



HMO & Short Term Let Licensing,  
Inspections & Enforcement - Scotland  
G-Cloud Service Definition

Verso: Ready Out of the Box

Commercial in confidence

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Rocktime Software Development

Rocktime Limited: Regus Oxford Point, 19 Oxford Road,  
Bournemouth, Dorset BH8 8GS

Email: [rtsales@rocktime.co.uk](mailto:rtsales@rocktime.co.uk)  
Tel: 01202 678777

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# 1. Introduction

## 1.1 Verso – Service Overview (Scotland)

Verso is a purpose-built public sector regulatory and licensing platform, developed and refined over more than 15 years of partnership working with UK local authorities. Designed specifically for regulatory services, Verso delivers a ready-to-use, out-of-the-box solution that reduces operational complexity, accelerates implementation, and supports consistent, compliant service delivery from day one.

Delivered on a secure, modern cloud-based platform, Verso enables Scottish local authorities to deploy regulatory and licensing services rapidly without the need for local infrastructure, specialist technical resources, or in-house software development. The platform is designed to support high-volume and high-complexity regulatory operations, providing the resilience, scalability, and governance required to process large numbers of applications, inspections, and enforcement cases efficiently while maintaining full auditability and control.

Verso supports the end-to-end management of licensing and housing regulation services, automating processes across:

- Application submission and validation
- Assessment and committee or delegated decision-making
- Licence issue, variation, transfer, suspension, and renewal
- Inspection scheduling and mobile working
- Complaints handling and service requests
- Compliance monitoring and risk profiling
- Formal and informal enforcement activity

For housing and property-related services in Scotland, Verso provides dedicated functionality to support:

- **Houses in Multiple Occupation (HMO) licensing** under the Housing (Scotland) Act 2006
- **Short-Term Let (STL) licensing** under the Civic Government (Scotland) Act 1982 (as amended)
- Property, owner, agent, and host records with relationship tracking
- Pre-licensing, compliance, and reactive inspections
- Licence conditions, safety certification checks, and mandatory standards
- Enforcement actions including warnings, suspensions, revocations, and referrals for prosecution

This enables councils to manage the full regulatory lifecycle for private rented housing and short-term lets within a single, integrated system, ensuring consistency of approach, clear case management, and strong evidential audit trails to support statutory decision-making and appeals.

Integration with relevant government systems and APIs is provided as standard, enabling secure data exchange, reducing duplicate data entry, and improving accuracy and processing efficiency across licensing, inspection, and enforcement workflows. This supports joined up working between housing, environmental health, planning, and licensing teams where required.

Agile by design, Verso can be configured to reflect local authority policies, licence conditions, fee structures, inspection regimes, and enforcement thresholds using standard configuration and enhancement packs, without the need for bespoke development. This enables authorities to respond quickly to legislative change, new Scottish Government guidance, fluctuating demand, and evolving service expectations, while maintaining governance and predictable delivery timescales.

Additionally, Verso All Licensing and Regulatory Services supports a wide range of statutory and discretionary schemes in Scotland, including:

- Taxi and Private Hire Licensing
- Civic Government licensing (including metal dealers, street trading, and other local schemes)
- Liquor and Gambling licensing support services
- Business and public safety licensing
- Animal welfare licensing
- HMO Licensing (Scotland)
- Short-Term Let Licensing (Scotland)
- Property-related compliance and enforcement case management

Configuration options allow authorities to manage locally defined licence types and discretionary schemes alongside statutory services, ensuring flexibility without introducing development risk.

Legislative and regulatory updates are included as part of the standard support and warranty, with ongoing product development is informed through structured customer engagement and user groups. Standard platform enhancements are made available as part of the core service. Optional customer-specific configuration or functionality is delivered through separately chargeable customisation packs. Customers have visibility of the roadmap and can adopt new releases in line with their service requirements.

## 1.2 Verso HMO and Short-Term Let Licensing (Scotland)

Verso HMO and Short-Term Let Licensing is a cloud-based, purpose-built housing and property licensing platform delivered out of the box, enabling Scottish local authorities to go live with HMO and Short-Term Let licence application processing in months rather than years, without reliance on extensive internal development or bespoke system build.

Verso supports the processing and issuing of licences across private rented housing and visitor accommodation regulatory services in Scotland, including:

- **Houses in Multiple Occupation (HMO) Licensing** under the Housing (Scotland) Act 2006
- **Short-Term Let (STL) Licensing** under the Civic Government (Scotland) Act 1982 (as amended)
- New applications, renewals, variations, transfers, suspensions, and revocations
- Temporary exemptions and provisional arrangements where applicable
- Linked property, owner, agent, and host records with full relationship tracking

Verso provides flexible configuration of workflows, statutory timescales, fee structures, licence conditions, and inspection triggers through standard configuration and enhancement packs, enabling authorities to reflect local policies and committee or delegated decision-making arrangements without bespoke development.

Legislative and regulatory updates aligned to Scottish Government legislation and guidance are included as part of the annual support and warranty. Ongoing development is informed by structured customer engagement and Scottish user groups, providing visibility of new functionality and the ability to adopt enhancements as part of the standard service.

Automated workflows, renewals, statutory reminders, and compliance alerts reduce administrative effort and support efficient processing, allowing housing and licensing teams to focus on inspections, compliance activity, and proportionate enforcement. Integration with inspection and enforcement modules supports end-to-end case management from licence application through to compliance visits, licence condition breaches, and formal enforcement action where required.

### 1.3 Verso HMO and Short Term Let Licensing - Service Features (Summary)

Verso HMO and Short-Term Let Licensing is delivered as a ready-to-use cloud service and supports the digital management of housing and visitor accommodation licensing services in Scotland through configurable workflows, automation, inspection management, and self-service access for owners, landlords, and hosts.

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

- Digital licence application, renewal, variation, transfer, suspension, and revocation management
- Support for **HMO Licensing (Scotland)** and **Short-Term Let (STL) Licensing** under the Civic Government (Scotland) Act
- Secure self-service owner, landlord, agent, and host portal with real-time status updates
- Automated workflows, statutory reminders, compliance alerts, and renewals aligned to Scottish timescales
- Integrated online payments, fee structures, and staged or instalment payments where applicable

- Property, owner, agent, and host records with full relationship tracking
- Inspection scheduling, mobile working, and compliance inspections against HMO standards and STL mandatory conditions
- Complaints, service requests, and intelligence-led investigations linked to properties and licence records
- Enforcement case management including warnings, licence condition breaches, suspensions, revocations, and referrals for prosecution
- Reporting, statutory returns, scheme monitoring, and management information dashboards
- Integration with internal council systems and relevant national datasets and APIs where available
- Role-based access controls, full audit trails, and evidential record keeping to support appeals and legal proceedings

Automation across the platform reduces administrative effort, improves consistency, and enables housing, licensing, and regulatory teams to focus on improving standards in the private rented sector and short-term let market, targeting high-risk properties and operators, and taking proportionate enforcement action rather than manual administration.

#### 1.4.1 Verso Inspections Management (HMO, HHSRS and Compliance Inspections)

Verso provides integrated case management to support inspections, complaints handling, and enforcement activity for licensed and unlicensed properties, owners, landlords, and hosts. These capabilities operate within a single system of record, ensuring consistency, auditability, and full visibility across housing and licensing regulatory activity, including HMO and Short-Term Let compliance.

This supports coordinated working between housing, environmental health, planning, and licensing teams, and provides a complete evidential record to support statutory decision-making, licence reviews, and appeals to the Sheriff Court or Licensing Committees where applicable.

#### Inspection Planning and Scheduling (Scotland – HMO and Short Term Lets)

- Scheduling of inspections based on licence status, property type, risk rating, intelligence, or previous compliance history
- Automated inspection programmes for **HMO licensing** and **Short-Term Let (STL) licensing** schemes
- Automated reminders and notifications to officers and, where appropriate, owners, landlords, or hosts
- Support for pre-licensing, routine compliance, reactive, and follow-up inspections
- Prioritisation tools to support risk-based inspection strategies in line with local enforcement policies

## Inspection Execution and Data Capture

- Standardised inspection templates aligned to:
  - HMO licence conditions under the Housing (Scotland) Act 2006
  - Short-Term Let mandatory safety and amenity conditions
  - Local authority standard conditions and guidance
- Configurable inspection forms to reflect local policies and committee requirements
- Mobile access for on-site inspections
- Capture of:
  - Room-by-room and facility assessments
  - Safety compliance checks (fire safety, gas, electrical, legionella, maximum occupancy)
  - Notes, checklists, photographs, and supporting evidence
- Automatic association of inspection records with property, landlord, agent, host, and licence records

## Outcomes, Compliance and Follow-Up

- Automatic identification of non-compliance against licence conditions and HHSRS thresholds
- Triggering of follow-up actions, including:
  - Schedule of works
  - Informal warnings and advisory letters
  - Re-inspections
  - Formal enforcement case creation
- Tracking of remedial actions and deadlines through to verified completion
- Support for improvement plan monitoring and compliance sign-off

## Inspection Reporting and Audit

- Reporting on inspection volumes, hazard profiles, compliance rates, and re-inspection activity
- Monitoring of HMO and Short-term let licensing activity by area, ward or licence type
- Full evidential audit trail of inspection findings, decisions, and officer actions

### 1.4.2 Complaints and Service Requests (Private Sector Housing)

The Verso Complaints and Service Requests module supports the capture, investigation, and resolution of housing-related complaints, disrepair reports, and intelligence about unlicensed HMO and Short-Term Let or non-compliant properties.

#### Complaint Submission and Capture

- Online reporting by tenants, neighbours, and partner agencies, including evidence upload
- Capture of reports received via email, telephone, or in person
- Classification by:
  - Property standards and safety concerns
  - Overcrowding or occupancy breaches seen in HMOs
  - Unlicensed HMO or unlicensed Short-Term Let
  - Nuisance or antisocial behaviour linked to short-term letting
  - Urgency and vulnerability indicators

#### Case Creation and Allocation

- Automatic creation of case records with unique references
- Triage and risk assessment to prioritise serious hazards
- Automated routing to appropriate housing or enforcement teams
- Visibility of linked properties, landlords, and previous history

#### Linking to Property and Licensing Records

- Search and selection of property, landlord, agent, and licence records
- Automatic linking of complaints to property and licence histories
- Flagging of potential unlicensed activity within designated areas

#### Investigation and Resolution

- Recording of site visits, communications, and inspection outcomes
- Visibility of previous complaints, inspections, and enforcement actions
- Documentation of informal resolutions, works in default, or escalation to enforcement
- Final status assignment and case closure

## Audit and Reporting

- Full audit trail of complaint handling
- Reporting on volumes, response times, repeat properties, and hotspot areas

### 1.4.3 Enforcement Case Management (Housing and HMO Compliance)

Verso Enforcement supports the full lifecycle of housing enforcement cases relating to HMO and Short-Term Let compliance under the Housing (Scotland) Act 2006 and the Civic Government (Scotland) Act 1982 (as amended), together with associated regulations and statutory guidance.

## Case Creation and Classification

- Creation of enforcement cases linked to:
  - Properties
  - Landlords and managing agents
  - Associated licences and inspections
- Classification by offence type, including:
  - Unlicensed HMO
  - Category 1 and 2 hazards
  - Breach of licence conditions
  - Failure to comply with notices

## Investigation Management

- Structured investigation workflows aligned to housing legislation
- Integration of inspection and HHSRS assessment outcomes
- Evidence management including photographs, statements, and documents
- Identity and ownership checks through linked records and external datasets where available

## Issuing Enforcement Notices and Penalties

Verso supports the generation, service, and tracking of statutory housing notices, including:

- Improvement Notices
- Prohibition Orders
- Emergency Remedial Action
- Hazard Awareness Notices

- Civil Penalties
- Works in Default
- Rent Repayment Order case preparation
- Prosecution file preparation

Notices include statutory wording, required actions, compliance deadlines, and appeal rights.

### Response, Appeals, and Escalation

- Monitoring of compliance deadlines and statutory timescales
- Automated reminders and escalation for non-compliance
- Tracking of appeals, tribunal outcomes, and court proceedings
- Escalation to legal services with full evidential bundles

### Case Closure and Outcomes

- Recording of compliance, penalties, costs recovery, and court outcomes
- Automatic case closure on verified compliance
- Retention of full enforcement history against property and landlord records

### Enforcement Reporting and Audit

- Reporting on enforcement volumes, outcomes, civil penalty income, and prosecutions
- Identification of repeat offenders and high-risk landlords
- Comprehensive audit logs for all enforcement actions and decisions

## 1.4 Verso Self-Service Customer Portal (Dashboard)

Verso includes a secure, web-based self-service portal enabling applicants, licence holders, and stakeholders to manage interactions digitally. Access supports Multi-Factor Authentication (MFA).

Portal functionality includes:

- Submission of applications and renewals
- Real-time tracking of application and representation status
- Upload and management of supporting documentation
- Secure two-way communication with licensing services
- Online payments and payment history
- Storage and reuse of common applicant data to pre-populate forms

Representations associated with licence applications can be submitted, tracked, and managed through the portal, with all activity recorded for audit and decision-making purposes.

HMO Licensing is a cloud-based, purpose-built licensing platform designed to support local authorities in the digital management of licensing services. The service is delivered as an out-of-the-box solution, enabling rapid implementation without the requirement for in-house software development.

## 1.5 Out-of-the-Box Licensing Platform

The service is provided pre-configured to support common private sector housing and property licensing requirements, enabling local authorities to implement the platform with minimal setup. It supports a wide range of housing regulatory functions, including:

- Mandatory HMO Licensing
- Additional Licensing schemes
- Selective Licensing schemes
- Short Term Let Licensing
- Property licence renewals, variations, and temporary exemptions
- Linked property, landlord, and managing agent records

Configuration options are available to support local designation schemes, fee structures, licence conditions, inspection regimes, and locally defined regulatory requirements without bespoke development. This enables authorities to implement and amend licensing schemes quickly while maintaining compliance with statutory frameworks and local policy objectives.

### Online Application Portal and Self-Service Dashboard

Verso HMO Licensing includes a secure online application portal that enables applicants, licence holders, and businesses to manage interactions with the licensing authority digitally.

The self-service dashboard allows users to:

- Submit new applications and renewal requests
- View application progress and decision outcomes
- Check payment status and view payment history
- Respond to requests for information or tasks
- Upload and manage supporting documentation
- Access correspondence and notifications

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

### **Automated Licensing Workflows**

The service supports automated workflows across the licensing lifecycle, including application submission, assessment, approvals, renewals, and notifications. Workflows can be configured to reflect different licence types and local authority processes.

Automation reduces manual intervention, supports consistency, and improves processing efficiency.

### **Automated Renewals and Notifications**

Verso HMO Licensing provides automated renewal functionality. Renewal applications can be pre-populated using data from previous licences, enabling renewals to be completed efficiently.

Automated reminders and alerts are generated in advance of licence expiry dates and for key process milestones, supporting compliance and reducing the risk of lapsed licences.

### **Integrated Payments**

The service integrates with secure online payment services to enable applicants to pay licence fees digitally. Payment status is updated in real time within the system and made visible to both applicants and licensing officers.

### **Reporting and Management Information**

Verso HMO Licensing includes a reporting suite designed for licensing services. This includes statutory and operational reports supplied as standard, supporting regulatory compliance and service oversight.

Reports can be generated in real time and scheduled for automated delivery to authorised users.

### **Mobile-Optimised Cloud Service**

As a cloud-based service, Verso HMO Licensing is accessible via standard web browsers on desktop, tablet, and mobile devices. This supports flexible and remote working for licensing officers, including access while in the field.

### **Security, Compliance, and Audit**

The service supports secure data management and access controls, including role-based user permissions. Audit trails are maintained for applications, decisions, payments, and user actions.

The platform is designed to support compliance with data protection legislation, including UK GDPR.

### **Integration Capabilities**

Verso HMO Licensing supports integration with other local authority systems, including finance systems, CRM platforms, and external data sources. Integration with relevant government APIs is provided to support automation and reduce duplicate data entry.

## Scalability and Ongoing Development

The service is designed to support varying application volumes and evolving regulatory requirements. Legislative updates are provided as part of the service, and ongoing development is informed through structured customer engagement and user groups.

## User and Role Management

The platform supports multiple user roles, enabling local authorities to control access and assign responsibilities across administrative, operational, and managerial functions.

## 1.6 Verso Inspections and Enforcement Case Management

Verso Inspections and Enforcement provides case management functionality to support local authorities in the handling of complaints, inspections, and enforcement activity associated with licensed and unlicensed premises, individuals, and businesses.

### Complaints Management

The service supports the capture, assessment, and management of complaints from multiple sources, including online submissions, internal referrals, and third-party notifications.

Complaints functionality includes:

- Creation of complaint records linked to relevant licences, premises, or persons
- Classification and prioritisation of complaints based on type, risk, and severity
- Assignment of complaints to officers or teams using configurable workflows
- Recording of actions, findings, and outcomes
- Full audit trail of complaint handling and decision-making

Complaints can be progressed through defined stages, ensuring consistent handling in line with local authority policy and regulatory requirements.

### Inspection Workflows

Verso supports structured inspection workflows associated with complaints, routine inspections, and enforcement activity.

Inspection functionality includes:

- Scheduling and assignment of inspections
- Recording inspection outcomes, observations, and evidence
- Upload and storage of supporting documents, images, and notes
- Status tracking and escalation where non-compliance is identified
- Integration with related licensing and enforcement records

Workflows can be configured to reflect local procedures and statutory processes.

### **Enforcement Case Management**

The service provides tools to manage enforcement cases from initial identification through to resolution.

Enforcement functionality includes:

- Creation and management of enforcement cases linked to complaints, inspections, or licences
- Recording of investigative actions and decisions
- Support for multiple enforcement stages, including informal and formal actions
- Case status tracking and management reporting

### **Issuing Notices**

Verso supports the generation and management of enforcement notices in accordance with relevant legislation.

Notice management includes:

- Issuing standardised notices using configurable templates
- Recording service dates, compliance periods, and outcomes
- Automated reminders and alerts for follow-up actions
- Tracking compliance with issued notices
- Linking notices to associated cases, inspections, and licences

All notices and enforcement actions are retained within the case record, providing a complete audit trail and supporting transparency and regulatory compliance.

### **Inspections Management**

The Verso Inspections module supports the planning, execution, and recording of inspections associated with licensing and regulatory activity.

#### **Inspection Planning and Scheduling**

- Scheduling of inspections based on licence type, location, risk profile, or previous inspection outcomes
- Automated reminders and notifications for officers and, where appropriate, applicants
- Ability to manage planned, ad-hoc, and follow-up inspections

#### **Inspection Execution**

- Use of standardised inspection templates aligned to licence types and regulatory requirements

- Configurable inspection forms to support local procedures
- Mobile access for on-site inspections

#### **Data Capture and Evidence**

- Real-time capture of inspection findings, notes, and checklists
- Upload of supporting evidence, including photographs and documents
- Immediate association of inspection data with the relevant licence, premises, or case record

#### **Outcomes and Follow-Up**

- Automated identification of non-compliance based on inspection results
- Triggering of follow-up actions, including requests for information, re-inspections, or enforcement activity
- Tracking of follow-up actions through to completion

#### **Inspection Reporting and Audit**

- Reporting on inspection activity, outcomes, and compliance levels
- Full audit trail of inspection actions and decisions

#### **Complaints Management**

The Verso Complaints module supports the capture, tracking, and resolution of complaints related to licensed and unlicensed activity.

##### **Complaint Submission**

- Online complaint submission by members of the public, including evidence upload
- Capture of complaints submitted through alternative channels (e.g. email, telephone, in person)
- Classification of complaints by category, type, and urgency

##### **Complaint Tracking and Case Creation**

- Automatic creation of complaint cases with unique reference identifiers
- Status tracking and updates for complaints submitted online
- Automated routing of complaints to appropriate teams or officers

##### **Linking to Licensing Records**

- Search and selection of relevant licence, individual, business, or premises records
- Automatic linking of complaints to licence records, forming part of the official licence history

- Notification to relevant licence holders or operators, where applicable

### **Investigation and Resolution**

- Recording of investigative actions and communications
- Ability to review historical complaints, enforcement actions, and licence status
- Documentation of outcomes, sanctions, or corrective actions
- Final status assignment and closure of complaints

### **Audit and Reporting**

- Full audit trail of complaint handling
- Reporting on complaint volumes, types, resolution times, and trends

### **Enforcement Case Management**

Verso Enforcement supports the full lifecycle of enforcement cases involving individuals, businesses, and premises.

### **Case Creation and Classification**

- Creation of enforcement cases categorised by entity type:
  - Individuals
  - Businesses or organisations
  - Properties or premises
- Capture of case details, violation type, location, and supporting evidence

### **Investigation Management**

- Structured investigation workflows aligned to entity type
- Identity and licence checks against system records
- Integration with external services (where available) to support background checks and verification
- Scheduling and completion of inspections as part of enforcement activity

### **Issuing Enforcement Notices**

Verso supports the generation and management of enforcement notices, including:

- Warning notices
- Fines

- Suspension or revocation notices
- Remediation and corrective action orders
- Cease-and-desist notices

Notices include clear descriptions of violations, required actions, and compliance deadlines.

### Response and Compliance Monitoring

- Tracking of responses to enforcement notices
- Monitoring of compliance actions and deadlines
- Automated reminders and escalation where compliance is not achieved

### Appeals and Escalation

- Support for appeal initiation and tracking
- Escalation workflows for unresolved or serious breaches
- Case progression to legal or judicial review where required

### Case Closure and Outcomes

- Recording of resolution outcomes, penalties, and corrective actions
- Automatic case closure once compliance is confirmed
- Final communications issued and recorded within the case record

### Reporting, Audit, and Analysis

- Reporting on enforcement activity, outcomes, and trends
- Identification of repeat offenders and high-risk areas
- Comprehensive audit logs for all case actions and decisions

#### 1.6.1 Verso Self-Service Customer Portal (Dashboard)

The Verso™ platform includes a secure, web-based self-service customer portal that enables applicants, licence holders, and stakeholders to submit applications and service requests 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 application progress**, with real-time visibility of current status and key milestones
- **Upload supporting documentation** directly to their application record

- **View and download correspondence**, including system notifications, messages, and documents issued by the licensing authority
- **Communicate directly with the licensing service**, using secure two-way messaging within the platform

### Account Management

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

- Updating contact information and notifying the licensing authority of changes in circumstances
- Storing commonly used information, such as named individuals, reference numbers, and associated organisations
- Reusing stored information to **pre-populate application forms**, reducing repetitive data entry and supporting accuracy

### Payments and Transaction Management

The Verso™ platform integrates with the local authority's payment gateway via an API connection, enabling secure online payments.

Payment-related functionality includes:

- **Online payment submission** for licence applications and related fees
- **Real-time payment status updates** returned from the payment provider
- **Bulk payment capability**, allowing users submitting multiple applications to make a single consolidated payment

### Representations Management

The portal supports the submission and management of representations associated with licence applications.

This functionality enables:

- Submission of representations by applicants, residents, and other stakeholders
- Real-time capture of representations within the system for licensing officer review
- Visibility of representation status, including acknowledgement and progression
- Secure two-way communication regarding representations
- Automatic recording and retention of representations, providing a full audit trail to support regulatory and decision-making requirements

## 1.7 Verso Core Features

Verso is a cloud-based regulatory services platform designed to support local authority licensing, inspections, and enforcement activity. The service is delivered as a ready-to-use solution and provides a single environment for managing regulatory processes, data and digital engagement.

### Data and Record Management

- Centralised management of addresses, people, and organisations, with support for integration to corporate LLPs
- Unified records linking licences, premises, individuals, inspections, complaints, enforcement actions, and outcomes
- Advanced search and filtering across all records to support operational and investigative activity

### Case and Workflow Management

- Configurable workflows supporting licensing, inspections, complaints handling, and enforcement activity
- Automated task generation, assignment, and status tracking
- Caseload and workload views providing oversight at individual, team, and service levels
- Workflow-driven alerts and reminders to support timely action and compliance

### Licensing, Inspections, and Enforcement

- End-to-end digital management of licence applications, renewals, variations, and suspensions
- Structured handling of complaints, including triage, investigation, and resolution
- Appointments, recording, and completion of inspections and site visits
- Enforcement case tracking, including informal actions and formal notices
- Creation, issue, and monitoring of statutory and non-statutory notices using configurable templates

### Digital Access and Self-Service

- Secure online access for applicants, licence holders, and businesses
- Self-service dashboards enabling users to submit applications and renewals, view progress, respond to requests, and manage documentation
- Automated renewal processes with pre-populated data to reduce user effort and processing time
- Integrated online payments with real-time visibility of payment status

### Reporting and Operational Insight

- Built-in operational and statutory reporting to support regulatory oversight
- Performance dashboards presenting key metrics and service indicators
- Data export and reporting interfaces supporting downstream analysis and integration

### Integration and Interoperability

- REST-based APIs enabling integration with finance systems, CRM platforms, and third-party services
- Integration with relevant government systems to support automation and data exchange such as DVLA Driver and Vehicle Data and DBS update service.
- Tools to manage data flows and reduce duplication across systems

### Mobile and Flexible Working

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

### Communications and Document Handling

- Automated production of correspondence and notices
- Reusable content elements and merge fields to ensure consistency
- Secure storage and indexing of documents within case 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

## 1.8 Verso Return on Investment

Verso is designed to support local authorities in improving operational efficiency within licensing services by reducing manual processing and increasing automation across the licensing lifecycle. The service supports digital self-service, automated workflows, and out-of-the-box configuration, which may reduce administrative effort and support higher application volumes without a proportional increase in staffing.

### Indicative Efficiency Benefits

Based on typical licensing workloads within district and borough councils, use of automation within the Verso™ platform may deliver the following indicative benefits:

- **Reduction in officer processing time:** typically 45%–85% per application
- **Average licence processing time saved:** approximately 20–45 minutes per application
- **Reduced manual handling**, including data entry, correspondence, renewals, and follow-up activity
- **Reduced inbound enquiries**, as applicants can track progress and respond to requests via self-service dashboards

### 1.8.1 Example Time Saving (Illustrative) HMO and Selective Licensing

The following example is provided for illustration only.

Assuming a Private Sector Housing service processes the following licence applications per year:

- **500 HMO licence applications** (including new applications and renewals)
- **3,000 Selective licence applications** (including new applications and renewals)
- **Total: 3,500 property licence applications per year**

Based on an indicative average saving of **45 minutes per application** through digital applications, automated validation, workflow routing, and reduced manual data entry:

- **3,500 applications × 45 minutes saved per application**
- **157,500 minutes saved per year**
- **2,625 officer hours saved annually**

### Indicative Staffing Impact

- **2,625 hours ÷ 1,650 hours per full-time equivalent (FTE)**
- **Equivalent to approximately 1.6 FTE of administrative workload capacity**

This capacity can be redeployed to higher-value activity such as inspections, HHSRS assessments, compliance monitoring, and enforcement investigations.

## Indicative Financial Impact

- 1.6 FTE × £35,000 estimated average employment cost
- Indicative annual efficiency value of approximately **£56,000**

## Payback Period

Verso HMO and Property Licensing is delivered as a cloud-based, purpose-built, out-of-the-box solution, reducing implementation complexity and removing the need for in-house system development. In typical deployments, customers report that implementation costs can be recovered within the first year of operation, with ongoing efficiency and capacity benefits realised in subsequent years, particularly where large Selective Licensing schemes are in place.

## Additional Operational Benefits

- Improved turnaround times for landlords and managing agents
- Increased resilience during peak renewal periods and scheme rollouts
- Reduced risk of unlicensed properties through better tracking and alerts
- Improved staff capacity for inspections, HHSRS assessments, and enforcement
- Better targeting of high-risk properties using compliance and intelligence data
- Improved transparency and evidential audit trails for legal proceedings

## 1.8.2 Verso Onboarding and Implementation

### Onboarding and Implementation

Verso HMO Licensing is provided as a cloud-based service and is onboarded using a structured, phased implementation approach. Onboarding is designed to enable customers to adopt the service efficiently using standard product configuration and agreed delivery milestones.

### Onboarding Approach

Onboarding activities begin following contract award and include service initiation, configuration, data setup, and user acceptance testing. Initial onboarding focuses on enabling high-volume and business-critical licence types to support early operational benefit.

### Implementation Timescales

The first end-to-end licensing process is typically configured and made available for User Acceptance Testing (UAT) within **5-6 months** of service commencement, subject to customer engagement and timely provision of required information.

Full onboarding of all agreed licensing services is typically completed within **12–18 months**, depending on:

- Customer resource availability

- Scope of services onboarded
- Adoption of standard product configuration

### Configuration and Change Control

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

The standard onboarding includes an allowance of **40 hours** for configuration and limited customisation, including back-office process configuration. Where additional configuration or changes are requested beyond this allowance, further work can be delivered through the purchase of additional **40-hour labour packs**. Additional configuration may impact onboarding timelines.

### Inspections and Enforcement Onboarding

Onboarding of Inspections and Enforcement case management functionality is planned for **Year 2** of the service. Configuration, testing, and go-live activities are scheduled within the same service year, subject to agreed implementation planning.

### 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 and configuration decisions

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.

## 1.9 Verso Mobile Working and Browser Compatibility

The Verso™ 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 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 inspections and site visits.

From mobile or tablet devices, officers can:

- Search and view records in real time
- Review and update cases
- Record inspection outcomes and enforcement actions
- Upload notes and supporting information

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.

#### 1.9.1 Back Office Functionality

The Verso™ platform includes a robust back-office system designed to provide council staff with an intuitive and secure control panel. Key features of the back-office functionality include:

- **Unique User Logins:** Each individual council user is provided with their own unique login credentials, ensuring secure access to the system and protecting sensitive information.
- **Role-Based Permissions:** Administrators have the ability to set permissions based on user roles. This allows for tailored access to specific areas of the system, ensuring that users only have access to the functionality necessary for their role.
  - **Role-Based Access Control:** Permissions can be set for different roles, such as view-only access, update rights, delete rights, and system administration rights. Administrators can define these permissions based on the needs and responsibilities of each user.
  - **Customisable User Permissions:** Administrators can apply pre-set roles to new users and also update the permissions for individual users or groups, providing flexibility in managing access to the system.
- **User Management:** Through the user management area of the Verso™ control panel, administrators can easily add, remove, or modify user accounts, and update permissions as needed for each user or group of users.
- **Non-Technical User Management:** The back-office system is designed with ease of use in mind, allowing non-technical staff to manage various administrative tasks without requiring specialised IT knowledge.

- **Reporting Tools:** Users can generate and view detailed reports on various licensing activities, providing valuable insights into application status, payments, compliance, and more.
- **Document and Template Management:** The platform includes tools for updating and managing documents, templates, and correspondence, which can be easily adjusted by authorised users to keep materials up to date.
- **Audit Trails:** The back-office system maintains comprehensive logs of user actions and changes made within the system, ensuring accountability and traceability for administrative tasks.

This back-office functionality allows for streamlined user management, secure access control, and easy system maintenance, while empowering staff with the tools needed to efficiently manage licensing processes and ensure smooth operations.

### 1.9.2 Application Data

The **Verso™** back-office system offers comprehensive capabilities for managing and accessing application data. Key features of the application data management include:

- **View Application History:** Back-office users can access the full application history for each applicant or licence holder. This includes a detailed log of all actions, notes, and correspondence associated with each application, providing a complete view of the applicant's journey.
  - **Application Status Overview:** The back-office user can easily view and filter applications based on their status, such as pending, incomplete, complete, rejected, or issued with a licence. This allows for efficient tracking and management of applications at various stages of the process.
- **Data Interrogation and Filtering:** The platform enables back-office users to interrogate and filter data according to specific criteria, such as application status, type, or date, allowing for quick identification of trends and management of ongoing applications.
- **Trigger-Based Actions:** The back-office system allows users to set up triggers for specific actions, checks, or outcomes within the application process. For example, certain triggers can automatically queue follow-up events, such as sending a completion letter or generating notifications to the relevant teams.
- **Ad-Hoc Actions:** The system supports flexibility by allowing users to add ad-hoc actions as needed. For example, additional steps or custom actions can be implemented as required during the application process.
- **Mandatory Document Uploads:** The back-office system can enforce the upload of mandatory documentation, ensuring that applicants submit all required evidence before progressing. This can be set as a mandatory requirement either when the application is first saved or at the final submission stage. This ensures compliance and reduces the risk of incomplete applications.

This structured and flexible approach to managing application data ensures that back-office staff can efficiently track, manage, and process applications while maintaining the necessary checks and balances throughout the entire lifecycle of the application.

### 1.9.3 Attachments

The **Verso™** platform provides robust functionality for managing attachments throughout the application process, offering both applicants and officers the ability to upload and manage documents easily. Key features include:

- **Attachment Upload Capability:**
  - Applicants and officers can upload attachments directly to an application form on the customer-facing portal or to the back-office record. This includes a wide range of document types, such as:
    - **Word Documents**
    - **Excel Spreadsheets**
    - **PDF Files**
    - **JPEG Images**
    - **Video Files**, and more.
  - This flexibility ensures that all relevant supporting materials can be submitted in the most appropriate format for the application.
- **Document Expiry Management:**
  - The **Verso™** platform tracks important documents, such as insurance certificates or licenses, and captures their expiry dates.
  - **Automatic Notifications:** The system will automatically notify the account holder in advance of an impending document expiry. This feature helps ensure that applicants and license holders are reminded to update or renew their documents on time, preventing any lapses in compliance.
  - **Easy Document Upload:** When a document is approaching its expiry date, the account holder can upload the new version of the document directly to their user account, ensuring that the application or license remains up-to-date.
- **Journal of Correspondence and Actions:**
  - The system maintains a comprehensive journal of all correspondence, actions, and uploaded documentation related to each application.
  - **Audit Trail:** This journal can be viewed within the application record, providing a clear and complete history of all interactions, document submissions, and system actions. This ensures transparency and accountability throughout the application lifecycle.

This feature ensures that the application process is fully documented, that important deadlines are not missed, and that all parties have access to the necessary information at any stage of the process.

#### 1.9.4 Workload Management & Officer Dashboard (Back Office)

The **Verso™** platform provides officers, managers, and team leaders with powerful tools for managing and monitoring workloads, ensuring that tasks are completed efficiently and on time. Key features include:

- **Officer Dashboard:**
  - Officers are provided with a personalised dashboard that displays top-level information regarding their outstanding workload. This includes key categories such as:
    - **Incomplete Applications:** Applications that are still pending or require further action.
    - **Complete Applications:** Applications that have been finalised or approved.
    - **In Progress:** Applications that are actively being worked on.
    - **Coming Up to Target:** Applications or tasks that are approaching their designated completion target.
    - **Overdue:** Applications or tasks that have surpassed their due date.
  - **Drill-Down Functionality:** Officers can drill down into any of these categories to view specific details or records, allowing them to manage their workload more effectively.
- **Task Allocation & Notifications:**
  - When a new application or service request is assigned to a specific officer or case officer, the **Verso™** platform automatically sends an email notification to the receiving officer. This ensures that officers are promptly informed of new tasks or changes to their workload.
  - **Reallocation of Tasks:** If a task is reallocated or actions are added to an existing workload, the officer will receive an automatic notification, keeping them updated on their responsibilities.
- **Task Review & Action Prompts:**
  - Officers can review their tasks based on various filters, such as:
    - **Overdue Tasks:** Tasks that require immediate attention because they have passed their due date.
    - **Tasks Due Today:** Tasks that are scheduled for completion on the current day.
  - The system will also set targeted actions and prompts for officers based on the deadlines or priorities of their tasks, helping them stay on track and meet their targets.

- **Manager & Team Leader Oversight:**
  - **Workload Review by Team or Individual:** Managers and team leaders can group officers and review the overall workload of their team or view it on an individual basis. This allows them to monitor performance and redistribute tasks as necessary.
  - **Performance Monitoring:** Managers can easily identify which officers are meeting their targets and who may need additional support or resources.

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.

### 1.9.5 Auditing

The verso™ platform provides permissioned users of the back office the ability to view an audit trail of activity by the individual, application, or 'element'. The user can review (permissioned) a view only audit on the record allocated to them (the last 20 changes) so they monitor updates by another Officer. The hovering over a field confirms the updating Officer & date/time stamp.

### 1.9.6 Automatic Notifications & Reminders System

The Verso™ platform includes several automated features that enhance workflow management, ensuring that officers are promptly informed of any important changes or updates to records, and that applicants are reminded of key deadlines or actions. Key features include:

- **Automatic Notifications for Updates:**
  - If a non-allocated officer makes any updates to a record, an **automatic notification** is sent to the allocated officer. This ensures that the assigned officer is aware of any changes made to the application or record, allowing them to review the update and take necessary actions if required.
  - This notification ensures a seamless and efficient workflow, reducing the risk of missed updates or unmonitored changes.
- **System Scheduler for Renewal and Expiring Reminders:**
  - The **system scheduler** in Verso™ can be used to send automated reminders for renewals, expiring checks, or pre-requisites. These reminders are triggered based on predefined timelines and can be configured for:
    - **Renewal Reminders:** To notify applicants and license holders of upcoming renewal dates.
    - **Expiring Checks/Pre-Requisites:** To remind applicants of any expiring documents or requirements, such as insurance certificates or other supporting documentation.
  - **Reminders via GovNotify:** The reminders are sent through **GovNotify**, a government-approved messaging service, ensuring secure and reliable communication. These

reminders can be delivered via **email** and will also be available in the **customer portal** for easy access.

- **Continual Reminders:** Reminders can be configured to continue until the required action (e.g., renewal or document upload) has been completed, ensuring that no important steps are missed.
- **Workflow Allocation and Reallocation Notifications:**
  - When a new application or request for service is **allocated** or **re-allocated** to an officer or case officer, the **Verso™** system will **automatically email** the receiving officer to inform them of the new task. This ensures that the officer is immediately notified and can begin working on the case without delay.
  - This feature keeps the team up to date on the current status of workload allocation and promotes a smooth handover of tasks between officers.

These features enhance operational efficiency by ensuring timely communication, clear accountability, and proactive management of renewals and tasks, making the workflow smoother for both officers and applicants.

### 1.9.7 Email Builder

The **Verso™** platform includes a powerful **Email Builder** feature designed to streamline the creation and management of automated correspondence. This feature ensures effective communication with applicants, license holders, and other stakeholders, while keeping all correspondence organised and easily accessible. Key features include:

- **Support for Various Correspondence Types:**
  - The **Verso™** system supports the creation and sending of correspondence via **letter**, **email**, and **SMS**. All correspondence is automatically stored against the relevant record, such as an **application**, **license**, **premises**, or **vehicle**. This ensures that all communications are captured and easily accessible for future reference.
- **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:**
  - The **Email Builder** allows **Council staff** to create and configure **Standard Letter, Email, and SMS templates**. These templates can be customised to meet the specific needs of various licensing processes and communications.
  - Templates can be pre-defined for various scenarios, including notifications, reminders, approvals, and rejections, ensuring consistency in communication.

- **Attachment Support:**
  - The system allows **attachments** to be added to any outgoing emails, enabling staff to send relevant documents, such as forms, letters, and reports, directly alongside the message.
- **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 application type, status, or license holder group.
- **Update Rules for Templates:**
  - **Rules can be configured** to automatically make changes to all or selected templates in the case of an update. This ensures that any necessary adjustments (e.g., policy changes or new document requirements) can be implemented across all related communications, reducing the risk of outdated or inconsistent messages being sent.

This feature significantly enhances communication efficiency, ensuring that all necessary information is sent in a timely, consistent, and well-organised manner, while also enabling flexibility and control over communication templates.

### 1.9.8 Public Registers

The **Verso™** platform provides a comprehensive and user-friendly **Public Register** feature, available via the public-facing website or customer portal. This feature enhances transparency and accessibility for the public, allowing them to easily view and search relevant licensing information while ensuring compliance with GDPR regulations. Key features include:

- **Public Access via Website/Customer Portal:**
  - The **Public Register** is accessible to the general public through the **customer portal** or the public-facing website, providing transparency and easy access to important licensing data.
  - The register includes various records such as applications, licenses, and permits, which can be reviewed by interested parties.
- **Public Consultation Access:**
  - The register allows users to filter and view only those applications that are open for **public consultation**. This ensures that stakeholders can quickly identify and participate in consultations for relevant cases.
- **Configurable Fields and Search Terms:**
  - The fields displayed in the Public Register and the search terms used for filtering the data are **configurable**, allowing the system to be tailored to meet the specific requirements of the council or licensing body.

- Councils can adjust the visibility of certain fields and modify the search parameters to provide relevant and necessary information to the public while maintaining privacy and security where appropriate.
- **Automatic Population of Public Register:**
  - The **Verso™** platform automatically populates the **Public Register** with data from the system, ensuring that the information is always up to date and accurate. This automated process minimises manual data entry and ensures that the public has access to the most current licensing information.
- **Search for Wheelchair Accessible Operators:**
  - The Public Register allows users to search for **wheelchair accessible operators** specifically. This feature helps members of the public, particularly those with accessibility needs, to easily find licensed operators who can accommodate their requirements.
- **Searchable by License Type:**
  - Users can search the **Public Register** based on **license type**, ensuring that only the most relevant information is displayed based on the user's query.
  - Each **license type** will have its own specific data fields and details, and the public register will only display information relevant to that particular license type. This ensures that users can find the data they need without unnecessary information cluttering their search.
- **GDPR Compliance:**
  - All data displayed in the **Public Register** is handled in full compliance with **GDPR rules**. Sensitive or personal data that is not suitable for public access is excluded from the register, and only information that is legally permissible for public sharing will be displayed.
  - The platform ensures that any personal information shared in the register is done so in a manner that respects the privacy of individuals and complies with data protection regulations.

This functionality ensures that the **Verso™** platform not only facilitates efficient internal management but also promotes public engagement and transparency in the licensing process while safeguarding personal data and complying with GDPR standards.

### 1.9.9 Public & Third-Party Statutory Consultation

The **Verso™** platform enables public and third-party statutory consultees to register online and provide feedback on applications open for consultation. Key features include:

- **Online Registration:** Public and third-party consultees can register for an online account with the necessary permissions to submit feedback on applications.

- **Feedback Submission:** Feedback from registered users is directly linked to the relevant application in the **Verso™** system.
- **Automated Notifications:** Key stakeholders (e.g., Premises Supervisor, Mortgage provider, Police, Fire service) are automatically notified of applications requiring their input and can submit responses through the platform.
- **Direct Integration:** Responses from consultees are visible within the application data, ensuring all feedback is captured and accessible for review.

This streamlined process ensures efficient consultation management while maintaining transparency and integration within the application workflow.

#### 1.9.10 Reporting

The **Verso™** platform offers robust reporting capabilities to help the Council manage and analyse licensing data efficiently. Key features include:

- **Standard Reports:** The platform includes **8 standard reports** with built-in filtering options, providing comprehensive insights into licensing processes.
- **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.
- **Third-Party Integration:** The platform can integrate with third-party reporting solutions, such as **Microsoft Power BI**, via an available **API integrator**, providing enhanced reporting and data visualisation capabilities.
- **Optional Report Builder with SQL:** The **Verso™** platform includes an **optional report builder** that allows users to create custom reports using **SQL** to generate views based on specific data queries, offering advanced flexibility in report creation and data analysis.
- **Statutory Reports:** The system also has available a range of other **statutory reports** specific to licensing, such as:
  - **HMO (Houses in Multiple Occupation):** Reports related to inspections, license renewals, and compliance.

This functionality ensures streamlined, automated, and customisable reporting for the Council, enhancing operational efficiency, compliance, and decision-making.

#### 1.9.11 Fees

The **Verso™** platform streamlines the calculation and management of licensing fees. Key features include:

- **Automatic Fee Calculation:** The platform can automatically calculate the **license fee** based on the responses provided within the application form and data supplied by the Council.
- **Variable Fee Application:** The system can apply different fees depending on factors such as:
  - The **time period** an applicant applies within (e.g., early, late, or standard application).

- **Discounts** for applicants who apply early, are on **benefits**, or hold relevant **accreditations** that offer fee reductions.
- **Split Fees:** The system supports the ability to split licensing fees into multiple payments, allowing applicants to pay in instalments if required.
- **Single Payment Fees:** Alternatively, the system can require a **single payment** for the full licensing fee at the time of application, offering flexibility based on the Council's fee structure.

This functionality ensures that fee calculation is accurate, flexible, and tailored to individual applicant circumstances, reducing administrative workload and ensuring compliance with Council policies.

### 1.9.12 Payment Gateway Platform

The **Verso™** platform 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 can be processed via an integrated payment platform, ensuring secure transactions within the application flow.
- **Fee Breakdown:** The system supports the ability to **split payments** (e.g., separating application fees and license fees), with a detailed fee breakdown displayed to the applicant before submission.
- **Payment Confirmation:** Once payment is accepted and authorised, the application is automatically submitted, and a **confirmation email** is sent to the applicant, confirming receipt of payment and submission of their application.

This functionality ensures a smooth, transparent, and efficient payment process for applicants while maintaining secure and accurate transaction handling.

### 1.9.13 Legacy and 3<sup>rd</sup> Party Systems

The **Verso™** platform offers flexibility in integrating with existing infrastructure, providing a **standalone system** while allowing seamless integration with **legacy systems** and **third-party applications**. Key features include:

- **Legacy System Integration:** The platform can integrate with other systems, such as **Idox™ Uniform**, through a supplied **API** (supporting WCF, SOAP, or JSON protocols).
- **Flexible Integration:** This allows for the sharing of data and workflows between **Verso™** and other critical systems used by the Council, enhancing interoperability and reducing manual data entry.

This integration capability ensures that **Verso™** can work efficiently within the Council's existing IT ecosystem, providing a smooth transition and continued use of legacy systems.

### 1.9.14 Active Directory Integration

The **Verso™** platform 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.

#### 1.9.15 Role-based Permissions

The **Verso™** platform utilises **role-based permissions** to ensure that users have appropriate access to functions and data based on their job role. This ensures data security and operational efficiency. Key features include:

- **User Profiles:** Typical user profiles include:
  - Administrator
  - Manager
  - Officer
  - Data Entry
  - Reviewer
  - Inspector
- **User Management:** Administrators can add new users, and edit or delete existing users as needed.
- **Password Management:** All users can update their password within the **Administration** area. If a user forgets their password, only **Administrators** or **Managers** can reset it.

This role-based system ensures that users only have access to the relevant data and features required for their role, improving security and management within the **Verso™** platform.

#### 1.9.16 Licensing Workflows

##### Automatic Workload Management

The **Verso™** platform streamlines the allocation of work to officers through **automatic case assignment**, ensuring efficient workload distribution. Key features include:

- **Automated Case Assignment:** Cases are automatically assigned to officers based on predefined rules or conditions, reducing manual intervention and ensuring a balanced workload.

- **Workload Visibility:** Once a case is assigned, it becomes part of the assigned officer's workload and can only be progressed by that officer. However, the case remains visible to the wider team and manager for tracking purposes.
- **Case Distribution Rules:** Common rules for automatic case distribution include:
  - By Borough/Ward
  - By Postcode Area
  - By Defined Polygon
  - By License Type

This functionality ensures that cases are efficiently allocated, tracked, and managed, improving productivity and accountability within the licensing team.

### 1.9.17 Traffic Light System

The **Verso™** platform incorporates a **Red/Amber/Green (RAG)** Traffic Light rating system to streamline the management and assessment of license applications. Key features include:

- **RAG Rating System:** The system provides an intuitive visual indication (Red, Amber, or Green) to help officers identify responses from applicants that may present concerns, such as inadequate fire safety or expired certifications. This helps reduce the time senior officers spend on processing applications and ensures consistency in enforcement decisions.
- **Risk-Based Allocation:** The RAG system allows lower-risk applications (Green) to be allocated to **Technical Officers** for review, while higher-risk applications (Red) are flagged for senior officer review. This enables prioritisation of inspection visits based on risk level rather than workload.
- **Incomplete Applications:** Officers can easily identify applications that have been started but not completed. These applications are flagged, indicating an unlicensed entity, prompting enforcement actions to secure both the completion of the application and the associated fee payment.
- **Automated Action Prompts:** The system automatically identifies if a licensee has completed actions required to comply with license conditions, such as submitting updated certifications or meeting compliance standards. This reduces administrative workload by eliminating the need for manual reminders.
- **Automated Document Production:** **Verso™** generates and sends standard documents (e.g., emails, letters) electronically, improving processing times and reducing costs associated with printing and postage. The system also tracks the status of applications, whether they are pending, drafts, granted, or due for renewal. Personalised, officer-signed covering letters are also produced automatically.
- **Representations:** **Verso™** facilitates the submission and management of **representations** from the public, applicants, or third parties, based on the specific license type and applicable rules. The system sends notifications to users when the representation period opens, and users can

submit feedback via an online form. The representation period typically lasts 14 days, during which both citizens and administrators can make further comments. Once the period closes, administrators can decide whether to accept or reject each representation, with the application proceeding accordingly.

- **License Conditions:** Officers can add **predefined** and **custom conditions** to license templates. These conditions are date-stamped, and automated **email reminders** are sent to the licensee when the conditions approach their deadlines, ensuring compliance.

The **RAG** system and these integrated processes enhance efficiency, reduce administrative burden, and ensure that enforcement actions are both timely and consistent across the licensing process.

### 1.9.18 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.

### 1.9.19 Data Deletion and GDPR Compliance

The Verso platform 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.

## 1.10 Hosting & Security

All data within the Verso™ platform 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™ 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.

### 1.10.1 Support & Warranty

Verso 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.

### 1.11 Information Assurance

Verso™ 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™. 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.

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>ISO 27001- Information Security Management:</b></p> <p>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.</p> |
|    | <p><b>ISO 9001- Quality Management:</b></p> <p>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.</p>                                                                                            |
|  | <p><b>PCI Data Security Standard (DSS):</b></p> <p>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).</p>                                                                                    |
|  | <p><b>Cyber Essentials:</b></p> <p>Cyber Essentials certified complying with the requirements as set out in the Cyber Essentials Scheme.</p>                                                                                                                                                                                                                                                                                 |

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