

Appendix C: Arcus & Land Charges summary

Arcus Go-live plan

The implementation of the Arcus system represented one of the most complex elements of the programme for a number of reasons.

An outline of the project plan for the Arcus implementation is detailed below. Prior to the timeline below procurement, which included system specification, took place at the end of 2024 with final contract signature occurring 3rd April 2024.

	2025						
	Mar	Apr	May	Jun	Jul	Aug	Sep
SaaS Migration (Arcus)							
Definition & MVP Sign Off			23				
Templates & Workflow			10				
UAT			27				
Training					30		
Live data prep and load						11	
Existing Systems Read-only						30	
DOWNTIME						12	
Arcus Go-Live						13	
Hypercare							15
IT New Laptops						13	

Task Name	Duration	Start	Finish
End to End UAT			
Create UAT Scripts (use process maps)	25 days	Mon 10/03/25	Fri 11/04/25
Template MVP	5 days	Fri 09/05/25	Fri 16/05/25
Template & Workflow	20 days	Tue 13/05/25	Tue 10/06/25
End to End UAT ensuring issues are collected and shared (Trello)	53 days	Mon 14/04/25	Fri 27/06/25
Resolve issues arising from UAT	10 days	Mon 30/06/25	Fri 11/07/25
Sign off - UAT	1 day	Fri 11/07/25	Fri 11/07/25
Training			
Internal staff training	23 days	Tue 01/07/25	Thu 31/07/25
Live Data Load			
Make necessary changes to data for Live Load	23 days	Tue 01/07/25	Wed 30/07/25

Upload data bucket and differential documents to Arcus S3 bucket	2 days	Thu 31/07/25	Fri 01/08/25
DOWNTIME - No access to Arcus or Legacy systems	10 days	Thu 31/07/25	Tue 12/08/25
Customer carries out Live UAT (Soft Go Live)	1 day	Tue 12/08/25	Tue 12/08/25
Go Live			
Go/No Go meeting (pre live data load)	1 day	Tue 12/08/25	Tue 12/08/25
Go Live	1 day	Wed 13/08/25	Wed 13/08/25
Hypercare			
Support Logging Calls	10 days	Thu 14/08/25	Mon 15/09/2026
Request permission for Social Media Go Live	1 day	Fri 29/08/25	Fri 29/08/25

Communications

As part of the programme a communications plan was agreed which covered both internal and external communications. This included messaging to staff, councillors and the public. Additional communications were required as a result of the issues with respect to Land Charges. Please find below more details about the communication provided during the down time:

Date	Type	Service Area	Messaging
16/05/25	Service bulletin	EH and Planning Dev	Arcus pushback confirmed
04/06/25	Service bulletin	EH and Planning Dev	Data migrations stats
04/06/25	Training dates sent to Team Leaders	EH and Planning Dev	Training dates in calendars
10/06/25	Meeting with Steve J	EH and Planning Dev	Service meetings with SJ (planning dev and EH)
10/06/25	Project board	EH and Planning Dev	External wording to be agreed asap
10/06/25	Land charges and searches downtime wording	External	Sent for feedback and approval to Fiona Marston and Michelle Green
12/06/25	LLC downtime wording	External	Feedback received from Fiona about wording
13/06/25	LLC downtime wording	External	Queries and amends responded to about LLC wording
16/06/25	External comms	EH and Planning Dev	Email signatures in place
24/06/25	Training starts	EH and Planning Dev	

24/06/25	SJ bulletin	Councillors	Text sent to CH for SJ bulletin to councillors about Arcus downtime and cllr briefing in September.
24/06/25	Stakeholder comms	External	Check-in with JC about stakeholder comms planning progress
25/06/25	Web content	External	Planning dev and LLC web content added
01/07/25	Web content	External	Planning dev content installed
04/07/25	Idox shutdown reminder	EH and Licensing	Shutdown will happen on 18 July
07/07/25	Stakeholder comms	External	JC to begin stakeholder comms roll-out and install notice on Planning Portal
07/07/25	External comms	External	Website and socials
11/07/25	Idox shutdown reminder	Planning Dev and Policy	
11/07/25	Planning portal and public registers	External	Messaging about planning portal on HBC website
15/07/25	Idox shutdown reminder	EH and Licensing	
16/07/25	Externals comms	Planning Dev and Policy	External wording added to website
18/07/25	Idox shutdown	EH and Licensing	Shutdown today and access becomes read-only
21/07/25	Social media	External	Notices of downtime added to socials
23/07/25	Training ends	EH and Planning Dev	
24/25 July	PACE training	EH and Planning Dev	
25-31 July	Idox scanning		continue uploading doc into idox and will then be added to Arcus as well after go-live
25/07/25	Idox shutdown	Planning Dev and Policy	Shutdown today and access becomes read-only
28/07/25	Social media	External	Notices of downtime added to socials and pinned
31/07/25	Public Access notice	External	Public Access correct as of 31 July notice added to website
31/07/25	Downtime begins	All staff and residents	Website, socials, internal comms
31/07/25	Lalpac and Acolaid	EH and Planning Dev	Lalpac and Acolaid to close
August	Training material	Internal	Training materials to be added to The Fountain
01/08/25	Planning portal and public registers	External	Messaging to be added to the HBC website about closure
01/08/25	Support form for colleagues	EH and Planning Dev	Available on the Fountain, alert services that this is how to get help
01/08/25	Lalpac and Acolaid	EH and Planning Dev	Lalpac and Acolaid are read-only!
05/08/25	Email signatures	EH and Planning Dev	Prompt to service to update email signatures

06/08/25	First users	EH and Planning Dev	First users for Arcus contacted
06/08/25	Web content	Licensing	Notice added about public register pause
07/08/25	Service specific	EH and Planning Dev	Bulletin to all of service about change of timeline
07/08/25	Office timelines	EH and Planning Dev	Paper and noticeboard timelines updated in the office
08/08/25	Arcus timeline	EH and Planning Dev	Arcus timeline update
12/08/25	Exec Head email text	EH and Planning Dev	Email text written and sent to Wayne to send to first users on 13 August
13/08/25	Go-live	EH and Planning Dev	Bulletin - soft launch - first users
18/08/25	Go-live	EH and Planning Dev	Arcus live across all of EH and Planning Dev - bulletin
28/08/25	Lalpac and Acolaid	EH and Planning Dev	Lalpac and Acolaid close at 11:59pm tomorrow
01/09/25	Bulletin	EH and Planning Dev	Lalpac and Acolaid now gone
05/09/25	Land charges	External	Updated wording on the website - removal of dates
10/09/25	Web content	Planning Dev	Web text updates
26/09/25	Bulletin	Councillors	Update on LLC
07/10/25	Go/No go meeting	All staff and residents	Go/no go meeting for LLC.
13/10/25	Councillor briefing	Councillors	Planning session
17/10/25	Councillor briefing	Councillors	Planning session
20/10/25	Councillor briefing	Councillors	All member briefing to bring councillors up to speed about what to expect and benefits of the project
24/10/25	Councillor update	Councillors	Progress on work through backlog from prior to LLC service going live

In addition to the above, notices were posted on the Planning and Land Charges (Socrata) platforms throughout the period.

Complexity of data and issues with respect to Land Charges

An integral part of the business case for replacing our legacy system was to streamline our processes and leverage modern technology to manage our services. The project involved moving data from more than one source system (Lalpac, Idox DMS and Acolaid into one system - Arcus). The data mapping was not a simple lift and shift exercise, but a much more complicated process as the legacy systems have fields that do not exist in Arcus and there are fields in Arcus that do not exist

in the legacy systems. Custom records needed to be created to resolve these issues. This resulted in a complex data mapping and data migration process. A test data load and User Acceptance testing was an integral part of validating the data mapping.

The User Acceptance Testing (UAT) was originally planned for mid-March until mid-April. However, due to resourcing issues on both HBC and Arcus side, the Land Charges UAT was pushed back and a new, shorter timeline agreed with the supplier. This resulted in limited testing leading to the identification of limited number of issues.

It became clear following go-live that the Land Charges module was not working as expected and a decision was made to remove the system from live to identify and remedy the issues. A dedicated test environment, separate from the live Arcus system, was used to complete the work and undertake user acceptance testing. This work involved close collaboration between the supplier, Capita (who provide the Land Charges service) and the GIS team who are provided by East Hampshire District Council as well as significant in-house support. Once the Land Charges team signed off the solution, it was migrated to the live environment in early October. During the downtime a total of 102 official searches were outstanding, 213 EIR searches outstanding and 513 personal searches outstanding. The service became operational in mid-October, with all backlogs cleared and normal service restored within 10 days. No major issues have been reported since. In December 2025 100% of searches were returned within 5 days.

	2025										
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov		
LC											
LC Go-Live (phased go live, 13/03 - selected users only; 18/08 all users)							13	18			
Hypercare									15		
Formal request to Arcuse to re-load the LC data (inot Staging env.)								4			
Decesion of complete re-do by Arcus								9			
LC Re-launch										15	
Backlog cleared											5
Outstanding: Interfaces (ongoing)											

Additional costs were incurred to fund the Arcus resources required to complete this work. The resourcing agreement with Capita was also extended to support the additional workload of the Land Charges team. The East Hants Geographic

Information System (GIS) team (through the current IAA arrangement) provided valuable support throughout this period.

Progress was closely monitored and managed through daily meetings, regular reviews, and formal reporting.

One outstanding item remains: the interface between Arcus and Socrata. The Socrata platform enables customers to complete personal searches through a self-service option. Due to technical differences between the legacy and Arcus systems, this interface has proven more complex than originally anticipated and remains in development. In the interim, HBC continues to provide this service to customers free of charge.

An Internal Audit has been commissioned to review the implementation of the Arcus system. The audit will review the Arcus system implementation to determine whether governance, project management and overall risk management arrangements were adequate.

It will consider whether roles and responsibilities for the project were effectively identified and managed, including the relevant services with Havant Borough Council and arrangements with suppliers (Idox, Arcus) and partners (Capita and East Hampshire District Council).

It will focus on confirming that correct documentation, approvals, signoffs, handover arrangements and stakeholder engagement were in place, and that all elements of the system were appropriately considered during the specification and procurement stages and throughout implementation to ensure a comprehensive approach.

The review will also assess whether data migration was properly planned and tested, supported by evidence of validation and service-side approval. Additionally, the audit will examine testing, training, and change management processes, including readiness checks and user involvement, to ensure adequate controls were applied for a successful transition.

The audit is currently ongoing and will report its findings to the Governance Committee shortly.

