of water networks in Norfolk. Its primary role is to protect land and property from flooding whilst maintaining the environment around its network, to meet conservation obligations agreed with statutory bodies such as Defra and English Nature.

#### Problem

The board has to undertake maintenance work on the network on an annual basis to ensure it can carry the volumes of water needed to prevent flooding from happening. In order to gain access to private land for this work to be carried out, the board has a legal requirement to provide 'notices of entry' to each land or property owner. Also, there was a bottleneck in the notice creation procedure, whereby it required one member of staff to process the notices for the engineers, but she only works 3 days a week, hence notices could take 3-4 days to produce.

The board is also bound by the 'Freedom of Information Act' to maintain records of all type of works so that members of the public can see what works are being planned, and where, at any time. Historical information of this kind was not stored.

The staff's computer skills were also limited so ease of use was critical.

#### Solution

An application was created which allows all engineering staff; including field based staff, to create their own notices as they need them by following a simple step-by-step 7 stage procedure. The legal notice is automatically created and envelope ready once printed and includes full details of all works as well as including a map clearly showing each individual owners affected land.

The application does not require typing or keyboard skills at any time, so field engineers were using the application within hours, and all records are stored and time stamped for future retrieval and proof of dispatch.

#### Benefits

Legal notices are created in seconds by engineers without 'relaying' to administration staff.

The bottleneck has been removed and all records are automatically stored with proof of notice creation.

Full compliance with the 'Freedom of Information Act'.

#### Delivery

From concept to commissioning in 3 months.