

# Modern.Gov helps Harpenden Town Council with aim to halve paper consumption by 2020



Increasing productivity and efficiency was the aim when Harpenden Town Council sought a solution to manage their high volume of meetings and reports with only a small team to administer them.

Harpenden is the largest parish in the St Albans District with a population of almost 30,000 represented by 16 Councillors.

Full Council meetings are held six times a year, at which all Councillors are involved in all policy decisions. The Council also has four main Committees all with delegated responsibilities, plus several Working Parties and Community Forums.

## The challenge

In total, the Council manages around 65 meetings every year, each one with an average of four or more reports or papers.

Having to produce hundreds of agendas and reports each year was a huge time commitment.

A small officer resource administered all the meetings. Much of the agenda production was done manually and report production was not done in a coordinated way.

An internal review looked at each stage of the agenda and report production process and identified ways in which it could be more efficient.

In the majority of cases this efficiency was linked to the use of technology. The Council was confident that this could save at least 30% of officer time across agenda and report production each year, as well as reducing paper by 50%.

The Council chose Modern.Gov, Civica's Governance & Meeting Management solution as the perfect match to their needs, having had experience of using it in other parts of Local Government.

## Outcomes

Modern.Gov's complete paperless governance solution was implemented in January 2018. Harpenden Town Council now benefits from key features including:

- ▶ **Agenda and minutes preparation**
- ▶ **Fully automated report review and sign off**
- ▶ **Paperless circulation**

The Modern.Gov solution has greatly reduced the amount of time spent preparing paperwork for meetings - by 50-70% the Council estimates.

"We now use Modern.Gov to produce all our meeting paperwork, to manage Member profiles and for report management.

Modern.Gov's features now underpin our work. In particular, we like the ability to quickly and easily produce agenda packs and minutes and publish these in a more accessible form online, while the workflow feature allows us to more effectively track and monitor report production for meetings. We estimate Modern.Gov has reduced admin time on committees / reports by 50-70%.

By giving us the opportunity to offer more flexible paperless options, **Modern.Gov has also been a key part of our objective to at least halve our paper consumption by 2020.**

As a Council, we want to be more efficient, more productive and more modern. Modern.Gov is an extremely useful tool in helping Local Councils to modernise their way of working"

**Carl Cheevers**, Town Clerk, Harpenden Town Council