

## WRS Board: 17<sup>th</sup> November 2022

### Update on progress of the automation project

#### Recommendation Introduction

##### **Members are asked to note the report.**

At the first meeting of 2022/23, members agreed to create a reserve of £150,000 from last year's underspend to fund the implementation of automation of data entry for customers, enabling a range of services to be addressed by the client entering data in forms on the WRS website, which would then upload directly into our IDOX Uniform back-office system. This includes the automation of payments for Licensing, so our host authority Bromsgrove District Council will collect fees for the 6 partners and pass money back to the other 5. Officers agreed to provide a short progress report at each Board meeting between then and the actual implementation of the project.

#### Report

Progress on making a final decision on a system has progressed. The wider management team and the IT support team have now met with all three potential identified providers and have had demonstrations and discussions with multiple different local authority users of the various systems.

As with all these things, there are positives and negatives about each system, but on balance we found two had the most potential and had suppliers who seemed most positive about working with us and being able to deliver within our proposed timescales. The specification is being finalised and discussions are taking place with procurement colleagues that will allow us to make a direct award to the one that best fits our needs.

In the coming few weeks we will be working with the Procurement solicitor in Bromsgrove to ensure that we follow the necessary procurement processes utilising one of the two Government portals available for direct award.

In parallel to the wider automation project officers have also been discussing the implementation of electronic ID Cards in the taxi trades for both safeguarding and enforcement measures. As there is only one supplier on the market for this technology the procurement process is not as burdensome so officers continue to work with the supplier to ensure all the needs will be met on implementation.

#### Contact Point

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