

## WRS Board

Date: 26 June 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 prior to implementation.

**Report**

**Forms**

Where forms are now live these are continuing to be used as a preference to paper forms or sending forms via email. Feedback has been positive, and the team continues to monitor progress closely. The shift to moving online has continued to rise with very few queries or challenges.

**Form Timeline**

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

1. Animal Licensing Applications
2. Pavement Licensing
3. Taxi Applications

As previously explained, while 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 has been a challenge for the team involved to create the specifications required to meet the needs of all service areas and the need to address a very wide range of potential requests relating to the work of all three WRS service divisions. It has also required members across WRS teams to get together at various points of the scoping exercise.

## Finance

A new bank account at BDC has been set up for WRS income so it will be easier to divide out to partners moving forward. Partners will have received monies from Bromsgrove at the end of Q4 which will now allow partners to see real licensing income coming out of the system. Until now it would have been amalgamated with other council income.

## 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. Many of you may have seen that Wolverhampton council went live with this project in recent days so the team have been asked to speak to Wolverhampton to alleviate some of their concerns.

## Contact Point

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