Worcestershire Regulatory Services
Supporting and protecting you

WRS Board
Date: 21 February 2025

Progress Report on the Automation Project

Recommendation	**Members are asked to note the report.**
Background	Officers continue to work on the Automation Project since the agreement by Board members in 2023 to create a reserve of £150,000 from the previous year's underspend to fund the implementation of automation of data entry for customers. This would enable a range of services across WRS to be addressed by the customer entering data onto forms on the WRS website, which would then upload directly into the IDOX Uniform back-office system used across the service. Subsequently this will also include 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	**Temporary Events Notice (TEN) Form Update** The Temporary Events Notice form went live for all 6 districts in Worcestershire in September 2024 and the team have continued to monitoring progress closely since its launch. The shift to moving online has continued to rise with very few queries or challenges. The numbers in the tables below illustrate the uptake overall and per council.

Total numbers by month

Month	VF Form	Non-VF	Total	Percent VF
2024 09	18	28	46	39%
2024 10	93	63	156	60%
2024 11	179	18	197	91%
2024 12	46	8	54	85%
2025 01	71	17	88	81%
2025 02	23	3	26	88%

Percentage of TENs submitted by VF by month to date, by district

	2024 09	2024 10	2024 11	2024 12	2025 01	2025 02
BDC	11%	44%	83%	80%	72%	100%
MHDC		68%	89%	92%	82%	100%
RBC	100%	71%	100%	100%	100%	
WCC		48%	96%	78%	100%	75%
WDC	25%	69%	98%	83%	86%	89%
WFDC	100%	53%	77%	83%	50%	75%

Form Timeline

The following forms are complete and all in the final testing stages ready to launch.

1. Personal Licence Applications
2. Premises Licence Applications
   - Application to vary a premises license
   - Application to vary a DPS
   - Application form to transfer a premises licence

The next set of forms to be created and tested are as follows:

3. Animal Licensing Applications
4. Pavement Licensing
5. Taxi Applications

Whilst the animal licensing and pavement licensing forms are being created the team will look to form a plan of engagement with the taxi trade as we would like to do as much testing with the trade and operators to ensure there are champions in each district. The formulation of the guidance and faq's on the website will be critical to ensure a smooth transition therefore engaging with this group will be critical.

Significant progress has been made on the 'service request' form where the task and finish group are comfortable now to move onto testing. 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. It has also required members across WRS teams to get together at various points of the scoping exercise.

Taxi ID Cards

The three teams involved in the project (MyTAG, IDOX and Wyre Forest IT) are working together to ensure there is no risk to the service when data is exposed outside of the environment when enabling remote access to the IDOX database. Although these cards have been used by other public sector services such as the NHS and the police they have not been used by any other local authority in the country so there needs to be assurances that this can be delivered with no risk to the councils services.

Contact Point

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