



MyCouncil – Citizen Portal G-Cloud Service Definition

Verso: Ready Out of the Box

Commercial in confidence

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Rocktime Software Development

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1. Introduction

1.1 Verso MyCouncil – Service Overview

Verso MyCouncil is a purpose-built public sector **citizen portal, booking and service management platform**, developed and refined through more than 15 years of partnership with UK local authorities. Designed for high-volume digital services, MyCouncil delivers a ready-to-use, out-of-the-box solution that reduces administrative complexity, accelerates implementation and improves customer experience from day one.

Delivered on a secure, modern cloud platform, MyCouncil enables councils to deploy digital services rapidly without local infrastructure, specialist technical resources or in-house software development. The platform supports high transaction volumes, providing the resilience, scalability and governance required to manage large numbers of citizen interactions while maintaining full auditability and operational control.

MyCouncil supports end-to-end digital service delivery, automating processes across online forms, appointment booking, availability management, payments, notifications, case management, workflow automation and reporting. Typical use cases include customer appointments, pest control bookings, sports and community facility reservations, room hire, garden waste and bin services, bulky collections, volunteer scheduling and registrar appointments. Secure API integration enables seamless data exchange with council systems, reducing duplication and manual processing.

Agile by design, MyCouncil can be configured to reflect local authority policies, service rules, branding and operational requirements using standard configuration and enhancement packs, without bespoke development. This enables authorities to respond quickly to changing demand, service expansion and evolving customer expectations while maintaining consistency, governance and predictable delivery timescales.

Ongoing platform enhancements are delivered as part of the standard service and informed through structured customer engagement and user groups. Optional customer-specific configuration or extended functionality is delivered through separately chargeable customisation packs. Customers retain full visibility of the product roadmap and can adopt new releases in line with service priorities.

1.2 Scotland and Wales Support and Bilingual Capability

Verso MyCouncil is designed to support deployment across England, Scotland and Wales, enabling local authorities to adopt the platform in line with devolved policy requirements, operational practices and statutory language standards.

Scotland

The platform supports configuration to reflect Scottish local authority operating models, including service structures, data standards, reporting requirements and governance arrangements. MyCouncil enables councils to configure booking rules, service workflows, inspection scheduling and reporting structures to align with Scottish operational frameworks and statutory service delivery models. Configuration is delivered using standard configuration packs without the need for bespoke development.

Wales – Bilingual Front-End Delivery

Verso MyCouncil supports fully bilingual (Welsh and English) front-end digital services in compliance with the Welsh Language Standards under the Welsh Language (Wales) Measure 2011. All citizen facing interfaces including online booking forms, self-service dashboards, confirmations, notifications and automated correspondence can be presented in both Welsh and English.

Language selection is user-controlled and persists across user sessions. Administrators can centrally manage bilingual labels, templates and content to ensure consistent bilingual service delivery and accessibility compliance.

Back-office operational interfaces are delivered in English, supporting efficient administration while maintaining full bilingual access for residents.

Ongoing Configuration and Compliance

Regional configuration, language management and regulatory alignment are supported as part of the standard service configuration. Ongoing platform enhancements are informed through structured customer engagement and user groups, ensuring continued alignment with devolved requirements, accessibility standards and evolving service expectations.

1.3 Verso MyCouncil Platform

Verso MyCouncil is a cloud-based, purpose-built **citizen portal and digital services platform** delivered out of the box, enabling local authorities to deploy online services in months rather than years without reliance on extensive internal development.

MyCouncil supports high-volume citizen transactions across a wide range of council services, including:

- Customer appointments and service requests
- Pest control bookings and inspections
- Sports and leisure facility reservations
- Room, venue and community space bookings
- Garden waste, bulky item and bin collection services
- Volunteer scheduling and shift management
- Registrar appointments and ceremonies
- Household Waste Recycling Centre (HWRC) bookings
- Parking permits and visitor parking management

The platform supports configuration of service rules, eligibility criteria, availability models, capacity controls, workflows and branding through standard configuration and enhancement packs, enabling authorities to support diverse service models without bespoke development.

Ongoing platform enhancements are included as part of the annual support and warranty. Product development is informed through structured customer engagement and user groups, providing visibility of upcoming features and the ability to adopt enhancements as part of the standard service.

Automated forms, scheduling, payments, confirmations, reminders, case workflows and reporting reduce administrative effort and improve customer experience, enabling service teams to focus on operational delivery and service outcomes rather than manual processing.

1.4 Verso MyCouncil – Competitive Positioning vs Citizen Experience Platforms (e.g. MyAccount)

Verso MyCouncil is positioned as a **full citizen portal and transactional service platform**, combining self-service accounts, forms, payments, bookings and **enterprise-grade case management** in a single integrated cloud solution.

Unlike many citizen experience platforms that primarily focus on front-end portals and content management, MyCouncil extends digital capability into **operational service delivery, regulatory workflows and compliance management**.

Key Differentiators

End-to-End Service Delivery

- MyCouncil manages the complete service lifecycle:
- Citizen account and self-service portal
- Digital forms and service requests
- Appointment and resource booking
- Online payments and refunds
- Case management and workflow automation
- Inspections, field activity and evidence capture
- Performance reporting and audit
- Licensing and regulatory case management workflows

This reduces dependency on multiple back-office systems and integration complexity.

Built-In Licensing Case Management

MyCouncil can optionally include the full Verso licensing case management capability, enabling councils to operate complex regulatory services within the same platform as citizen services and bookings.

This includes:

- End-to-end licence application processing
- Automated assessments and validations
- Inspections and compliance workflows
- Enforcement case management
- Statutory reporting and audit
- Role-based decision controls

Most CXM and portal platforms require third-party systems to deliver licensing functionality, increasing cost, risk and integration overhead. Verso MyCouncil provides this capability natively where required.

Operational Automation Built In

Verso MyCouncil includes native:

- Workflow orchestration
- Automated scheduling and routing
- SLA tracking and reminders
- Risk prioritisation and dashboards
- Field worker enablement
- Evidence capture and compliance audit

Rapid Deployment Without Bespoke Development

- Out-of-the-box service templates
- Configurable workflows and rules
- No-code configuration model
- Predictable implementation timescales
- Reduced change risk and cost

High-Volume Transactional Scalability

Designed for:

- Waste and environmental services
- Customer appointments and bookings
- Licensing and regulatory services
- Contact-centre deflection
- Seasonal demand spikes

Unified Data Model and Single System of Record

- One platform for citizens and operations
- Reduced data duplication
- Consistent audit trail
- Improved service intelligence

Public Sector Governance and Compliance

- UK GDPR alignment
- Role-based security
- Full auditability
- Accessibility compliance
- Welsh bilingual front-end support

1.5 Flexible Deployment and Commercial Model

Verso MyCouncil is available as a single, integrated platform supporting all defined service areas, or as a modular deployment enabling councils to adopt individual service modules independently based on operational priorities and budget.

Authorities may implement MyCouncil initially for selected services such as bookings, waste services, customer services or licensing, and expand incrementally to additional service areas over time without system replacement, data migration or architectural change.

All modules operate within a unified data model, security framework and citizen portal, ensuring consistent user experience, shared reporting and simplified governance regardless of deployment scope.

This approach enables predictable investment, phased transformation and long-term scalability while avoiding vendor lock-in and fragmented systems.

1.6 Verso MyCouncil – Supported Services

Verso MyCouncil uniquely supports both high-volume citizen services and complex licensing case management within a single platform enabling councils to consolidate front-end digital services and regulatory operations without multiple systems.

High Volume Citizen Services

- **Customer Appointments and Contact Centre Bookings**
Face-to-face, virtual and assisted appointments across council services.
- **Bin Collection and Waste Service Requests**
Missed collections, container replacements, assisted collections and enquiries
- **Garden Waste Subscriptions and Renewals**
Recurring subscriptions, payments, renewals and service communications.
- **Bulky Item Collection Booking**
Chargeable bulky waste collections with online booking and payment.
- **Household Waste Recycling Centre (HWRC) Booking**
Slot booking, vehicle eligibility rules and site capacity management.
- **Complaints and Service Request Case Management**
Capturing customer complaints and service requests

Regulatory and Licensing Services

- **Licensing Case Management**
Taxi and Private Hire Licensing, Gambling Licensing, Business Licensing, Animal Licensing, Alcohol Licensing, Blue Badge administration and concessionary travel workflows, including inspections, compliance and enforcement.
- **HMO Licensing and Housing Enforcement**
HMO licensing, property inspections, hazard reporting, enforcement and compliance management.
- **Street Works and Street Services Permitting**
Permits for skips, scaffolding, vehicle crossovers, temporary traffic orders, inspections and enforcement workflows.

Transport and Accessibility Services

- **Blue Badge Services and Concessionary Travel Administration**
Applications, renewals, evidence management, eligibility assessments and card management workflows.

Revenue and Operational Services

- **Parking Permits and Visitor Parking**
Resident, visitor and business permits with payments and renewals.
- **Pest Control Booking and Inspections**
Chargeable visits, scheduling, evidence capture and follow-up actions.
- **Sports Facilities and Activity Booking**
Leisure centres, pitches, courts, classes and programmes.
- **Room, Venue and Community Space Booking**
Meeting rooms, halls and shared spaces.

Community Services

- **Volunteer Scheduling and Management**
Shift booking, attendance tracking and communications.
- **Registrar Appointments and Ceremonies**
Births, deaths, notices of marriage and ceremonies.

1.6.1 Support Service Use Cases

Customer Appointments and Contact Centre Bookings

Verso MyCouncil can support residents booking face-to-face, virtual and assisted appointments online. Citizens can select service types, available slots and locations, receive confirmations and reminders, and manage changes digitally. Operational teams control capacity, appointment rules, queues and reporting, reducing contact centre demand and improving service accessibility.

Complaints and Service Request Case Management

Verso MyCouncil can support the capture, tracking and resolution of customer complaints and service requests across all council services. Residents submit issues online, upload evidence and track

progress through the citizen portal. Operational teams manage triage, workflows, escalations, communications and performance reporting, improving response times, transparency and regulatory compliance.

Bin Collection and Waste Service Requests

MyCouncil can support digital service requests for missed collections, container deliveries, replacements and assisted collections. Residents submit requests online and track progress. Operational teams manage task allocation, field updates and service reporting, improving responsiveness and reducing manual administration.

Garden Waste Subscriptions and Renewals

MyCouncil can support residents subscribing to garden waste services, manage renewals, make payments and receive automated reminders. Subscription status, service eligibility and collection scheduling are managed centrally, improving income collection, compliance and customer experience.

Bulky Item Collection Booking

MyCouncil can support Residents bookin bulky waste collections online, select item types, choose available slots and make payments. Automated confirmations, reminders and operational scheduling reduce call volumes and streamline field operations.

Household Waste Recycling Centre (HWRC) Booking

MyCouncil can support slot-based booking for recycling centres, managing site capacity, vehicle rules and fair access. Residents select locations and appointment times, receive confirmations and amend bookings online. Operational teams monitor utilisation and compliance.

Licensing Case Management (Major Differentiator)

MyCouncil can include full licensing case management for Taxi and Private Hire, Gambling, Business, Animal, Alcohol, Blue Badge and Concessionary Travel services. The platform supports applications, assessments, inspections, compliance, enforcement and statutory reporting within the same citizen portal, eliminating the need for separate licensing systems.

HMO Licensing and Housing Enforcement

MyCouncil can support HMO licensing, property inspections, hazard reporting, enforcement actions and compliance monitoring. Officers manage inspections, evidence capture and enforcement workflows, while applicants submit applications and documentation digitally

Street Works and Street Services Permitting

MyCouncil can support permits for skips, scaffolding, vehicle crossovers, temporary traffic orders, inspections and enforcement. Applicants submit requests online while officers manage approvals, site activity and compliance workflows.

Blue Badge and Concessionary Travel Administration

MyCouncil can manage applications, renewals, eligibility assessments, evidence uploads and card administration. Automated workflows improve processing efficiency and compliance while providing citizens with transparent self-service access.

Parking Permits and Visitor Parking

MyCouncil can support residents and businesses apply for permits, upload evidence, make payments and manage renewals online. Operational teams manage validations, permit rules, enforcement visibility and reporting.

Pest Control Booking and Inspections

MyCouncil can support residents book pest control visits online, receive confirmations and reminders, and track progress. Operational teams manage scheduling, capture inspection outcomes, upload evidence and manage follow-up actions.

Sports Facilities and Activity Booking

MyCouncil can support booking of leisure centres, pitches, courts and activity sessions. Users view availability, reserve slots and make payments. Managers control capacity, block bookings and utilisation reporting.

Room, Venue and Community Space Booking

MyCouncil can support managing booking of meeting rooms, halls and community venues. Users request reservations and manage changes online. Administrators control availability rules, approvals and reporting.

Room, Venue and Community Space Booking

MyCouncil can support managing booking of meeting rooms, halls and community venues. Users request reservations and manage changes online. Administrators control availability rules, approvals and reporting.

Registrar Appointments and Ceremonies

MyCouncil can support citizens book registrar appointments for births, deaths, notices of marriage and ceremonies. Capacity, compliance workflows and scheduling are managed centrally.

1.7 Additional Supported Service Use Cases

1.7.1 Citizen Portal and Digital Account Management

Verso MyCouncil provides a secure citizen portal enabling residents to create accounts, manage personal details, view service history, track requests and manage payments in one place. Single sign-on access supports a consistent digital experience across multiple council services while reducing contact centre demand and improving self-service adoption.

1.7.2 Digital Forms and Workflow Automation

MyCouncil enables councils to design and deploy digital forms with automated workflow routing, validation and approvals. Forms can be used for service requests, applications, reporting and data capture, reducing paper handling, improving data quality and accelerating processing across multiple services.

1.7.3 Environmental Health Inspections and Case Management

MyCouncil supports inspections, evidence capture, case tracking and compliance management across environmental health services. Officers can schedule inspections, capture findings on mobile devices, manage follow-up actions and generate reports, improving regulatory oversight and auditability.

1.7.4 Enforcement Case Management (Cross-Service)

The platform provides structured enforcement workflows supporting investigation, notices, escalation and resolution across regulatory services. Enforcement cases can be linked to inspections, complaints and service requests, providing a complete audit trail and improving consistency of enforcement activity.

1.7.5 Corporate Appointment Management (All Services)

MyCouncil supports enterprise-wide appointment booking across multiple council services, including customer services, revenues, housing and regulatory teams. Centralised scheduling, capacity controls and reporting enable consistent service delivery and improved utilisation of staff and facilities.

1.7.6 Bin Collection Service Requests

Verso supports digital service requests for bin deliveries, replacements, assisted collections and missed collections. Residents can submit requests online, track progress and receive notifications. Operational teams can manage task allocation, field updates and service reporting, reducing manual administration and improving responsiveness.

1.7.7 Household Waste Recycling Centre (HWRC) Booking

Verso enables residents to book time slots for visits to Household Waste Recycling Centres, supporting demand management, site safety and fair access. Users can select locations, available slots and vehicle types, receive confirmations and reminders, and amend bookings online. Operational teams can manage capacity, enforce booking rules, monitor attendance and report on site utilisation.

1.7.8 Parking Permit / Visitor Parking Booking

Verso supports the digital management of resident permits, visitor permits, business permits and controlled parking schemes. Residents and businesses can apply, upload evidence, make payments

and manage permits online. Automated validation, renewals and notifications reduce administration while operational teams gain visibility of permit status, compliance and usage.

1.7.9 Garden Waste Subscription and Collection Booking

Verso enables residents to subscribe to garden waste services, book collections, manage renewals and make payments digitally. Automated workflows manage subscription status, reminders, missed collection reporting and operational scheduling, improving service reliability and customer experience.

1.7.10 Bulky Item Collection Booking

Verso enables residents to book bulky waste collections online, select item types, choose available slots and make payments. Automated confirmations, reminders and operational scheduling improve efficiency, reduce call volumes and streamline field operations.

1.7.11 Pest Control Booking and Service Management

Verso enables residents to book pest control visits online, select preferred appointment slots and receive automated confirmations and reminders. Operational teams can manage scheduling, assign visits, capture inspection outcomes, upload evidence and track follow-up actions.

1.7.12 Sports Facility Booking

Verso supports the booking and management of sports facilities such as leisure centres, pitches, courts and community halls. Users can view availability, reserve time slots, make payments and receive confirmations. Facility managers can manage capacity, block bookings, cancellations, maintenance schedules and utilisation reporting.

1.7.13 Room and Meeting Room Booking

Verso provides digital room and meeting space booking for council buildings, libraries and community venues. Users can view availability, request reservations and manage changes online. Administrators can control access rules, capacity limits, pricing, approvals and reporting.

1.7.14 Sports Activity and Class Booking

Verso supports booking for structured activities such as fitness classes, swimming sessions and community programmes. Users can browse schedules, reserve places, manage attendance and receive reminders. Capacity controls and waitlist functionality support fair access and demand management.

1.7.15 Volunteer Booking and Scheduling

Verso supports digital scheduling and management of volunteer activities, enabling councils to coordinate shifts, availability and attendance efficiently. Volunteers can register, book shifts, receive automated confirmations and reminders, and manage availability through the self-service portal.

1.7.16 Registrar Appointment (Birth, Deaths, Marriages)

Verso supports online booking for registrar services including birth registrations, death registrations, notices of marriage and civil ceremonies. Citizens can select appointment types, availability and locations, receive confirmations and reminders, and upload supporting information where required. Operational teams manage capacity, schedules, compliance workflows and statutory reporting.

1.8 Verso MyCouncil – Service Features (Summary)

Verso MyCouncil is delivered as a ready-to-use cloud service supporting the digital management of citizen services through configurable rules, automation and secure self-service access.

Key service capabilities are summarised below, with detailed descriptions provided in later sections.

- Secure citizen portal with digital accounts and self-service dashboards
- Online forms, applications and service request management
- Appointment booking, scheduling, rescheduling and cancellations
- Integrated online payments, subscriptions and refunds
- Automated workflows, routing, notifications and reminders
- Case management for customer services, licensing and enforcement
- Inspections, evidence capture and compliance tracking
- Capacity management, availability controls and resource scheduling
- Reporting, dashboards and operational performance analytics
- Integration with council systems, GIS and third-party services
- Role-based permissions, audit trails and security monitoring
- Bilingual front-end support for Welsh and English services

Automation across the platform reduces administrative effort, improves service consistency and enables teams to focus on service delivery, regulatory compliance and customer experience rather than manual processing.

1.8.1 Verso MyCouncil - Self-Service Customer Portal (Dashboard)

Verso MyCouncil includes a secure, web-based self-service portal enabling residents, service users, volunteers and stakeholders to manage digital interactions with the council. Access supports Multi-Factor Authentication (MFA) to enhance account security.

Portal Capabilities:

The self-service portal enables users to:

- Submit service requests, applications, bookings and reservations
- Track real-time status of requests, appointments and case progress
- Upload and manage supporting documentation and evidence
- Communicate securely with council service teams using two-way messaging
- View and manage online payments, subscriptions and transaction history
- Store and reuse personal information to streamline future submissions

Account Management Service Interaction

Users can manage updates, cancellations and responses to service requests directly through the portal. All activity is automatically recorded within the platform to support auditability, service transparency and operational accountability.

The portal provides a consistent digital experience across all supported services, enabling councils to deliver joined-up citizen services through a single account and dashboard.

verso MyCouncil is delivered as a cloud-based, out-of-the-box platform, enabling rapid deployment without the requirement for in-house software development or specialist technical infrastructure.

1.8.2 Verso MyCouncil - Out-of-the-Box Digital Services Platform

The service is provided pre-configured to support common public sector digital service requirements, enabling local authorities to implement the platform with minimal setup. MyCouncil supports a wide range of service types, including customer appointments, waste services, licensing, regulatory services, pest control visits, sports and leisure bookings, room and venue reservations, volunteer scheduling and transport services.

Configuration options enable councils to apply local service rules, eligibility criteria, capacity models, pricing structures and operational policies without bespoke development.

Online Citizen Portal and Self-Service Dashboard

Verso MyCouncil includes a secure online portal enabling residents, service users and stakeholders to manage interactions with council services digitally.

The self-service dashboard allows users to:

- Submit service requests, applications, bookings and reservations
- View status, appointment details, decisions and confirmations
- Check payment status and view payment history (where applicable)
- Respond to requests for information or operational updates
- Upload and manage supporting documentation and evidence
- Access correspondence, notifications and reminders

All interactions are logged within the system to provide a complete audit trail.

Automated Service Workflows

The platform supports automated workflows across the service lifecycle, including request submission, validation, assessment, scheduling, approvals, renewals, cancellations and notifications. Workflows can be configured to reflect different service models, regulatory requirements and operational processes.

Automation reduces manual intervention, improves consistency and increases service delivery efficiency.

Automated Notifications and Reminders

Verso MyCouncil provides automated notifications for appointments, renewals, expiring requirements, missed bookings, documentation requests and key service milestones. Notifications support improved attendance, compliance and operational planning.

Integrated Payments

The platform integrates with secure online payment services to enable digital payment for chargeable services where applicable. Payment status updates in real time and is visible to both service users and operational teams..

Reporting and Management Information

Verso MyCouncil includes a reporting suite providing operational, financial and performance reporting. Reports support demand analysis, capacity planning, service performance monitoring and continuous improvement. Reports can be generated in real time and scheduled for automated delivery.

Mobile-Optimised Cloud Service

As a cloud-based platform, MyCouncil is accessible via standard web browsers across desktop, tablet and mobile devices. This supports flexible working for operational staff, including field-based and remote access

Security, Compliance, and Audit

The service supports secure data management through role-based permissions, Multi-Factor Authentication (MFA) and comprehensive audit trails. Audit logs capture service activity, communications, payments and user actions. The platform supports compliance with UK GDPR and public sector security requirements.

Integration Capabilities

Verso MyCouncil supports integration with corporate systems including CRM, finance, identity platforms, GIS and third-party service providers using secure APIs. Integration reduces duplicate data entry and enables end-to-end digital service delivery.

Scalability and Ongoing Development

The platform is designed to scale to support high transaction volumes and evolving service requirements. Ongoing enhancements are delivered as part of the service and informed through structured customer engagement and user groups.

User and Role Management

Verso MyCouncil supports multiple user roles enabling councils to control access, permissions and responsibilities across administrative, operational and management functions.

1.8.3 Verso MyCouncil Self-Service Customer Portal (Dashboard)

Verso MyCouncil includes a secure, web-based self-service portal enabling residents, service users and stakeholders to submit service requests, applications and bookings at any time. Access to the portal supports Multi-Factor Authentication (MFA) to enhance user security.

Core Portal Capabilities

The self-service portal enables users to:

- Monitor real-time status of requests, bookings, applications and case progress
- Upload supporting documentation or evidence where required

- View and download correspondence, including system notifications, confirmations and service communications
- Communicate directly with council services using secure two-way messaging within the platform
- Manage changes, cancellations and responses digitally

Account Management

Registered users can manage their account details through the portal, including:

- Updating contact information and communication preferences
- Storing commonly used information, such as addresses, service preferences and reference numbers
- Reusing stored information to pre-populate booking forms, reducing repetitive data entry and improving accuracy

Payments and Transaction Management

Verso MyCouncil integrates with the local authority's payment gateway via secure APIs, enabling online payments for chargeable services.

Payment functionality includes:

- **Online payment submission** for bookings, applications and service charges
- **Real-time payment status updates** returned from the payment provider
- **Consolidated payments** where multiple transactions are submitted together
- **Access to payment history** and transaction records

Service Requests and Communications Management

The portal supports the submission and management of service requests and related communications.

This enables:

- Submission of service requests, amendments and cancellations by residents and stakeholders
- Real-time visibility of request status, acknowledgements and progress updates
- Real-time visibility of request status, acknowledgements and progress updates
- Secure two-way communication regarding service delivery
- Automatic recording and retention of all interactions, providing a full audit trail to support service transparency and operational accountability

1.9 Verso MyCouncil - Core Features

Verso MyCouncil is a cloud-based service delivery platform designed to support local authorities in the digital management of citizen services, bookings, appointments, inspections and operational activity. The service is delivered as a ready-to-use solution and provides a single, unified environment for managing operational processes, data and citizen engagement.

Data and Record Management

- Centralised management of people, addresses, organisations and assets, with support for integration to corporate LLPGs
- Unified records linking bookings, service requests, assets, inspections, communications, actions and outcomes
- Advanced search and filtering and record linking to support operational delivery and service oversight

Case and Workflow Management

- Configurable workflows supporting bookings, inspections, service requests and operational activity
- Automated task generation, assignment, routing and status tracking
- Caseload, capacity and workload views at individual, team and service levels
- Workflow-driven alerts and reminders to support timely action and service delivery

Bookings and Service Management

- End-to-end digital management of bookings, reservations, amendments and cancellations
- Structured handling of service requests, including triage, investigation and resolution
- Scheduling, recording and completion of inspections, visits and service appointments
- Operational case tracking for incidents, service issues and corrective actions
- Creation and management of service notices, confirmations and operational communications

Digital Access and Self-Service

- Secure online access for residents, service users and volunteers
- Self-service dashboards enabling users to submit bookings, track progress, respond to requests and manage documentation
- Automated confirmations, reminders and notifications to reduce missed appointments
- Integrated online payments with real-time visibility of transaction status (where applicable)

Reporting and Operational Insight

- Built-in operational and statutory reporting to support service oversight and performance management
- Dashboards presenting key utilisation, demand and service delivery metrics
- Data export and reporting interfaces supporting downstream analysis and integration

Integration and Interoperability

- REST-based APIs enabling integration with finance systems, CRM platforms, GIS solutions and third-party services
- Secure data exchange to reduce duplication and improve operational efficiency
- Tools to manage and monitor system integrations and data flows

Mobile and Flexible Working

- Browser-based access across desktop, tablet and mobile devices
- Support for field-based and remote working, including inspections and service activity
- No requirement for local infrastructure or specialist client software

Communications and Document Handling

- Automated production of confirmations, reminders and service communications
- Reusable templates and merge fields to ensure consistency
- Secure storage and indexing of documents and evidence within service records

Security, Access, and Administration

- Role-based permissions to control access to data and functionality
- Support for **Multi-Factor Authentication (MFA)** to enhance account security
- **Single Sign-On (SSO)** integration with corporate identity providers
- Comprehensive audit logging of user activity and system actions
- Designed to support UK GDPR and public sector information security requirements

1.10 Verso Return on Investment

verso MyCouncil can be deployed as a **full enterprise-wide platform** or adopted **modularly for selected service areas**. Both approaches deliver measurable efficiency savings; however, the scale and compounding benefits differ.

Indicative Efficiency Benefits

A mid-sized council typically processes between 40,000 and 60,000 citizen transactions per year across service requests, bookings and licensing

Based on typical booking and appointment workloads within district and unitary councils, use of automation within the Verso platform may deliver the following indicative benefits:

- **Reduction in manual booking handling time: typically 50%–80% per booking**
- **Average staff time saved per booking: approximately 5–12 minutes**
- Reduced inbound telephone and email enquiries due to real-time self-service visibility
- Reduced failed appointments through automated reminders and confirmations
- Reduced re-keying of data across systems through integrated workflows

Example Time Saving (Illustrative)

The following example is provided for illustration only.

Assuming a council processes **55,000 citizen transactions per year** across services such as appointments, waste services, bookings, complaints, licensing touchpoints.

- 55,000 transactions × average **8 minutes saved per booking**
- **440,000 minutes saved per year**
- **7,333 officer hours saved annually**

Indicative Staffing Impact

- 7,333 hours ÷ 1,650 hours per full-time equivalent (FTE)
- **Equivalent to approximately 4.4 FTEs** of administrative workload capacity

Indicative Financial Impact

- 4.4 FTEs × £35,000 estimated average employment cost
- **Indicative annual efficiency value of approximately £154,000**

(This excludes additional savings from contact centre savings and licensing complexity uplift)

Payback Period

A mid-sized council typically processes **50,000–60,000 citizen transactions per year** across service requests, bookings and licensing. Automation through verso MyCouncil can deliver **4–5 FTE equivalent capacity savings**, representing **£150k–£180k annual efficiency value**, with payback commonly achieved within the first year.

Additional Operational Benefits

- Improved customer experience through self-service access
- Increased service capacity without additional staffing
- Significant contact centre deflection
- Single citizen account and data model
- Reduced system integration and support overhead
- Improved regulatory and audit outcomes (where licensing included)

1.11 Verso MyCouncil - Onboarding and Implementation

Verso MyCouncil is delivered as a secure, cloud-based service and onboarded using a structured, phased implementation approach. Onboarding is designed to enable councils to adopt the platform efficiently using standard product configuration, agreed delivery milestones and predictable timescales.

Onboarding Approach

Onboarding activities commence following contract award and include service initiation, configuration, data setup, integration alignment and User Acceptance Testing (UAT).

Initial onboarding typically focuses on **high-volume and business-critical services** to support early operational benefit and rapid value realisation.

The onboarding sequence commonly prioritises:

- High-volume citizen services and service requests (e.g. waste services, complaints, enquiries)
- Booking and appointment-based services (e.g. customer appointments, inspections, facilities, pest control)
- Revenue-generating services (e.g. garden waste, bulky waste, permits)
- Volunteer scheduling and internal service bookings

Additional service areas, including regulatory or specialist services, are onboarded in subsequent phases where required.

Implementation Timescales

The first end-to-end MyCouncil process is typically configured and made available for User Acceptance Testing (UAT) within **4-6 months** of service commencement, subject to customer engagement and timely provision of required information.

Full onboarding of all agreed booking services is typically completed within **12-24 months**, depending on:

- Customer resource availability
- Number and complexity of services onboarded
- Data migration volumes and data quality
- Integration requirements
- Adoption of standard product configuration

Configuration and Change Control

Verso MyCouncil is delivered as an out-of-the-box service. Onboarding timelines are based on adoption of standard workflows and configurations.

Standard onboarding includes an allowance of **40 hours** for configuration and customisation, including:

- Service workflow configuration
- Booking and capacity rules
- Forms and data capture setup
- Notifications and reporting configuration

Where additional configuration or changes are requested beyond this allowance, further work can be delivered through the purchase of additional 40-hour Customisation packs. Additional configuration may impact onboarding timelines.

Service Extensions and Modular Adoption

MyCouncil can be deployed as a **full platform** or **modularly by service area**. Additional services, operational modules or advanced integrations can be introduced at any stage through agreed phased implementation plans, without system replacement, data migration or architectural change.

This enables councils to expand service coverage incrementally in line with priorities and budget.

Customer Responsibilities

Customers are responsible for:

- Providing timely access to subject matter experts
- Participating in design and review sessions
- Supporting User Acceptance Testing
- Providing required data, business rules and configuration decisions
- Supporting integration access where required

Delays in customer input may affect onboarding timelines.

Offboarding

Offboarding arrangements, including data export and service termination activities, are managed in accordance with the contract terms and agreed exit plan, ensuring continuity, transparency and data portability.

1.12 Verso MyCouncil - Mobile Working and Browser Compatibility

Verso MyCouncil platform is accessed through a standard web browser and does not require specialist client software. It is compatible with all commonly used modern web browsers, including:

- Google Chrome
- Apple Safari
- Microsoft Edge
- Mozilla Firefox

The service can be accessed on a wide range of devices, including desktop and laptop computers, tablets, and smartphones, across commonly used operating systems such as Windows, macOS, iOS, and Android.

Mobile and Field-Based Use

Verso MyCouncil supports remote and mobile working by providing browser-based access to live system data. Authorised users can securely access the platform while working away from the office, including during service delivery, inspections, site visits and operational activities.

From mobile or tablet devices, authorised users can:

- Search and view bookings, service requests and schedules in real time
- Review and update service records and operational tasks
- Record inspection outcomes, service completion and follow-up actions
- Capture notes, photographs and supporting information
- Update appointment status and completion details

All updates are saved directly to the central system and are immediately available to other authorised users, ensuring consistency between field-based activity and back-office operations.

1.12.1 Verso MyCouncil - Back Office Functionality

Verso MyCouncil includes a secure, web-based back-office environment providing council staff with a comprehensive control panel to manage services, workflows, users and operational activity. The back-office is designed for ease of use, strong governance and secure administration across multiple service areas.

User Access and Security

- Individual user accounts with unique login credentials
- Secure access controls to protect sensitive service and personal data
- Support for Multi-Factor Authentication (MFA) and Single Sign-On (SSO) where required

Role-Based Permissions

- Role-based access controls enabling administrators to define permissions by role
- Granular permission settings including view, update, approval, deletion and administration rights
- Pre-defined roles that can be applied to users or user groups
- Ability to tailor permissions for individual users where required

This ensures staff only have access to the functions and data required for their responsibilities.

User Management

- Centralised user administration through the back-office control panel
- Ability to add, update, suspend or remove user accounts
- Management of user roles, permissions and service access
- Designed for non-technical users, avoiding reliance on specialist IT support

Operational Management Tools

- Reporting and monitoring tools providing visibility of service activity, workloads, performance and compliance
- Configuration and management of documents, templates and correspondence
- Management of automated notifications, confirmations and reminders
- Oversight of workflows, task allocation and service progress

Audit and Accountability

- Comprehensive audit trails recording user activity and system changes
- Visibility of actions taken, timestamps and user identity
- Supports transparency, accountability and regulatory compliance

This back-office functionality enables councils to manage MyCouncil services securely and efficiently, supporting consistent service delivery, strong governance and effective operational oversight across all deployed service areas.

1.12.2 Verso MyCouncil - Workload Management & Officer Dashboard (Back Office)

MyCouncil provides officers, managers and team leaders with integrated tools to manage, monitor and prioritise workloads across all deployed service areas. The workload management capability supports efficient task handling, timely service delivery and effective operational oversight.

Operational Dashboard:

- Personalised dashboards providing real-time visibility of assigned workload
- Key workload categories including:
 - Open Tasks: bookings, service requests and actions requiring attention
 - In Progress: tasks currently being worked on
 - Completed: tasks that have been completed or closed
 - Due Soon: tasks approaching target completion dates or appointment times
 - Overdue: tasks that have exceeded agreed service targets
- Drill-down functionality enabling users to access detailed task information, related service records and supporting documentation directly from the dashboard

Task Allocation and Notifications:

- Automatic notification of task assignment via email and in-system alerts
- Notifications triggered when tasks are updated, reallocated or escalated
- Configurable task ownership rules, escalation paths and service-level targets aligned to local operational policies

Task Review & Action Prompts:

- Users can filter tasks by priority, service type, deadline, location or operational risk.
- The dashboard highlights overdue tasks and tasks due imminently.
- Automated prompts and reminders support timely completion of service activities and follow-up actions.
- **Manager & Supervisor Oversight:**
 - Managers can view workloads by individual, team, service area or location.
 - Real-time visibility supports proactive workload balancing and resource allocation.
 - Performance dashboards highlight throughput, response times and backlog trends.
 - Managers can identify service bottlenecks and target improvement actions.

This functionality enhances operational efficiency by providing clear visibility into workload management, ensuring tasks are completed on time, and enabling managers to allocate resources and monitor performance effectively.

1.12.3 Auditing

Verso MyCouncil provides permissioned back-office users with access to comprehensive audit trails across booking and service operations. Audit history can be viewed by **user, booking, service request, asset, inspection or operational record**, providing full traceability of system activity.

Users can access a read-only audit view on records assigned to them, displaying the **most recent changes (typically the last 20 updates)** to support operational awareness and handover between team members.

Field-level audit indicators enable users to hover over individual data fields to view the **last updating user, date and time stamp**, supporting accountability, data integrity and governance.

Audit access is controlled through role-based permissions and supports internal audit, service assurance and regulatory compliance.

1.12.4 Automatic Notifications & Reminders System

Verso MyCouncil includes automated notification and reminder capabilities that enhance operational workflow management, ensuring that operational staff are promptly informed of important updates and that service users receive timely reminders for upcoming appointments and required actions.

- **Automatic Notifications for Record Updates:**
 - If a user who is not the assigned owner updates a booking, service request or operational record, an automatic notification is sent to the assigned user.
 - This ensures that responsible users are aware of changes and can take any required follow-up actions.

- Automated notifications reduce the risk of missed updates and support consistent service management.
- **System Scheduler for Appointment and Compliance Reminders**
 - The system scheduler can be configured to automatically issue reminders based on predefined timelines, including:
 - **Appointment Reminders:** Upcoming service visits, inspections, facility bookings and scheduled activities
 - **Documentation reminders:** Outstanding documents or information required to progress a booking or service request
 - **Follow-up actions:** Outstanding corrective actions, re-visits or service completion activities

Reminders can be delivered via approved messaging services (such as GovNotify where applicable), including email and in-system notifications. Notifications are also visible within the self-service portal.

Reminders can be configured to continue until the required action has been completed, ensuring that critical steps are not overlooked.

- **Workflow Allocation and Reallocation Notifications:**
 - When a new booking, service request or operational task is allocated or reallocated, the system automatically notifies the assigned user.
 - Notifications ensure immediate awareness of workload changes and support timely task initiation.
 - This supports smooth operational handover and workload balancing.

These features improve operational efficiency through timely communication, clear accountability and proactive management of appointments and service delivery activities.

1.12.5 Email Builder

Verso MyCouncil includes a powerful Email Builder feature designed to streamline the creation and management of automated operational correspondence. This capability supports effective communication with residents, service users, volunteers, contractors and internal stakeholders, while ensuring all correspondence remains organised, auditable and easily accessible.

- **Support for Multiple Correspondence Types:**
 - The platform supports the creation and delivery of correspondence via **email, SMS and generated letters**.
 - All correspondence is automatically stored against the relevant operational record, including **booking, service request, asset, inspection or case records**, ensuring complete communication history is retained for audit and service assurance.

- **Read Receipt Functionality:**
 - For emails sent through the platform, a **read receipt** can be set up to notify the sender if the email has been opened by the recipient. This provides confirmation that the communication has been received and reviewed, improving accountability and follow-up processes.
- **Template Management:**
 - Operational staff can create and manage standardised email, letter and SMS templates.
 - Templates can be configured for common scenarios including booking confirmations, reminders, cancellations, service updates and follow-up actions.
 - Consistent templates support clarity, compliance and brand governance.
- **Attachment Support:**
 - Attachments can be included with outgoing correspondence, enabling staff to share supporting documents, guidance, confirmations and service information.
- **Individual or Group Sending:**
 - Emails can be sent individually or to a **filtered group** of records, allowing for targeted communication based on criteria such as service type, booking status, location, date range or operational priority.
- **Update Rules for Templates:**
 - Update rules can be configured to apply changes automatically across selected templates, ensuring that policy updates, wording changes or branding updates are consistently applied without manual rework.

This functionality improves communication efficiency, consistency and auditability while supporting flexible, scalable service communications.

1.12.6 Reporting

Verso MyCouncil provides robust reporting and analytics capabilities to support operational oversight, performance management and evidence-based decision making across all deployed services.

Standard Operational Reports:

The platform includes a suite of standard operational reports with built-in filtering, providing visibility across bookings, cancellations, attendance rates, service volumes, capacity utilisation and service turnaround times.

Reports support operational oversight, performance management and service improvement.

Automated Reporting:

- Reports can be scheduled to **automatically email** to a specified address on a regular basis (e.g., daily, weekly), ensuring timely delivery and reducing manual effort.
- Automated distribution reduces manual reporting effort and ensures timely availability of management information.

Operational and Performance Reporting:

- Monitoring of peak demand periods, missed appointments, response times and backlog volumes
- Trend analysis supporting service planning, resource allocation and continuous improvement

Third-Party Reporting and Analytics Integration

- Secure API-based integration with third-party analytics tools, including Microsoft Power BI
- Supports advanced dashboards, forecasting and cross-service performance analysis

Optional Report Builder:

- Optional report builder enabling creation of custom reports using SQL-based views
- Supports advanced data analysis and tailored reporting requirements

Service, Audit and Compliance Reporting

- Reporting supports operational governance, audit trails and service performance monitoring
- Exportable datasets support internal audit, equality monitoring and data protection reporting where applicable

This reporting capability ensures consistent, automated and configurable insight across MyCouncil services.

1.12.7 Fees and Charges

Verso MyCouncil supports the calculation and management of charges associated with bookable services and chargeable council activities.

- **Automatic Charge Calculation:**
 - Charges are automatically calculated based on configurable service rules.
 - Pricing can be defined by service type, duration, capacity, location and local charging policies
 - Charges are calculated in real time and presented transparently during the booking or request process
- **Variable Charging Rules:**
 - The system supports flexible charging model, including:
 - Different pricing by service type, time band, location or capacity

- Concessions, discounts or exemptions based on eligibility criteria
- Promotional or seasonal pricing where applicable
- **Split and Staged payments:**
 - The platform supports splitting charges into staged or instalment payments where operationally required.
 - This supports subscription-based services or higher-value bookings.
- **Single Payment Options:**
 - Alternatively, the platform can enforce full payment at the point of booking or confirmation.
 - Payment rules can be configured to align with corporate finance policies.

This functionality ensures charging is accurate, flexible and transparent, reducing administrative workload while supporting consistent financial governance.

1.12.8 Payment Gateway Platform

Verso MyCouncil integrates seamlessly with a chosen **payment gateway**, allowing for secure and efficient payment processing at specific points within the application process. Key features include:

- **Integrated Payment Processing:**
 - Payments are processed through an integrated payment platform, ensuring secure transactions within the booking flow.
 - Payment handling supports compliance with corporate security standards and payment provider controls.
- **Charge Breakdown:**
 - The platform supports the ability to split charges (for example separating service fees, additional options and administrative charges), with a clear cost breakdown displayed to users prior to confirmation.
- **Payment Confirmation and Workflow Progression:**
 - Once payment is authorised and confirmed, the booking or service request is automatically progressed.
 - Users receive automated confirmation notifications confirming payment receipt and booking submission.
 - Payment status is updated in real time and visible to operational teams.

This functionality ensures a smooth, transparent, and secure payment process for service users while maintaining accurate transaction handling and operational visibility.

1.12.9 Legacy and Third Party Systems Integration

Verso MyCouncil provides flexible integration capabilities, enabling deployment as a standalone solution or seamless integration with existing legacy systems and third-party applications within the council's IT estate.

Legacy System Integration:

- The platform can integrate with existing corporate systems, including CRM, waste management systems, leisure management platforms, scheduling systems and line-of-business applications, through secure APIs supporting modern integration standards.
- Integration supports bi-directional data exchange to synchronise bookings, customer records, service requests and operational updates.

Flexible Integration Architecture

- Secure REST-based APIs enable integration with finance systems, identity platforms, GIS solutions, contact centre platforms and third-party service providers.
- Integration reduces manual data entry, improves data accuracy and supports end-to-end digital service delivery.

This integration capability ensures Verso MyCouncil operates efficiently within the council's existing technology landscape, supporting phased migration, system coexistence and long-term digital transformation.

1.12.10 Active Directory Integration

Verso MyCouncil supports **Active Directory (AD) Integration** for local authorities seeking to maintain a **single sign-on** (SSO) solution for their officers. Key features include:

- **Single Sign-On:** Verso can be integrated with **Active Directory** to allow officers to authenticate and access the system using their existing AD credentials, streamlining user management and improving security.
- **User Group Setup:** A new **user group** must be created within AD to enable authentication within **Verso** ensuring that only authorised users have access to the platform.
- **Secure Traffic Routing:** Integration is facilitated through a **secure VPN** (Policy or Route-based), ensuring that communication between **Active Directory** and **Verso** is encrypted and secure.

This integration enhances security and simplifies the user experience by reducing the need for multiple logins and improving the overall administration of user access.

1.12.11 Role-based Permissions

Verso MyCouncil utilises role-based permissions to ensure users have appropriate access to functions and data based on their operational role. This supports data security, governance and efficient service delivery.

- **User Profiles:** Typical user profiles include:
 - **Systems Administrator**

- Service Manager
- Supervisor
- Operational Officer
- Contact Centre / Data Entry
- Inspector / Field Operative
- Read-Only / Audit User

Roles can be configured to align with local organisational structures and service responsibilities.

- **User Management:**
 - Administrators can create, edit, deactivate and manage user accounts.
 - Role assignments control access to features, data visibility and workflow permissions.
 - User access can be restricted by service area, location or operational responsibility.
- **Password Management:**
 - Users can update their own passwords through the administration interface.
 - Password resets can be managed by authorised administrators or managers.
 - Multi-Factor Authentication (MFA) and Single Sign-On (SSO) can be enabled where required.

This role-based access model ensures users only have access to the information and functionality required for their role, supporting security, compliance and operational accountability.

1.12.12 Traffic Light System

The Verso platform incorporates a Red / Amber / Green (RAG) traffic light rating system to support rapid assessment, prioritisation and management of bookings, service requests and operational activity.

RAG Status Indicators:

- The system provides intuitive visual indicators (Red, Amber or Green) to highlight bookings or service requests that may present operational risk, incomplete information, missed appointments, safety concerns or outstanding actions.
- RAG status supports consistent decision-making and reduces the time spent manually reviewing low-risk activity.

Risk-Based Allocation and Prioritisation:

- Low-risk items (Green) can be routed to standard processing queues or automated workflows

- Medium and high-risk items (Amber and Red) are flagged for priority review, escalation or supervisory oversight.
- This enables operational teams to prioritise inspections, site visits, service interventions and follow-up activity based on risk rather than volume alone.

Incomplete and Exception Handling

- The platform highlights incomplete bookings, abandoned requests or missing information.
- Exception flags support proactive follow-up, customer contact or operational intervention where required.

Automated Action Prompts:

- The system automatically identifies when required actions have been completed, such as document uploads, confirmations, inspections or corrective actions
- Automated prompts reduce manual monitoring and follow-up effort.

Automated Communications and Status Tracking

- Verso MyCouncil automatically generates and sends standard communications, including confirmations, reminders, escalation notices and service updates.
- Booking and service status is tracked in real time, including draft, confirmed, completed, cancelled and exception states.
- Communications are retained within the service record to support audit and service transparency.

The RAG system improves operational efficiency, supports proactive service management and ensures consistent prioritisation across high-volume booking services.

1.12.13 Data Migration

Rocktime is experienced in efficiently migrating data from legacy systems to newly developed platforms, ensuring a smooth transition while maintaining data integrity and security. As part of the data migration process, we conduct thorough discovery sessions to evaluate various data aspects.

Key steps involved in the migration process include:

- **Discovery & Evaluation:** We begin by evaluating the field data, content, and supporting documents to assess their quality and relevance for migration.
- **Technical Review:** A comprehensive review will ensure the following:
 - **Migration Methodology:** Assessment of the approach for transferring data between systems.
 - **Data Security:** A robust security plan to safeguard sensitive information during migration.
 - **Migration Tool:** Evaluation of the technical features and capabilities of the proposed data migration tool.

- **Team Expertise:** Ensuring that the platform and migration process are compatible with the skills of the team working on the project.
- **Data Structure & Quality:** Review of the structure, volume, and overall quality of the data to ensure it is suitable for migration.
- **Pre-Migration Scoping Exercise:** We conduct a pre-migration scoping exercise to lay out the following:
 - **Mapping Rules:** Detailed mapping of the data to ensure consistency and correctness.
 - **Test Overview:** Specification of tools, reporting structures, and any constraints.
 - **Unit Testing:** Creation of a unit test specification to verify data and transformation processes.
 - **Integration Testing:** Ensuring data integrates properly with the target system through integration test specifications.
 - **Recovery Plan:** Planning for recovery options at each migration stage to ensure minimal disruption.
 - **Go-Live Plan:** A structured approach for going live, including all actions required to ensure a smooth transition.

The migration process is carefully designed and executed to ensure that data is securely transferred, accurately transformed, and successfully integrated into the new system with minimal downtime and disruption.

1.12.14 Data Deletion and GDPR Compliance

Verso MyCouncil supports both automated and manual data deletion in accordance with the Council's GDPR obligations and data retention policies, enabling authorities to manage personal data securely and compliantly throughout its lifecycle.

Key capabilities include:

- **Automated Retention and Deletion**
Records can be configured for automatic deletion or anonymisation based on predefined retention schedules, ensuring consistent compliance with data protection and records management requirements.
- **Authorised Manual Deletion and Anonymisation**
Users with appropriate permissions can manually delete or anonymise records where required. This includes:
 - Anonymisation of personal data in response to Data Subject requests
 - Redaction of sensitive or restricted information
 - Deletion of personal data in line with statutory obligations and approved Council policies

- **GDPR-Aligned Data Management**

All deletion and anonymisation processes are designed to align with UK GDPR requirements, supporting secure handling of personal data and providing assurance of ongoing regulatory compliance.

1.13 Hosting & Security

All data within Verso MyCouncil is **securely hosted in UK-based data centres**, ensuring compliance with UK data protection legislation and public sector security requirements. The platform is subject to **robust security controls**, including **annual ICT penetration testing conducted by an accredited independent third party**, providing assurance that vulnerabilities are proactively identified and addressed.

Verso MyCouncil is designed to align with recognised security standards and frameworks, including **ISO 27001** and **Cyber Essentials**, supporting a secure and resilient operating environment.

Key elements of the hosting and security architecture include:

- **No Local Data Storage**

No data is stored on end-user devices. All information is accessed securely via the cloud-hosted Verso™ platform, eliminating the need for device-level data management or remote wiping in the event of loss or theft.

- **Scalable and Resilient Hosting**

The platform is architected to scale dynamically, enabling the number of web servers and system resources to be increased or reduced in line with operational demand.

Rocktime's hosting services provide:

- **Secure Off-Site Hosting**

Business applications are protected through secure, off-site hosting with controlled access and monitoring.

- **UK-Based Data Centre Infrastructure**

Hosting is delivered from state-of-the-art UK data centres with enterprise-grade power resilience, physical security, environmental controls, and fire suppression systems.

- **Efficient Connectivity and Centralised Management**

Cost-effective connectivity options and centralised system monitoring ensure performance, availability, and operational oversight.

- **Regulatory and Security Compliance**

Hosting services adhere to **CESG (Pattern 10)** guidance and **UK GDPR**, ensuring data is managed and protected in accordance with recognised public sector standards.

1.13.1 Support & Warranty

Verso MyCouncil is provided with an ongoing **support and warranty service** covering platform maintenance, defect resolution, **legislative updates**, and continuous improvement. Support is delivered using an **Agile methodology**, enabling issues to be addressed and updates deployed on a rolling basis without reliance on infrequent, scheduled software releases.

This approach ensures that fixes, improvements, and **changes required to reflect legislative or regulatory updates**—such as amendments to application form wording—are delivered promptly and made available to customers as part of the standard service.

Key elements of the support and warranty service include:

- **Continuous Maintenance and Fixes**
Defects and system issues are resolved on an ongoing basis, minimising disruption and avoiding delays associated with traditional release cycles.
- **Legislative and Regulatory Updates**
Updates required to reflect changes in legislation, statutory guidance, or regulatory wording—including updates to application forms and related content—are **included as standard** and deployed centrally as part of the service.
- **Responsive Support Service**
Support is available throughout the lifecycle of the service, with a focus on timely response to incidents, queries, and service requests raised by users.
- **Warranty Coverage**
The warranty includes coverage for defects identified within the platform, providing assurance of system stability, reliability, and ongoing operational continuity.

1.14 Information Assurance

Verso MyCouncil is designed and operated with a strong focus on **information security**, ensuring customers can confidently meet their data protection and information assurance requirements. The platform is hosted within a **highly secure environment**, delivering agility, high availability, reliability, and resilient operational performance.

A **proactive approach to information security** is embedded across the design, hosting, and ongoing operation of Verso MyCouncil. This commitment is demonstrated through compliance with recognised industry and public sector security standards, including **ISO 27001, ISO 9001, PCI DSS (SAQ-D), and Cyber Essentials**, providing assurance that security controls are independently assessed and maintained.

	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.
	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 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 certified complying with the requirements as set out in the Cyber Essentials Scheme.

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