ScanStation Service Definition

G-Cloud 13

Contents

Executive Summary

About the supplier

Looking Local, co-owned by Kirklees Council (West Yorkshire), is a public sector technology provider that builds digital, self-service platforms to reduce pressures on local authorities and create financial and efficiency savings.

Commissioning rationale

Due to changing community expectations, budget pressures, ageing infrastructure and more recently, the implications of the COVID 19 pandemic, we are witnessing a steady progression towards digitisation. Customers wish to process their claims evidence in a more easy and time efficient manner, and councils want to reduce queue times and provide more personal and efficient service at their customer contact centres. Local authorities use ScanStation to empower end users to self-scan their evidence.

Origins

ScanStation was initially developed in partnership with Kirklees Council (who co-own Looking Local Ltd) to replace their 'operator-managed' scanning model, whereby an officer scans documents for customers and attaches them to relevant claims for the back-office to process. Early on-site research showed that around 80% of all scans could be undertaken by the customer, which would free up the more highly-trained customer service operators. Scanstation (and its off-premise counterpart MyScan) are now employed in a complementary or alternative fashion based on the customer service strategy of the commissioning organisation.

Service Overview

ScanStation is a combined software, hardware and furniture solution comprising an Android app, a compatible tablet and a robust steel desk-mounted scanning cradle.

It allows service users (members of the public) to scan evidence relating to various council transactions (such as benefit applications, assessment and appeals) and submit this along with identifying metadata such as name, address, and appropriate reference numbers.

The service user is guided through the scanning process with onscreen help written in plain English (or Welsh, where appropriate) whilst carefully formulated validation rules ensure that the data they provide are sufficiently complete and correct.

The application is carefully designed to keep sensitive data on-premise from capture to integration with back office systems such as document and case management, whilst offering remote monitoring and analytics capabilities through a software-as-a-service dashboard. The service is typically formulated to cover multiple high-volume service areas in the council that require service users to provide supporting documents to validate their claim, most notably:

- Housing Benefit claims
- Council Tax reduction claims
- Blue Badge claims
- Bus pass applications & renewals
- Change in circumstances
- School transport applications

The app and cradle solution is carefully designed and tested for compatibility with various models of Android tablet to handle any physical format of supporting documents such as passports, driving licences, wage slips, proof of being in receipt of benefit, ownership details or residency, whilst ensuring that the source materials are held at the correct angle for high quality capture and can be illuminated without reflections.

Service Overview

Addresses provided by the service user are indexed against the National Land and Property Gazetteer (NLPG) or local gazetteer service in real-time for service areas requiring a valid Unique Property Reference Number (UPRN).
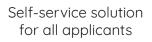
Service users may optionally receive submission receipts as email or SMS messages, including (where appropriate) submission reference codes that can be used in follow-up interactions with the council.

A sophisticated analytics portal is provided which allows service administrators to monitor the service in real time and analyse historical usage patterns.

Features and benefits

Self-service solution for all applicants

Fully managed cloud solution

Accessible user experience

→ **Dual Android app, device and secure furniture solution**

Enhanced camera functionality ensures quality images every time

→ **Reduces face to face contact / enables self-service**

Potential for 80% of supporting documents to be self-scanned. Supports all services that require scanned supporting documents, shortening the end-to-end application timeframe

→ **Integrated with Anite GIM, Civica W360, Info@work and a wide range of other back-office systems**
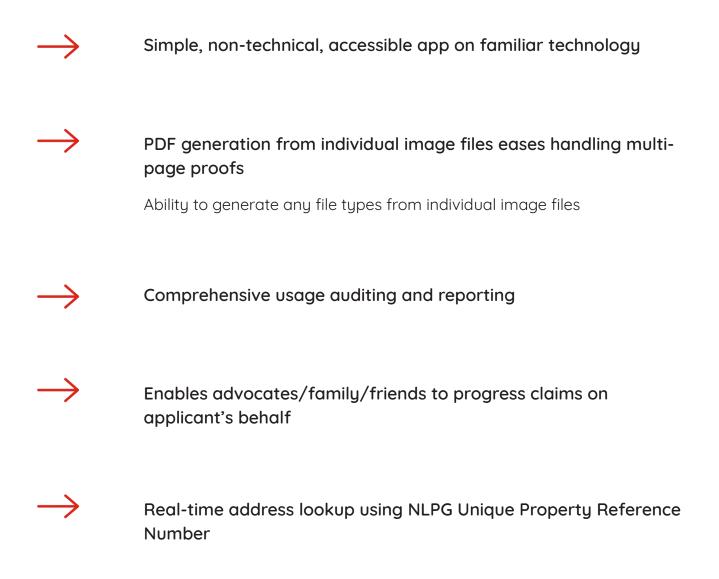
→ **Fully GDPR compliant**

→ **Per scan saving of £3.66 (council customer service centre model)**

Creating year on year savings, ROI calculator available to show savings potential

Features and benefits

→ Simple, non-technical, accessible app on familiar technology

→ PDF generation from individual image files eases handling multi-page proofs

Ability to generate any file types from individual image files

→ Comprehensive usage auditing and reporting

→ Enables advocates/family/friends to progress claims on applicant's behalf

→ Real-time address lookup using NLPG Unique Property Reference Number

Onboarding

A number of standard service elements may be customised during the onboarding process, including but not limited to:

- Service areas, evidence types, and metadata fields
- Receipt functionality (including optional submission reference codes)
- Branding (logos and colours)
- Guidance text
- Geographical scope (administrative boundaries) of address lookup

Whilst we work with you to define these requirements (and apply them to pre-release versions of your app for acceptance testing) we will support the activities for which you are responsible, including:

- Procuring compatible Android tablets
- Connecting the tablets to your local IT infrastructure
- Implementing device management solution
- Preparing/procuring furniture for cradle installation
- Preparing marketing and communications relating to the new service

We have successfully guided tens of local authorities of various sizes through these activities and have considerable experience to draw on to make this onboarding process straightforward.

Technical requirements

We will work with your IT function on the provision of:

- Wi-fi or ethernet connectivity
- Android tablets meeting the ScanStation requirements specification
- Mobile Device Management Software (MDM) to secure the tablets
- An appropriate endpoint for evidence (SMB, SFTP, S3)

Systems integration

Scanstation has been securely integrated with Anite, info@work, GIM, and Civica back-office systems in a number of councils and is designed to be open for integration with other systems as required.

To support such integrations, as part of the onboarding process we will work with you to determine:

- The mechanism for secure relay of evidence (SMB, SFTP or S3 bucket)
- Payload filename structures and formats of accompanying control data files for indexing of evidence in back office systems

Availability

The service is provided for end users on a continuous 24-7-365 basis, with no planned maintenance windows, although we recognise that you may want to restrict access to the opening times of your customer service centres.

Service upgrades are typically performed without downtime.

Ongoing support

The customisable elements of the service may be varied on request after the service goes live (for instance: to introduce a new service area, or change the rules for validating reference numbers) and such standard change requests are included in the service pricing and performed on a best-effort basis. Pre-release app builds are provided for customer acceptance testing of such changes.

Offboarding

On termination of the service agreement Looking Local Ltd will decommission the service and delete all supporting data from the relevant systems for which it is responsible. Historical usage data may be provided on request in a machine-readable format prior to deletion.

References to the service may be removed from Looking Local literature and websites.

Data processing

For the purposes of GDPR, since the solution runs on customer-managed infrastructure and no personal data is relayed to systems operated by the supplier (Looking Local), all GDPR roles are undertaken within departments of the customer organisation.

Ordering and invoicing process

All ordering and invoicing will be handled by Looking Local Ltd, all invoices must be paid within 30 days of the date of issue.

Termination terms

60 days prior to contract end date.

Contact details

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