Enforcement

In order to improve the quality of regulation enforcement, the Cabinet Office is promoting the following initiatives:

- The Enforcement Concordat as a blueprint for fair, practical and consistent enforcement.

- The INFOSHOP pilot project which is building on work in Bexley to develop an information system to enable local government front-line staff to resolve complex customer queries at the first point of contact.
  A regular newsletter on the INFOSHOP project is produced.

- Performance Management Framework for Enforcers to provide guidance to local authority enforcers on a best practice framework for environmental health
  and trading standards work including case studies.

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Welcome to **INFOSHOP**, a ground-breaking and - as the 19th April 2000 - award winning decision support system being piloted across fourteen local authorities, with the aim of making life easier for people who want advice on a range of regulatory issues.

The Infoshop project is an IT based one-stop shop, which allows local government front-line staff to answer complex queries from the public or businesses on regulations. The Infoshop system enables the operator to offer full and consistent advice on a wide range of regulatory issues covering food safety, health and safety and building control and planning.

The Infoshop project involves local authority departments working together with central government to ensure that the best information, advice and help, is given to business and the public across a range of services in a cost effective manner. It is joined up government in action.

This site describes the project and the Tagish's decision support intranet/extranet system on which it operates.

- An introduction to the aims and objectives of the INFOSHOP Project, and details of partner organisations.
- A walkthrough of the INFOSHOP system demonstrating the seamless connection between central government policy-makers and the end-users served by local government.
- An online version of the current INFOSHOP system.
- Information on related products from Tagish that may be of interest to those interested in INFOSHOP.
- Support information for existing users.

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INFOSHOP

19th April 2000, London: INFOSHOP won the **Government Computing Innovation Award** in the **most joined-up project** category.

The award was in respect of the successful pilot of INFOSHOP, which involved 15 local authorities and four central governemnt departments.

Further details of the award are available from the website of the publishers of Government Computing, Kable; and for convenience, this is a link to the award story.

The product is an IT system that allows frontline staff to answer complex queries from the public or business on regulations covering food safety, health and safety, building control and planning. Local authorities can free their technical experts' time, handle queries more efficiently and empower administrative staff.

INFOSHOP is now expected to move to the next phase - a substantial roll-out involving most UK local authorities

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The [Modernising Government](#) White Paper, published in March 1999, set out key policies and principles underpinning the Governments long-term programme of reform to modernise public service. The programme involves everyone working in public services and everyone who uses them.

The Cabinet Office published an [Action Plan](#) setting out some 62 actions being taken to deliver the commitments in the White Paper.

INFOSHOP is one such action. In scope, INFOSHOP is a Decision Support System, designed to be used to front-line staff in Local Government who deal directly with the public. It provides guidence to the user on a range of regulatory matters, based on natural language queries such as "Do I need planning permission to open a new resteraunt". The INFOSHOP software is an intranet application delivered to users through a web-browser. It is based around a set of Decision Trees (flow charts) provided directly by the central government organisations responsible at policy level for the regulations about which advice is being given at the local level. The software provides a range of functionality, including fuzzy searching for information, and a suite of enquiry management functions. It is designed so that information content underlying the decision support system can be amended both by central and local government partners, and so that answers to previous enquiries increase the accuracy of future answers.

The INFOSHOP Project was launched in February 2000, and seeks to establish:

- whether INFOSHOP can improve the quality and consistency of advise which is given out in relation to regulation;
- if INFOSHOP frees up scarce professional resources, whilst improving job satisfaction of front-line staff;
- whether INFOSHOP can avoid citizens and business being referred to several local authority departments, or being given incomplete advice, when more than one regulatory area is covered in an enquiry;
- whether INFOSHOP can lead to improved levels of compliance with regulation.

INFO SHOP's objectives are to establish:

- what sort of delivery mechanism is preferred by customers;
- how easy to use and maintain and how user-friendly the INFOSHOP system is;
- the degree to which local authorities are able to link to the INFOSHOP system to existing and future databases and management systems, and are able to expand in to other areas of local authority work;
- what sort of updating mechanism would be needed to enable local authorities to benefit from the INFOSHOP system in the longer term;
- customer/client satisfaction with the INFOSHOP service.

The Infoshop Project has the following partners:

Local Partners

- Barnsley Metropolitan Borough Council

- London Borough of Bexley
- London Borough of Camden
- London Borough of Ealing
- Eden District Council
- Knowsley Metropolitan Borough Council
- Lincolnshire County Council & North Kesteven District Council
- Norfolk County Council
- Reigate & Banstead Borough Council
- Teignbridge District Council
- London Borough of Tower Hamlets
- Thurrock Borough Council
- Vale Royal Borough Council
- London Borough of Waltham Forest

Central Partners

- Cabinet Office
- Department for the Environment, Transport & the Regions
- Department of Health
- Health & Safety Executive
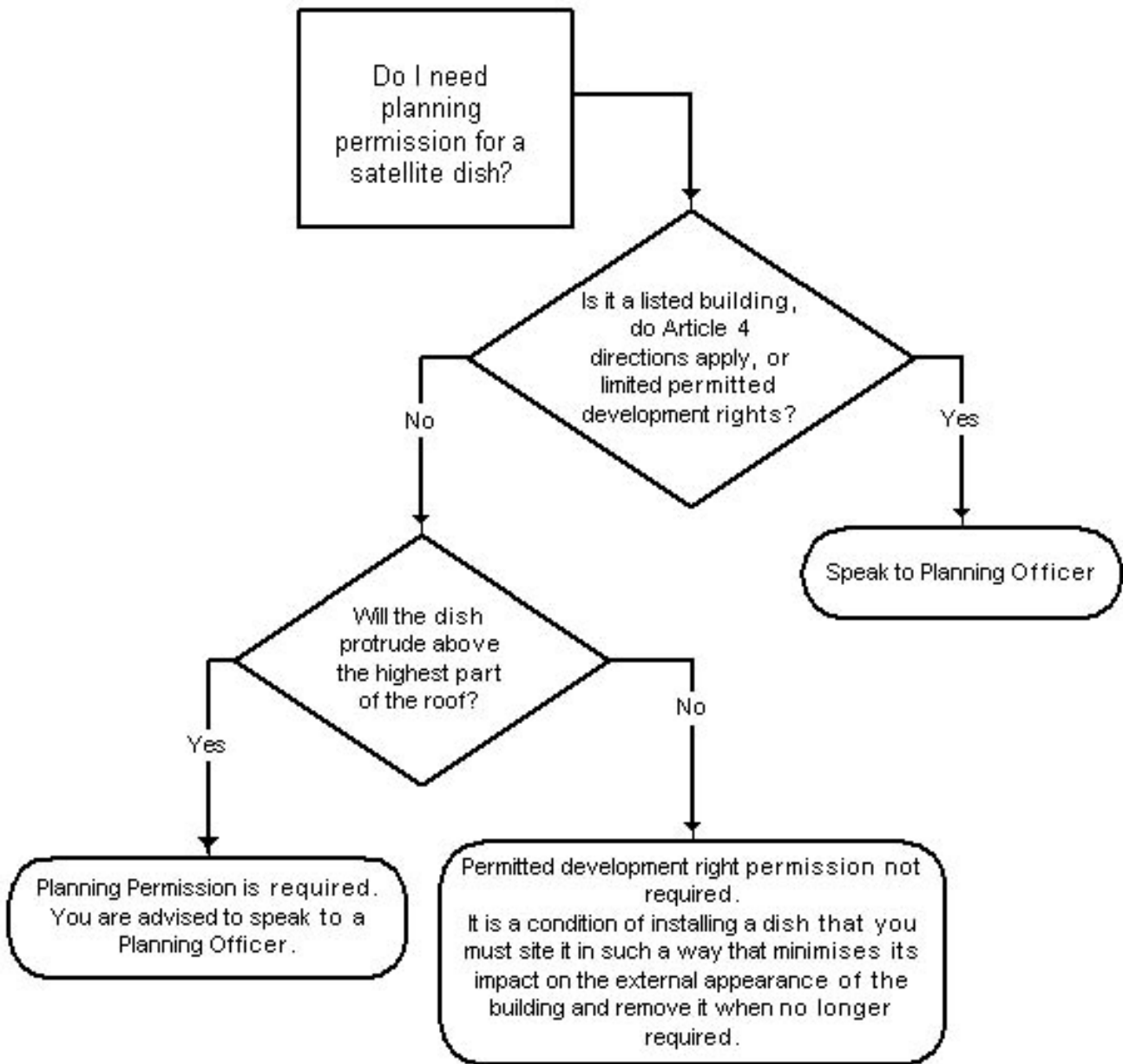- University of Salford

Consultants

- PriceWaterhouseCoopers
- tagish ltd

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≡❿≡INFOSHOP

The Infoshop content can be represented using workflow diagrams. These diagrams prompt the Operator to ask questions and provide various actions that can be followed in order to complete the query.

Do I need planning permission for a satellite dish?

Is it a listed building, do Article 4 directions apply, or limited permitted development rights?

No

Yes

Speak to Planning Officer

Will the dish protrude above the highest part of the roof?

Yes

No

Planning Permission is required. You are advised to speak to a Planning Officer.

Permitted development right permission not required.
It is a condition of installing a dish that you must site it in such a way that minimises its impact on the external appearance of the building and remove it when no longer required.

(This diagram is not a full representation of approved legislation and should be viewed only as an example.)

These diagrams are then formatted by the drawing tool Visio which automatically connects to a database and builds a repository of information which can be searched by the Operators' browser interface to help answer questions.

Title		Telephone	
Forename	John	Fax	
Surname	Smith	Email	
Source of Enquiry	Telephone ▼	Name of company	
		Type of business	

	Enquirers address	Address enquired about
Address	Technology Applications	
	5 Bolams Mill	
	Dispensary Street	
Town/City	Alnwick	
County	Northumberland	
Post Code	NE66 1LN	
Country		

Search   Clear   Search   Clear

Question

```
do I need planning permission for a satellite dish
```

Continue with enquiry

The system then searches the database for a close match.

INFOSHOP

Information Area	**Helpers & Notes**
P14 Do I need planning permission for a satellite dish?	None
Is it a listed building, do Article 4 directions apply, or limited permitted development rights?	None
○ No ○ Yes	Make an annotation

Original Query

Do I need **planning permission** for a **satellite** dish
(Widen search, Narrow search)

Notes for this call	Refer

Mandatory Enquiry Routes

Relevant Enquiry Routes

Current Enquiry Route

P14 Do I need planning permission for a satellite dish?

History

○ P14 Do I need planning permission for a satellite dish? Continue

- ○ P19 Do I need planning permission/ consent for a change of use from a house to retail unit only?
- ○ B46 What documents/plans do I need to submit?
- ○ P14 Do I need planning permission for a satellite dish?
- ○ B7 What is the difference between Building Regulations and Planning Permission?

new | old | search | help | about | support | change

Information Area displays the enquiry route chosen to answer the query. This section presents you with your current point in the query and the next step to advance along the enquiry route. It may pose a question or supply a link to a local database or document providing further information.

Relevant Enquiry Routes will list all the currently available enquiry routes relevant to your enquiry. If you wish to use a different route than the one listed under Information Area, simply click on the desired one. The grey buttons indicate a route used and the green buttons signify routes not yet used.

History will list the questions posed for you to answer and your responses to them. If at any time you want to go back a step, simply click on the relevant point within History that you want to return to.

Notes are used by Operators to add relevant information to assist other Operators using the same query route.

Annotations are used to record a message that can be seen by the content editor, with suggestions for making the query route more 'user friendly'.

Refer enables the Operator to email the query and its history to another person.

New will take you back to a new query screen.

Old will show you all old query history.

Search allows you to search for documents by tile or classification.

Help lists all user guides to assist you in using the system.

About is a short description of the aims of Infoshop

Support links to the supportcalls log which instantly emails support@tagish with your query.

Change allows you to input a new query without changing the caller details.

view status | log a support request | visit demo site | latest news | submit feedback

Operator Documents	Office 97	Zipped version
System Operators Guide: Updated 08/11/99	Operator's_Guide.doc	Operator's_Guide.zip
Operators Questionnaire	Operator_Questionnaire.doc	

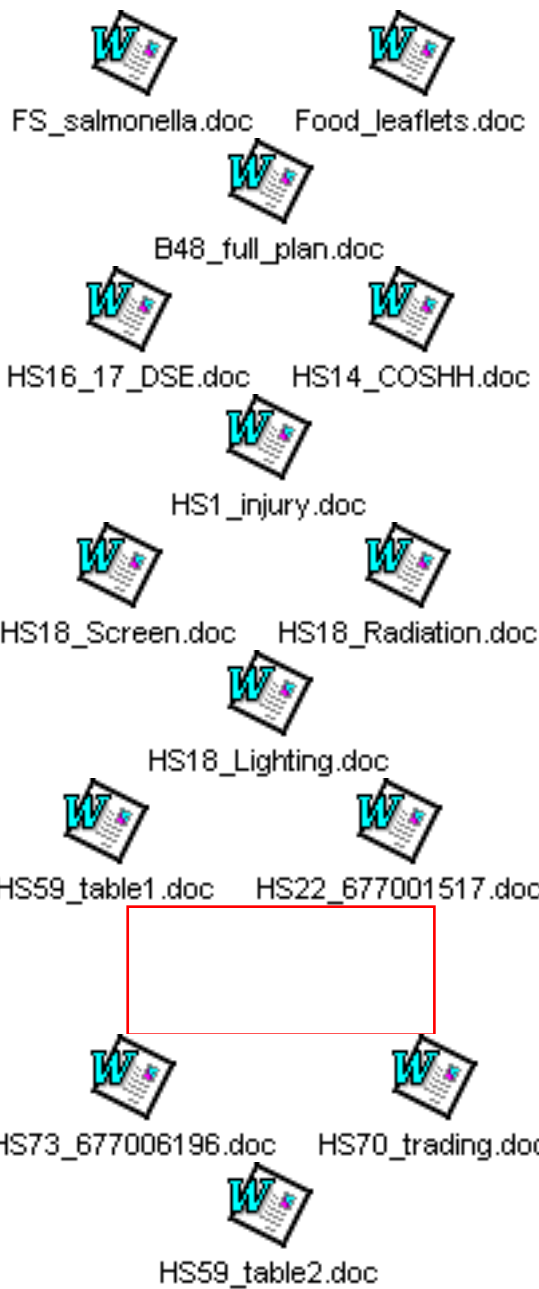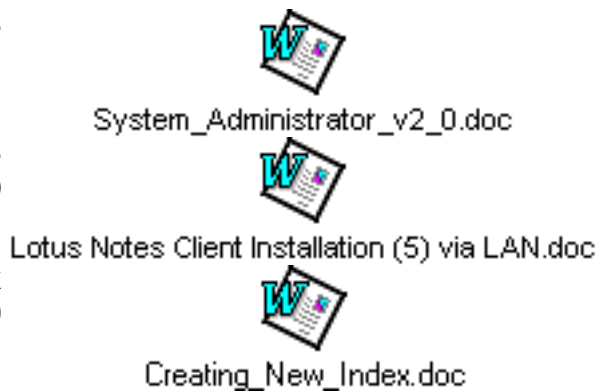| Author Documents	Office 97	Zipped version
Authors Guide Updated 17/03/00	Authors_Guide .doc	Authors_Guide .zip
Opening databases in Notes	Opening_database_in_notes.doc	
Creating Query Reports 08/05/00	CreatingQueryReports.doc	
Printing Hard Copies of Trees Updated 3/12/99	Print_trees.doc	
Editing the Infoshop bookmark	EditingURL.doc	
Opening Operators view in Notes	Operator_link.doc	
Authoring Local Input in New National Versions 21/03/00	Authoring_Local_Input210300.doc	
List of all Local Input Needed	Local_modifications.xls	

Doclinks for local versions

FS_salmonella.doc

Food_leaflets.doc

Doclinks.zip

B48_full_plan.doc

HS16_17_DSE.doc

HS14_COSHH.doc

HS1_injury.doc

HS18_Screen.doc

HS18_Radiation.doc

HS18_Lighting.doc

HS59_table1.doc

HS22_677001517.doc

HS73_677006196.doc

HS70_trading.doc

HS59_table2.doc

Administrator Documents

Office 97

Zipped version

System Administrators Guide:

System_Administrator_v2_0.doc

System_Administrator_v2_0.zip

Setting Up A Lotus Notes Client (V. 1.2)

Lotus Notes Client Installation (5) via LAN.doc

Creating a New Index Added 3/3/00

Creating_New_Index.doc