



WRS Board
Date: 27th September 2024

Progress Report on the Automation Project

Recommendation	Members are asked to note the report.
Background	<p>At a Board meeting in 2023 members agreed to create a reserve of £150,000 from the previous year's underspend to fund the implementation of automation of data entry for customers, enabling a range of services to be addressed by the customer entering data onto 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.</p>
Report	<p>Progress on Forms</p> <p>With an immense collaborative effort from all of the teams involved in this project the Temporary Events Notice (TENS) application form went live this month and there have been extra checks taking place daily to ensure the workflow from the point of the application being submitted to the payment being taken and information landing into the IDOX back-office system correctly have been processed appropriately each step of the way.</p> <p>Ideally, we did want the TENS form to go live before the summer period however the financial update codes had not been uploaded into the Tech-one financial system and there was uncertainty on how long this process could take. The team will soon be approaching the winter events period, and the form online will now relieve some of the pressure on officers and this interim period will allow officers to see how well it is working prior to ironing out any issues if needs be.</p> <p>The decision has been taken to leave several weeks in-between before the launch of the second form which will be the licensing premises form just so that to ensure if there are any problems then these can be rectified by the teams involved and to ensure the flow of financial information is working its way back to the correct district.</p> <p>Work continues on the next set of forms and currently the order of launch remains as previously indicated and these are listed here:</p>



1. Premises Licence Applications
 - Application to vary a premises license
 - Application to vary a DPS
 - Application form to transfer a premises licence
2. Taxi Applications
3. Animal Licensing Applications
4. Pavement Licensing

Progress continues on the 'service request' form where the task and finish group have now developed a series of questions for different scenarios received by all the teams across WRS. It is has been a challenge to scope out by the teams involved as it has required the need to address a very wide range of potential requests relating to the work of all three WRS service areas.

Comms and Website Development

Officers continue liaising with the communications leads to ensure district websites are easy to navigate alongside the 'help' guidance and FAQ's. These have been tested with external stakeholders and potential applicants and tweaks have been made where deemed necessary.

Taxi ID Cards

In parallel to the wider automation project officers have been working with MyTAG to implement the roll out of electronic ID Cards for the taxi trade for both safeguarding and enforcement measures. IT colleagues at Wyre Forest have progressed with work on the dashboard and SANDBOX requirement and are now working with SmartTag to ensure we have the appropriate equipment in place to roll this project out. As the Victoria forms project has taken precedent the work on this has stalled slightly but officers are confident that once all quality checks on Victoria Forms have been completed then time can be invested into getting this rolled out.

Contact Point

Kiran Lahel
Licensing and Support Services Manager
Email: kiran.lahel@worcsregservices.gov.uk
Tel: 01562 738067

