verso.™

Service Definition (G-Cloud)

Landlord HMO Licensing, Mandatory, Selective & Additional Licensing

rocktime
SOFTWARE DEVELOPMENT

Contents

1. Introduction

1.1   Executive Summary

This document has been produced to provide a high-level technical overview of verso™ Licensing automation & case management software developed by Rocktime™

Verso™ is designed for automation of public sector licensing application and workflow and enforcement process for new licenses, and variations, revocations and renewals of existing licenses. Verso™ can configure as a standalone cloud-based solution or be integrated with legacy CRM software such as Idox™ Uniform, Civica™ APP or NEC Assure.

Demonstrations of verso™ are available upon request.

1.2   Company Background

Rocktime is an award-winning specialist software development company which uses the latest Microsoft .NET technology. Using business intelligence and user behaviour analysis we deliver market leading applications to notable organisations and local government supporting their performance improvements and increasing overall efficiency. The company provides bespoke development services to support one-off projects as well as supporting and developing upon its market leading verso™ process automation and case management cloud software.

1.3   About verso™

Verso supports all types of public sector licensing. Enabling an end-to-end process from application, online payments, representations, document production, officer licence management, entity management, enforcement and inspections, and renewals. Verso™ provides rapid deployment solutions with the following licence types as an out of the box solution. Bespoke licensing solutions are available upon request.

1.4   Standard Licence & Workflow Processes

Licensing Act 2003

- New Premises Licence
- Transfer of Premises License / Transfer Consent
- Personal Licensing - New Application, Renewal and Change of Address
- TEN's
- Variations & Minor Variation
- Vary Designated Premises Supervisor (DPS)

Property Licensing

- HMO Mandatory Licensing
- Selective Licencing
- Additional Licensing
- Section 257 Licensing
- Voluntary Licensing
- Revocation / Variations

Gambling Act

- Licensed Premises Gaming Machine Permit
- Club Gaming Permits and Club Machine Permits

- Small Lotteries

General Licensing

- Scrap Metal Dealers - Grant/Renewal of Site Licence
- Massage and Special Treatment
- Sex Shops and Cinemas
- Street Entertainer
- Building, Scaffold, Hoarding, Temporary Crossover or Gantry Licence
- Building Materials
- Highway Projection
- Skips
- Animal
- Dog Breeding
- Zoo & Dangerous Animals
- Firearms and Shotguns
- Street & Market Traders
- Pavement
- Caravan site

Food & Environmental Health Licensing

- Food Establishment Registrations
- Environmental Health Licensing

Taxi Licensing

- Hackney & Private Driver Application
- Hackney & Private Driver Renewal
- Private Hire Operator License
- Hackney & Private Hire Vehicle
- Taxi Accident Form
- Taxi Complaints Form
- Fleet Management
- Voluntary Minibus Permit
- Refusals and Revocations

Permit Licensing

- Street Works Permitting and Licensing
- Blue Badge Permitting
- Concessionary Travel Permitting
- Tree Preservation (TPO's)

Other Case Management Service Types

- Empty Homes
- Pest Control
- My Council User Dashboard & Citizen Portal
- Inspection and Enforcement Process
- Inspection App
- Secure Cloud File Storage
- Waste Management
- InCab Solution & Route Planning Optimisation
- Booking Platform
- Parks, Sports and Volunteer Booking System
- Landlord Accreditation Scheme
- Garden Waste & Bulk Item Collection
- Complaints & Service Requests

1.5 Verso™ Additional Standard Features

- Public Register - fully managed
- Data and evidence validation
- Full document production
- Representation process automated
- Remote working supported
- Inspection & Enforcement processes
- Online payments & reconciliation
- Cloud Hosting through Microsoft Azure
- LLPG and Company's House Look up integration

2. Verso™ Benefits

Verso's comprehensive licence application software removes the need for paper-based forms and manual business process. With an easy-to-use online application structure and workflow automation system, verso will provide a scalable solution that will save time and allow frontline staff to focus on prevention and enforcement.

Key benefits include:

- No More Paper Forms
- Smarter Case Management
- Increased Officer Safety
- Complete / Validated Applications
- Mandatory Evidence Upload
- Simple Data Sharing To 3rd Parties
- Reduced FOI Workload
- Reduced Admin Workload
- Onus Back on The Applicant

3. verso™ Modules

- Multi-Department
- Accounts area
- Application manager
- Case / enforcement Management
- Entity Matrix
- Inspections / Visit / Booking / Appointments manager
- Job Manager
- Licence Manager
- Messaging
- Service Manager
- Task Manager
- HHSRS Risk Assessment
- Property Inspection App

4. Standard Verso™ Functionality

4.1 Address Validation

Ensuring that users who are applying for a licence In the right borough are crucial, and solving the problem of erroneous applications because of an address that borders two or more boroughs will reduce avoidable contact with staff.

As a part of the configuration of your system, we will ask you to provide us with a list of postcodes or UPRN's for your borough and a breakdown of wards, postcodes or polygon area of licensable areas (if applicable). Applicants postcode will be validated against the supplied list of postcodes.

Applications with an invalid postcode will be informed that the postcode supplied does not fall into the borough's coverage area and the application process halted.

New postcodes can be added to the system via the admin control panel. This will be via a.CSV upload or via a web service/ API.

4.2   verso™ Gazetteer Service

verso™ offers a service for looking up addresses both within the council area and nationally. The client will need to provide verso™ with files containing a complete list of all addresses within the council area (LLPG), and nationally (Address Base), in DTF 7.3 3.1 formats. Rocktime will import this into the database to be used by Verso™.

4.3   District Boundaries

If you would like to filter addresses for licence types based upon geographical boundaries as a postcode can overlap districts.

verso™ will provide an import process for the boundaries, using a CSV file containing the definition of the area based upon Longitude, Latitude values in the form of a closed polygon. The client will be able to update the boundaries if required. The User provided Postcode will then be used to look up addresses using the Gazetteer service. The returned addresses will then be checked to confirm they are within the appropriate boundary, prior to being presented to the user. If there are no addresses inside the boundary an error message will be returned to the user. Spatial reference system WGS84 (SRID 4326) will be used in the calculations.

It is suggested that filtering by postcode is also implemented. This will provide the user with a better experience with more immediate feedback. The postcodes in the white list can overlap districts as the geographical filtering will remove addresses outside of the district.

4.4   Split Payments (Hemming's Vs Westminster Judicial Review)

On April 29th, 2015 the Supreme Court delivered judgment (on the application of Hemmings (t/a Simply Pleasure Ltd) and others) v Westminster City Council [2015] UKSC 25, regarding how payments are taken when applying for local government licenses.

Whilst legal commentators have yet to decide a firm interpretation on this review, most agree that licensing applications will now need to be split into two fees. The first fee will be the application fee (typically non-refundable) which covers the cost of the application process. The second fee is the enforcement fee and only comes in to play if the licence is granted.

Our system is designed to incorporate split fee's and provide appropriate reassurance to the user that the payment process is for two separate sums, and they are not, in fact, paying for something twice. If supported by the client's payment platform a 'ringfenced' amount can be later deducted from the client's card as a pre-approved payment to cover the enforcement fee.

4.5   Payment Gateway Platform

Payment will be made via the client's chosen payment platform. This will be charged when the applicant confirms that they have completed the application form. The payment is split into two

elements, the application fee and the license fee, but this system will charge both at once. The fee breakdown will be displayed to the applicant immediately prior to form submission. This will not be editable; it can only be changed if the client goes back to the application form and changes the answers to the questions that determine the amount.

Once this payment has been accepted, and authorisation of the payment has been confirmed, the application will be submitted, and a confirmation email will be sent to both the applicant.

4.6   Integration with legacy or 3rd party systems (API)

Our software offers users to use the system as a standalone system as well as the ability to integrate with other legacy systems such as Idox™ Uniform via a supplied API (WCF, SOAP or JSON). Use of the API allows data to be pulled from the HMO software into other legacy systems.

It is recommended the data is transferred from Rocktime's software to internal systems via a secure VPN (Policy or route based).

5. Case & Licence Management System

The administration area of the software will provide officers and managers with a dashboard environment to work from if the verso™ is being used as a standalone solution. The administration area will have its own URL and will require a username and password to access its content. Mobile working and inspections are fully supported in the dashboard environment, users can access the dashboard via a tablet or desktop device.

5.1   Active Directory Integration (optional)

Councils who wish to maintain a single sign in for officers may wish to have verso™ integrated with Active Directory. To enable this a new user group would need to be set up in AD to enable our verso™ to authenticate the user. Traffic would be directed via a secure VPN (Policy or Route based).

5.2   Role-based Permissions

verso™ uses role-based permissions that allow users access to functions within the administration area based on their job role. Typically, there several predefined user profiles created; others can be created upon request.

- Administrator
- Manager
- Officer
- Data entry
- Reviewer

New users can be added by administrators, whilst existing users can be edited or deleted from the verso as required.

All users will be able to update their password from within the Administration area. Forgotten passwords can be reset by administrators and managers only

5.3   Data Export (to .CSV or .PDF)

When the application fee is paid and authorised, the client will receive an email containing a link to view the application. This will take the client to a page that displays all the information about the application,

split into the same sections as the application form, along with one extra section detailing the payment of the application fee.

This form will allow the client to download the application as a PDF or.CSV file (MS Excel). This will create a file listing all the questions and answers provided by the applicant, with a page break at the end of each section. This file will be created at the point that the payment of the application fee is confirmed.

While the system charges the application fee all in one go, the fee displayed will be split into two elements, the application fee, the license fee, as per the fee calculator document.

Any supporting documents uploaded by the applicant will be available for the client to download on the same page in the control panel where they can download the PDF or /CSV files.

If the user's browser is HTML5 compatible, they will be able to save these files onto their network by dragging and dropping the file out of the browser, otherwise, they will need to click the link to download the file.

5.4   Reporting tools

Reporting tools with preconfigured reports will be made available through the CRM control panel that is accessible to admin users.

Reports can be drawn from the system in.CSV format, this will typically be a database query (e.g. rejected applications) over a variable date period.

Typical reports are as follows (But not limited to):

- How many applications have been received?
- How much income has been received?
- How many are exempt from the scheme?
- How many are given temporary exemptions notices?
- How many appointments have been booked?
- How many compliance visits have taken place?
- How many are Compliant?
- How many are non-compliant?
- How many are compliant following informal action?
- How many are compliant following enforcement action?
- How many draft licenses have been issued?
- How many full licences have been issued?

5.5   Public Register

The verso™ public register can be configured as per the client's requirements to cover mandatory requirements and beyond. The public register allows users to search to check if a person has been licenced. Applications made against the following forms will be visible on the public register once complete:

Users can search on the following fields in the public register:

- Name of the licence holder
- Postcode of licensed property

- Address of licensed property

When a user searches on the public register, they will see a list of results of all items matching their search criteria. Each item can be selected to show more details.

The following fields will be visible when viewing the details of an item in the public register:

- Licence number
- Name of the licence holder
- Vehicle registration / Badge number
- Address of licence holder
- Postcode of licensed property/premises
- Date licence issued
- Date licence expires

5.6 Licensing Workflows

5.6.1 Automatic Workload Management.

Verso™ can assist managing officers by automatically assigning work to officers based on specific rules or conditions. Once a case is assigned to an officer it is added to the officer's workload and is then only able to be progressed by that officer. However, the case is visible to the wider team and manager.

Case distribution rules are typically:

- By Borough/Ward
- By Postcode Area
- By Defined Polygon
- License Type

5.6.2 Traffic Light System

The verso™ Red/Amber/Green (RAG) Traffic Light rating system indicates to officers if responses given by applicants are likely to cause concern – such as inadequate fire safety and out of date certification.

This reduces senior officer time processing applications and improve consistency in enforcement decisions. An authorised officer still makes the decision to grant or refuse a licence preventing inappropriate grants of licences, but the RAG rating allows lower risk applications to be allocated to a Technical Officer as compliance can be demonstrated. Inspection visits can then be scheduled according to priority rather than workload.

5.6.3 Incomplete Applications

Officers can see if a Licence application has been started and not completed, flagging the address/applicant/vehicle as an unlicensed entity for enforcement action to secure a licence application and associated fee payment.

5.6.4 Automated Action Prompts

The Red/Amber/Green (RAG) system identifies if the licensee has completed actions to comply with licence conditions, without having to send reminders. This will assist longer term enforcement ambitions of the authority by reducing officer-based admin tasks.

5.6.5 Automated Document Production

Verso is used to prepare and send (via email) standard documents and will make more use of electronic delivery of correspondence, speeding up the process and reducing printing and postage costs. The system records the status of an application received, draft licence sent, licence granted or due for renewal.

Accompanying documents such as 'officer signed' personalised covering letters will also be produced by verso™

5.6.6 Mobile Inspection & Enforcement

Verso™ provides a versatile and effective responsive interface for officers to perform inspections whilst in the field along with enforcement duties.

5.6.7 Representations

Verso™ can be configured to allow representations to be made the general public or by the applicant or the specified third-parties. This is dependant of the license type and the specific rules regarding representations for that license.

Those wishing to make a representation will be able to do so from within the verso™ system. By registering with verso and clicking on the 'make a comment or representation' button, users will be sent an email when the representation period opens, with a link to a form where representations can be made. The representation period lasts for a specific period (typically 14 days). When a representation is received, the administrators be able to respond either directly to the representee or via a public notice.

When a citizen submits a representation, the citizen and the administrator can both make further comments on that representation until the representation period closes. Once the representation period closes, the administrator can then decide on each representation as to whether the representation is accepted or rejected. Once decisions have been made on all representations, the application can then progress in two different forks in the workflow; one if any representation was accepted, the other if all representations were rejected (or no representations were made).

5.6.8 License Conditions

Officers will be able to add a number of predefined and custom conditions to a license template from within the admin area. The added conditions will be date stamped and reminders sent to the licensee via email upon the agreed deadline date.

6. Information Assurance

We take information security seriously and work continuously to ensure that we can provide our clients with the right solution for their data impact requirements. Verso™ is hosted on the UK on a highly secure environment delivering agility, high availability, reliability and efficient operations.

We have adopted a proactive approach to information security. To demonstrate this commitment Verso™ is supported by following accreditations; ISO27001, ISO9001, PCI DSS (SAQ-D) and Cyber Essentials.

THE BRITISH ASSESSMENT BUREAU ISO27001	**ISO 27001- Information Security Management:** ISO27001 is the accepted global standard for Information Security. The certification requires regular external audit inspection of both physical and logical data protection structures. The ISO27001 accreditation requires a proactive approach to Information Security through a process of continual monitoring, risk assessment and management review.
THE BRITISH ASSESSMENT BUREAU ISO9001	**ISO 9001- Quality Management:** ISO 9001 is a certified quality management system (QMS) which demonstrates Verso's ability to consistently provide products and services that meet the needs of their customers with an emphasis on quality, customer satisfaction and a commitment to continuous improvement.
PCI DSS COMPLIANT	**PCI Data Security Standard (DSS):** PCI-DSS SAQ D encompasses the full set of over 200 requirements and covers the entirety of the PCI DSS for service providers. Core to this level of compliance is quarterly internal and external scans and penetration tests on our network by an Approved Scanning Vendor (ASV).
CYBER ESSENTIALS	**Cyber Essentials:** Cyber Essentials certified complying with the requirements as set out in the Cyber Essentials Scheme.