



Blue Badge & Concessionary Travel 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 Blue Badge and Concessionary Travel – Service Overview

Verso Blue Badge and Concessionary Travel is a purpose-built public sector permit and entitlement management platform, designed to support local authorities in administering Blue Badge parking permits and concessionary travel schemes for eligible residents. Developed and refined through more than 15 years of partnership working with councils, Verso provides a ready-to-use, out-of-the-box solution that simplifies application processing, improves customer experience and supports consistent, compliant decision-making.

Delivered on a secure, modern cloud-based platform, Verso enables authorities to launch digital Blue Badge and concessionary travel services quickly, without the need for local infrastructure, specialist technical resources or in-house software development. The platform is designed to support high volumes of citizen applications, providing the resilience and scalability required to manage demand peaks while maintaining full auditability and operational control.

Verso supports the end-to-end management of Blue Badge and concessionary travel services, automating processes across:

Online applications and renewals for:

- Blue Badge permits
 - Older person and disabled person concessionary travel passes
 - Replacement badges or passes (lost, stolen or damaged)
- Secure self-service portals for residents to:
 - Submit applications and renewals digitally
 - Upload supporting evidence, including proof of identity, address and eligibility
 - Track application status in real time
 - Respond to requests for additional information
 - Receive notifications, confirmations and decisions
- **Officer workflows** supporting:
 - Application validation and eligibility assessment
 - Integration with eligibility and verification services where available
 - Decision-making, approvals and refusals
 - Badge or pass issue, suspension and revocation
 - Renewal management and expiry tracking

- **Automated service management**, including
 - Application status updates and reminders
 - Expiry notifications and renewal prompts
 - Service-level timescale tracking and performance monitoring
- **Integrated payments and fee management** (where applicable), including replacement charges
- **Compliance and fraud prevention**, supporting:
 - Audit trails of applications, decisions and evidence
 - Case history linked to individual residents
 - Reporting to support investigation and assurance activity

Agile by design, Verso can be configured to reflect local authority policies, eligibility rules, service standards and approval processes using standard configuration and enhancement packs, without the need for bespoke development. This enables councils to adapt quickly to changes in national guidance, eligibility criteria or local policy while maintaining consistent governance and predictable delivery timescales.

Verso Blue Badge and Concessionary Travel can be deployed as a standalone service or as part of the wider Verso MyCouncil platform, enabling councils to deliver a single, consistent digital experience across citizen permits, licensing, bookings and service requests.

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

1.2 Scotland and Wales Support and Bilingual Capability

Verso 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. Verso 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 supports **fully bilingual (Welsh and English) front-end digital services** in compliance with the Welsh Language Standards (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 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, ensuring 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 Deployment and Commercial Model

Verso Blue Badge and Verso Concessionary Travel can be purchased either as standalone services or as part of a combined Verso MyCouncil solution, depending on the authority's operational and strategic requirements.

Authorities may deploy:

- A **single service** (for example, Blue Badge only or Concessionary Travel only), or
- A **combined solution**, integrating multiple citizen services within a single platform and shared citizen account.
- When deployed as a combined solution, services share:
 - A common self-service citizen portal and account
 - Consistent workflows, communications and audit controls
 - Centralised reporting and management information
 - Shared integrations with corporate systems and payment services

This modular approach enables councils to start with priority services and expand over time without platform change, data migration or duplicate system costs.

1.4 Verso Blue Badge

Verso Blue Badge is a cloud-based, purpose-built permit application and management platform delivered out of the box, enabling local authorities to go live with digital Blue Badge services in months rather than years, without reliance on extensive internal development.

Verso Blue Badge supports the end-to-end processing and issuing of Blue Badge permits, including:

- New Blue Badge applications
- Renewals and reapplications

- Replacement badges (lost, stolen or damaged)
- Temporary and discretionary badge types (where applicable)

The platform supports configuration of eligibility rules, assessment workflows, evidence requirements, fee handling (where applicable) and decision processes through standard configuration and enhancement packs, enabling authorities to reflect local policy without bespoke development.

Policy and guidance updates relevant to Blue Badge administration are included as part of the annual support and warranty. Ongoing product development is informed through structured customer engagement and user groups, providing visibility of new features and the ability to adopt enhancements as part of the standard service.

Automated workflows, application validation, evidence handling, renewal reminders and status notifications reduce administrative effort and support efficient processing, allowing Blue Badge teams to focus on eligibility assessment, fraud prevention and customer support rather than manual administration.

1.4.1 Verso Blue Badge – Service Features (Summary)

Verso Blue Badge is delivered as a ready-to-use cloud service and supports the digital management of Blue Badge applications through configurable workflows, automation and self-service access.

Key service capabilities include:

- Online Blue Badge applications, renewals and replacements
- Secure self-service citizen portal with real-time status tracking
- Eligibility assessment workflows and evidence management
- Automated validation, decision routing and approvals
- Renewal reminders and expiry management
- Integrated online payments (where applicable)
- Fraud prevention controls and audit trails
- Reporting and management information for performance and compliance
- Integration with internal council systems and external verification services
- Role-based access controls and security monitoring

Automation across the platform reduces processing time, improves consistency and enables teams to focus on eligibility assessment and fraud prevention rather than manual administration.

1.4.2 Verso Blue Badge Platform – Service Features:

- Online applications, renewals, replacements and amendments
- Eligibility assessment aligned to DfT Blue Badge guidance
- Secure evidence and photograph upload
- Automated validation to reduce incomplete applications
- Officer review, decision and approval workflows
- Badge issue, dispatch and lifecycle tracking
- Expiry monitoring and automated renewal reminders
- Lost, stolen and withdrawn badge management
- Integrated online payments and exemptions

- Full audit trails and statutory reporting

1.4.3 Verso Blue Badge Platform – Service Benefits

- Faster application processing and reduced manual handling
- Improved compliance with national Blue Badge guidance
- Reduced fraud through structured validation and checks
- Better customer experience through self-service access
- Clear visibility of application status and outcomes
- Reduced contact centre enquiries
- Consistent, auditable decision-making
- Improved renewal rates and reduced lapsed badges
- Simplified officer workload management
- Scalable delivery without changing platform

1.5 Verso Concessionary Travel

Verso Concessionary Travel is a cloud-based, purpose-built permit and entitlement management platform delivered out of the box, enabling local authorities to digitise concessionary travel pass services in months rather than years, without reliance on extensive internal development.

Verso Concessionary Travel supports the processing and management of concessionary travel entitlements, including:

- Older person concessionary travel passes
- Disabled person concessionary travel passes
- Replacement and renewal passes
- Locally defined concessionary travel schemes

The platform supports configuration of eligibility criteria, entitlement rules, renewal cycles, verification requirements and approval workflows through standard configuration and enhancement packs, enabling authorities to administer both statutory and discretionary travel schemes without bespoke development.

Policy and regulatory updates relevant to concessionary travel schemes are included as part of the annual support and warranty. Ongoing product development is informed through structured customer engagement and user groups, providing visibility of new features and the ability to adopt enhancements as part of the standard service.

Automated eligibility checks, renewals, reminders and communications reduce administrative effort and improve service consistency, enabling concessionary travel teams to focus on eligibility assurance, customer service and scheme governance rather than manual processing.

1.5.1 Verso Concessionary Travel – Service Features (Summary)

Verso Concessionary Travel is delivered as a ready-to-use cloud service and supports the digital administration of concessionary travel schemes through configurable rules, automation and self-service access.

Key service capabilities include:

- Online applications, renewals and replacement pass requests
- Secure self-service citizen portal with entitlement status visibility
- Eligibility rules and entitlement management for statutory schemes
- Configurable workflows for local and discretionary concessions
- Automated renewals, reminders and notifications
- Evidence capture and verification management
- Integrated payments (where applicable)
- Reporting for scheme uptake, renewals and demand forecasting
- Integration with council systems and external data sources
- Role-based access controls, audit trails and compliance monitoring

Automation across the platform improves service efficiency, supports consistent entitlement decisions and reduces administrative overhead for concessionary travel teams.

1.5.2 Verso Concessionary Travel Platform – Service Features

- Online applications, renewals and replacements
- Eligibility checks for age, disability and residency
- Evidence upload and officer verification workflows
- Pass issuance, dispatch and activation tracking
- Expiry monitoring and automated renewal prompts
- Change-of-circumstances and cancellation handling
- Support for local scheme variations
- Fraud prevention and duplicate detection controls
- Integrated payments where applicable
- Reporting for scheme management and assurance

1.5.3 Verso Concessionary Travel Platform – Service Benefits

- Faster processing of concessionary travel applications
- Improved compliance with statutory eligibility rules
- Reduced fraud and misuse risk
- Improved resident access through digital self-service
- Reduced manual processing and data rekeying
- Clear visibility of pass status and lifecycle
- Better scheme oversight and reporting
- Scalable delivery across multiple schemes
- Improved customer satisfaction and transparency
- Future-proofed platform supporting service expansion

1.6 Verso MyCouncil Shared Citizen Platform Capability

Verso provides a secure, cloud-based platform for the digital administration of Blue Badge and Concessionary Travel schemes. The service supports end-to-end application processing, eligibility assessment, evidence management, decision-making, issuance, renewals and compliance monitoring. Delivered out of the box, the platform reduces administrative effort, improves consistency and enhances customer experience while supporting statutory compliance and auditability. The service can be deployed as a standalone solution or as part of the wider Verso MyCouncil platform.

Shared Citizen Platform Capability

- Single resident account across multiple council services
- Reuse of identity, address and evidence
- Consistent workflows, reporting and audit controls
- Modular or combined deployment without changing platform

1.7 Out-of-the-Box Blue Badge and Concessionary Travel Platform

The service is provided pre-configured to support common local authority requirements for the administration of **Blue Badge** and **Concessionary Travel** schemes, enabling councils to implement digital services with minimal setup.

The platform supports a wide range of statutory and discretionary permit and pass types, including:

Blue Badge

- New applications
- Renewals
- Replacements (lost, stolen or damaged)
- Amendments and change-of-circumstances
- Withdrawals and cancellations

Concessionary Travel

- Older person concessionary passes
- Disabled person concessionary passes
- Replacement and renewal requests
- Local discretionary scheme variations

Configuration options are available to support local eligibility rules, evidence requirements, charging policies, approval workflows and scheme variations without bespoke development. This enables authorities to manage national schemes and local policy differences within a single, consistent system while maintaining compliance and operational control.

Online Application Portal and Self-Service Dashboard

The platform includes a secure online application portal enabling residents and service users to manage interactions digitally.

The self-service dashboard allows users to:

- Submit applications, renewals and replacement requests
- View application progress and decision outcomes
- Upload and manage supporting documents and images
- Check payment status and view payment history
- Respond to requests for information or tasks

- Access correspondence, confirmations and notifications

All interactions are automatically recorded within the system, providing a complete audit trail to support transparency, statutory assurance and decision-making.

Automated Workflows

The service supports automated workflows across the application 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 provides automated renewal functionality. Renewal applications can be pre-populated using data from previous application data, enabling renewals to be completed efficiently.

Automated reminders and alerts are generated in advance of expiry dates and for key process milestones, supporting compliance and reducing the risk of lapsed permits and 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 includes a reporting suite designed for Blue Badge and Concessionary Travel services. Statutory and operational reports are provided as standard, supporting scheme oversight, compliance monitoring and performance management. 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 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 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.

1.7.1 Verso Self-Service Customer Portal (Dashboard)

The Verso platform includes a secure, web-based self-service portal enabling residents and service users to submit applications, renewals 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 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

1.8 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

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

1.9 Verso Blue Badge and Concessionary Travel Return on Investment

Verso is designed to improve operational efficiency across Blue Badge and Concessionary Travel services by reducing manual processing, rekeying of data, inbound enquiries and paper-based administration. Digital self-service, automated validation and workflow management enable higher application volumes to be managed without proportional increases in staffing.

Indicative Efficiency Benefits

Based on typical workloads within district, borough and unitary councils, use of the Verso platform may deliver:

- Reduction in officer processing time: typically **40%–70% per application**
- Average processing time saved: approximately **10-20 minutes per application**
- Reduced inbound calls and emails through self-service tracking
- Reduced incomplete applications through validation rules
- Reduced rework for renewals and replacements

Example Time Saving (Illustrative)

The following example is provided for illustration only.

Assuming a mid-sized council processes annually:

- 8,000 Blue Badge applications (new, renewals, replacements)
- 6,000 Concessionary Travel applications

Total: **14,000 Applications per year**

- 14,000 applications × average 15 minutes saved per application
- 210,000 minutes saved per year
- 3,500 officer hours saved annually

Indicative Staffing Impact

- 3,500 hours ÷ 1,650 hours per full-time equivalent (FTE)
- Equivalent to approximately **2.1 FTEs of administrative workload capacity**

Indicative Financial Impact

- 2.1 FTEs × £35,000 estimated average employment cost
- Indicative annual efficiency value of approximately **£70,000**

Payback Period

Verso is delivered as a cloud-based, out-of-the-box service, avoiding bespoke development and infrastructure costs.

In typical deployments, authorities may recover implementation costs within **9–15 months**, followed by recurring efficiency savings in subsequent years.

Additional Operational Benefits

- Faster decision times for residents
- Improved compliance with national scheme guidance
- Reduced fraud and duplicate applications
- Improved auditability and decision transparency
- Improved customer satisfaction and accessibility
- Increased resilience during peak renewal periods

1.10 Verso Onboarding and Implementation

Onboarding and Implementation

Verso All 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.

1.10.1 Implementation Timescales

The first end-to-end licensing process is typically configured and made available for User Acceptance Testing (UAT) within **6-8 months** of service commencement, subject to customer engagement and timely provision of required information.

Full onboarding of all agreed services is typically completed within **12–14 months**, depending on:

- Customer resource availability
- Scope of services onboarded
- Adoption of standard product configuration

Configuration and Change Control

Verso Blue Badge and Concessionary Travel 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 Customisation packs**. Additional configuration may impact onboarding timelines.

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.

1.11 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.

1.11.1 Back Office Functionality

Verso 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.

1.11.2 Application Data

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.

1.11.3 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.

1.11.4 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.

1.11.5 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.

1.11.6 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.

1.11.7 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.

1.11.8 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.

1.11.9 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.

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

1.11.10 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.

1.11.11 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.

1.11.12 Legacy and 3rd 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.

1.11.13 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.

1.11.14 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.

1.11.15 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.

1.11.16 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.

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.

1.11.17 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.

1.11.18 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.

1.12 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.

1.12.1 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.

1.13 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.

	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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