

Digital Case Management for Local Government

Service Definition

Contents

Overview	3
Digital Concessionary Travel System - Blue Badge, Freedom Pass & Taxi Card	14
Features	14
Case Management	14
Dynamic workflows	14
Timeline	15
Integrated auto-generated communications	15
GOV.UK Pay & GOV.UK Notify	15
Document Management	15
Advanced reporting and audit	15
Freedom Pass	15
Taxi Cards	16
Intuitive user interface	16
Working on cases	22
Security	26
Reporting Functionality	27
Self-serve	31
G-Cloud 14 Service – Additional Information	35

Overview

IEG4's flexible enabling technology has allowed us to expand our solution portfolio to encompass a number of specific case management applications. This includes our Digital Concessionary Travel System which covers Blue Badge, Freedom Pass and Taxi Cards. Case Management driven by IEG4's Workflow System has enabled complaints systems, right-to-buy processes to be digitised and back-office applications/modules replaced.

These solutions have primarily been developed utilising existing capability within the IEG4 product set and we can only see further expansion into other areas where the key entity is a case rather than individual business processes. Digital Concessionary Travel is documented here but we would highlight the flexibility offered by IEG4's product set which will allow us to support a wide range of case management needs.

As councils grasp the importance of digital systems and citizen's expectations increase, the inherent complexities of a council need to be presented in a simple to use, intelligible manner, both to the council employees and to the citizen.

Digital Concessionary Travel System - Blue Badge, Freedom Pass & Taxi Card

IEG4's Digital Concessionary Travel System – Blue Badge, Freedom Pass and Taxi Card (DCTS hereon in) platform is an intelligent service that enables councils to manage all applications from submission to badge/pass production. It has been designed to drive maximum efficiency through the streamlining and automation of processes resulting in faster decisions for citizens and more efficient use of officer time.

As councils grasp the importance of digital systems and citizen's expectations increase, the inherent complexities of a council need to be presented in a simple to use, intelligible manner, both to the council employees and to the citizen.

The Concessionary Travel model applies these principles, by rendering Concessionary Travel applications simple to process and ensuring the citizen journey through these processes are as easy as possible, with information posted digitally at all stages throughout the application journey. The Concessionary Travel approach is one of cohesive services that deliver consistent, attractive user experiences driven by integration.

There are currently three distinct, but intrinsically linked, processes involved in Concessionary Travel. These are Blue Badge, Freedom Pass and Taxi Cards.

The intention of this document is to outline the functionality provided within the platform.

Features

The key features of the DCTS platform are:

Case Management

The system is based around a Case Management hierarchy where the master record is the resident. Each resident can have many cases and many workflows (processes). The benefit is that this hierarchy streamlines progress tracking of all cases from application to order – in a single place – of all the processes related to Blue Badge/Freedom Passes/Taxi Cards.

Dynamic workflows

The powerful workflows enable standardisation and automation of the processes, which in turn maximise efficiency. This includes Applications, Renewals, Fast Track, Cancellations, Appeals and Misuse.

Timeline

The system conducts powerful recording of all application & workflow interactions by date and by user, with a comprehensive note facility for quick citizen updates.

Integrated auto-generated communications

Traditionally, time spent in creating personalised, documented communications with a resident may be both time-consuming and labour intensive. This time is significantly reduced by automatically triggering communications through a collection of standard templates. The templates have drop-down menus for selection, thereby allowing textual content to be selected appropriate to the resident and the reasons behind the communication. Internal documentation that needs a response is also created in the same way.

GOV.UK Pay & GOV.UK Notify

There is full integration with GOV.UK Pay enabling payments/refunds to happen automatically. GOV.UK Notify can be used to communicate with applicants via SMS/Letter/Email at specific agreed points throughout the entire process.

Document Management

Documents that are part of the DfT application are transferred to the DCTS via an API link. Missing evidence and other additional documentation required for assessment approval can be up-loaded by the resident through a self-serve portal and saved within the application. All documents are linked to cases and citizen records.

Advanced reporting and audit

This enables the analysis of the entire Blue Badge process to effectively plan and manage Blue Badge services. Advanced operational audit and reporting adds powerful insight into day-to-day operations.

Freedom Pass

IEG4 provides a digital Freedom Pass application form that can be completed by residents through online access to the council's website. In this way, the data input is transmitted directly to the Freedom Pass CMS, which dynamically creates a case with a specific workflow, along with a .pdf copy of the application form and any evidence uploaded.

There is also the facility to enter the application manually into the system and a case created. Whether a form is completed online or in paper form, the same dedicated workflow is triggered. The council can then progress through the workflow following their normal operating procedures for assessing Freedom Pass applications. *

The system holds all the data necessary for dynamic transmission to 'London Councils' for the printing of the Freedom Pass. **

Taxi Cards

IEG4 provides a Taxi Card application form that can be completed by residents through online access to the council's website. In this way, the data input is transmitted directly to the Taxi Card CMS, which dynamically creates a case with a specific workflow, along with a .pdf copy of the application form and any evidence uploaded.

There is also the facility to enter the application manually into the system and a case created. Whether a form is completed online or in paper form, the same dedicated workflow is triggered. The council can then progress through the workflow following their normal operating procedures for assessing Taxi Card applications. *

The system holds all the data necessary for dynamic transmission to 'London Councils' for the printing of the Taxi Card when direct API access is available from 'London Councils'. **

Notes

*You must be licensed for the Blue Badge functionality in order for Freedom Pass and Taxi Card capability to be available as an option. i.e. The Blue Badge functionality is a pre-requisite to then being able to choose the Freedom Pass and/or Taxi Card functionality. You cannot use DCTS solely for Freedom Pass or Taxi Card applications.

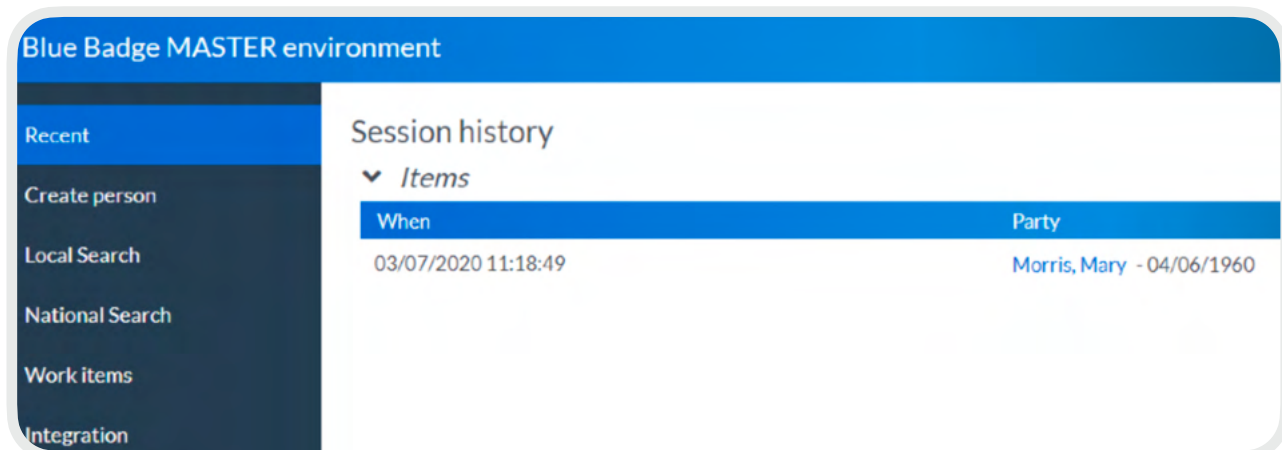
** Freedom Pass and Taxi Card are an inclusive part of the DCTS for London Boroughs. It is a chargeable option for other local authorities.

Intuitive user interface

The system has a carefully designed, easy-to-navigate user interface that decreases on-boarding time and effectively minimises staff training costs. The following section walks through each of the functions.

Recent

Recent provides quick access to cases so you can quickly go back to any recent applications (this only applies to your current session).



Create Person

To enable councils to support paper forms, there is a facility to enable you to manually create a person.

The screenshot shows the 'Create person' form in the Blue Badge MASTER environment. The left sidebar contains a menu with the following items: Recent, Create person (highlighted), Local Search, National Search, Work items, Integration, and Export. The main content area is titled 'Create person' and has a sub-section 'Details'. The form fields are as follows:

Field	Type
Title*	Dropdown menu
First name*	Text input
Last name*	Text input
NINO	Text input
Gender	Dropdown menu
Date of birth	Three separate dropdown menus for Day, Month, and Year

You can then begin to update the case with the appropriate application data.

The screenshot shows the case page for 'Mr Fred Flinstone' in the Blue Badge MASTER environment. The left sidebar is the same as in the previous screenshot, with 'Local Search' highlighted. The main content area displays the case details for 'Mr Fred Flinstone' with the following information:

- Date of birth: 18/10/1952
- NINO: YT249087A

The form is divided into two sections: 'Source and type' and 'Contact details'.

Source and type

Field	Type
Source*	Dropdown menu (selected: Paper)
Type*	Dropdown menu (selected: Application)

Contact details

Field	Type
Line 1*	Text input (value: 3)
Line 2	Text input (value: The Street)
Town / city*	Text input (value: The Town)
Line 4	Text input
Postcode*	Text input (value: YY12 1YY)
Primary phone number	Text input
Secondary phone number	Text input

Local Search

There is a comprehensive Local Search facility which enables users to search for Cases within the DCTS. You can perform a Basic Search using the following criteria:

- Badge/Pass/Card Number
- Case reference number
- Last name

We also recognise that you may not have this information to hand, so search can also be through using the Advanced function. Cases can be searched using the following fields:

- First Name
- Last name
- DOB
- Email
- Postcode
- NINO

The screenshot displays the 'G4 Blue Badge Scheme Management' web application. On the left is a dark sidebar with navigation links: 'Recent', 'Create person', 'Local Search' (highlighted in blue), 'National Search', 'Work Items', 'Integration', and 'Export'. The main content area has a header 'Badge no. / case ref / last name' and a search input field containing 'Flinstone'. To the right of the input are 'Search' and 'Advanced Search' buttons. Below the input, a table shows search results. Above the table, it says 'These results were last refreshed a few seconds'. The table has three visible columns: 'First name', 'Last name', and 'NIN'. The results are as follows:

First name	Last name	NIN
Fred	Flinstone	YT7
Fred	Flinstone	YT9
Wilma	Flinstone	YT6
Wilma	Flinstone	YR2

Below the table, it says 'These results were last refreshed a few seconds'.

There is also a wildcard feature built in within each search field. The wildcard is denoted by %. For example, if you want to find all cases with the first three letters of the last name “bowman” they would enter “bow%” into the last name search box field.

National Search & Case Import (Blue Badge only)

The National Search function provides a seamless and consistent user experience for search as the local search. This search is powered by the DfT's APIs and, as such, the criteria you can search on are:

- Badge Number
- Name
- NINO
- Postcode

The screenshot shows the 'National Search' tab selected in the left-hand menu. The search form contains four input fields: 'Badge number' (with 'NNF6K8' entered), 'Name', 'NINO', and 'Postcode'. A 'Search' button and a 'Clear' button are to the right of the fields. Below the search bar, a message states 'These results were last refreshed a few seconds ago'. A table displays one result:

Expiry	Badge number	Name
30/06/2023	NNF6K8	Miss Darcy Elizabeth Gibson

At the bottom, it says 'Showing 1 of 1'.

Allowing access to the DfT National Database results in the badge detail view being made available:

The screenshot shows the 'National Search' tab selected in the left-hand menu. The main content area displays the details for badge 'NNF6K8 - Miss Darcy Elizabeth Gibson'. The details include:

- Address: 3, Old Orchard, Lewisham, SE6 4RU (with a map icon)
- Primary phone number: 07919214697
- Secondary phone number: 07919214697
- Email: keldr.jowel@ieg4.com

Below the contact information, there are three expandable sections:

- Application**

Date	Not for reassessment?	Channel	Eligibility
30/06/2020		Online	Registered blind
- Details**

Status	Badgeholder name	DOB	NINO	Start	Expiry
Issued	Miss Darcy Elizabeth Gibson	21/01/2018	YA987654A	01/07/2020	30/06/2023
- Issuer**

Authority	Ref	Contact	Email
London borough of Lewisham	IEG4-IQPPFLJ	020 8314 9944	

A significant time saving function within National Search is that, if a person is located within another council, but has subsequently moved into your council, it is possible to import their information into our system, which automatically creates a case.

Work Items

Work items provides you with a single view of work that is currently outstanding.

Live - BBCMS

Workflow: Items per page: Case Type: Terminal?: Age: Completed only: Yes No

Last updated date range: From: To:

Reset Search

These results were last refreshed a few seconds ago. Refresh?

Case	Workflow	Case Type	Terminal	Current Stage	Citizen/Organisation	Age	Created on	Last updated
O - P4F46P3X	Blue Badge Application	New		Clinic Booking Outcome		80	04/09/2023 14:35:58	18/09/2023
O - YP3X4XB3	Blue Badge Application	Renew		Missing Information Result		57	15/09/2023 16:31:50	18/09/2023
O - CBP9F442	Blue Badge Application	New		Auto Progress & Awaiting Payment		61	18/09/2023 09:02:01	18/09/2023
O - 6R9XHR4F	Blue Badge Application	New		Missing Information Result		7	18/09/2023 09:02:13	18/09/2023
O - P6828WX2	Blue Badge Application	New		Missing Information Result		77	18/09/2023 09:02:15	18/09/2023
PA - YFP3FP4Y	Blue Badge Application	New		Missing Information Request		24	18/09/2023 13:28:39	18/09/2023
O - XP2CXW26	Blue Badge Application	New		Awaiting Clinic Appointment		83	05/07/2023 12:44:34	18/09/2023
O - XXP462P2	Taxicard Application	New		Dormant - No Show		83	23/08/2023 12:08:08	18/09/2023
O - 2T48CC2	Blue Badge Appeals	New		Dormant Case - No Show		7	10/07/2023 08:56:19	18/09/2023
O - HXH8KB6B	Blue Badge Application	New		Missing Information Result		66	18/09/2023 09:02:21	18/09/2023
O - CCWCXCTFR	Blue Badge Application	New		Missing Information Result		84	18/09/2023 09:02:31	18/09/2023
O - KTTWB4PX	Blue Badge Application	Renew		Missing Information Result		62	18/09/2023 09:02:46	18/09/2023
O - TJWTR382	Blue Badge Application	New	Yes	Missing Information Result		83	18/09/2023 13:17:01	18/09/2023
O - RTPCFC9W	Blue Badge Application	New		Desktop Screening (Hidden Disability)		6	06/09/2023 14:36:08	18/09/2023
O - 38CJXHIX	Blue Badge Application	Renew		Auto Progress & Awaiting Payment		86	18/09/2023 12:27:01	18/09/2023
O - 23HBF8HK	Blue Badge Replacements	Replace		Missing Information Result		36	18/09/2023 13:52:02	19/09/2023

We have designed the system so that Work items can be filtered by the type of workflow and its stage, case type, whether it is a 'Terminal' case and by age. An integral part of Blue Badge is to comply with Statutory dates in terms of the time taken to complete an application. To this end we have introduced a BAR (blue/amber/red) target indicator. This can also apply to Freedom Pass and Taxi Card where a time taken can be set (even though it is not mandatory to do so). This can be seen in the cases above.

Work items can also be filtered by 'last updated' date range, the default range is set to the last previous two weeks. Work items can also be filtered by a date range and search results are retained when navigating away from and back to this screen.

SLAs

The target times that drive whether something is blue, amber or red are configurable by you within settings for each stage of a process. Targets can be set for the following:

- Minutes
- Hours
- Days

Once the stage becomes active, the timer starts, and the system will automatically activate a countdown. The countdown is displayed as three alerts.

- Blue/Green = 0% >
- Amber = 50%>
- Red = 75% >

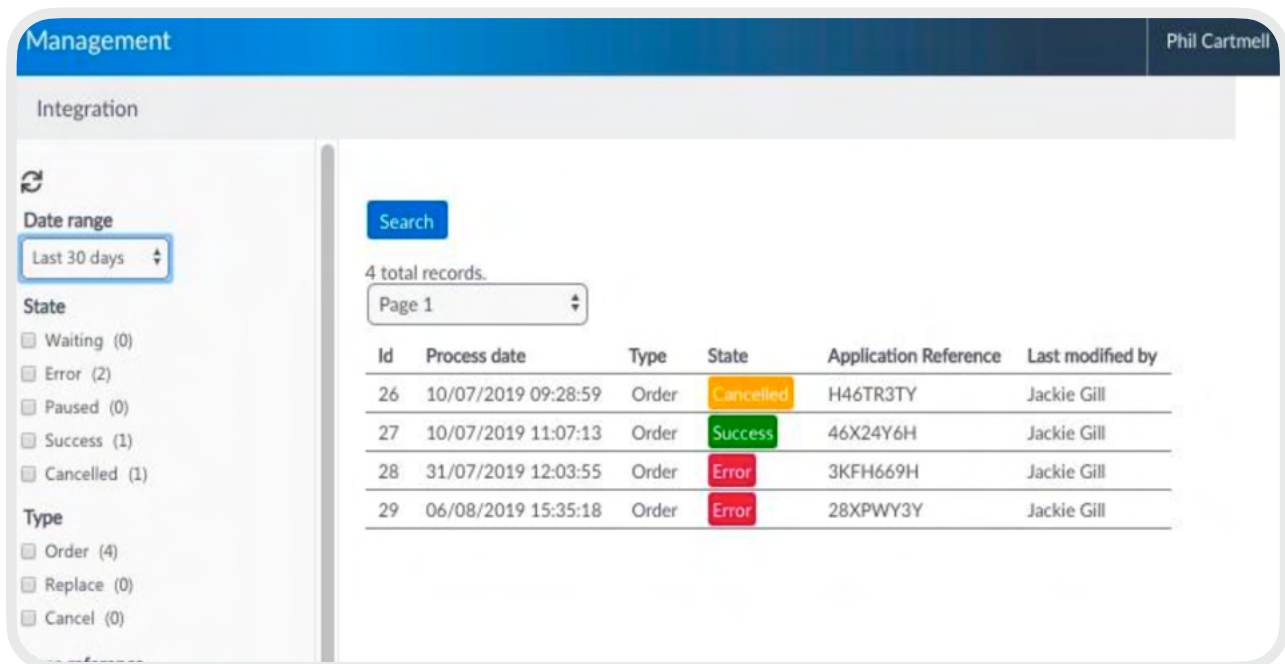
The percentage is calculated using the set target time within the stage. For example, if the target time is set for ten days the percentage would relate to the following:

- Blue/Green = 0 days > up to 10 days left
- Amber = 5 days > up to 5 days left
- Red = 7.5 days > up to 2.5 days left

The amount of time left per target time is displayed within the Work items and with set individual workflow stages.

Integration (Blue Badge only)

An integral part of the DCTS is to be able to view the status of the request to the DfT for the printing and distribution of the Badge. This function shows the integration actions that exist between the DCTS and the DfT.



The screenshot shows a web application interface for 'Management' with a user 'Phil Cartmell'. The 'Integration' section is active. On the left, there are filters for 'Date range' (set to 'Last 30 days'), 'State' (Waiting (0), Error (2), Paused (0), Success (1), Cancelled (1)), and 'Type' (Order (4), Replace (0), Cancel (0)). A 'Search' button is present. The main area displays '4 total records' on 'Page 1'. The table below shows the details of these records.

Id	Process date	Type	State	Application Reference	Last modified by
26	10/07/2019 09:28:59	Order	Cancelled	H46TR3TY	Jackie Gill
27	10/07/2019 11:07:13	Order	Success	46X24Y6H	Jackie Gill
28	31/07/2019 12:03:55	Order	Error	3KFH669H	Jackie Gill
29	06/08/2019 15:35:18	Order	Error	28XPWY3Y	Jackie Gill

The integration we have to the DfT includes the following:

- Find Badges
 - By Name
 - By Postcode
 - By LA
 - By period
- Find Applications
 - By Name
 - By Postcode
 - By LA
 - By period

- Order Badges
- Cancel Badges
- Request Replacement Badges
- Transfer an application from one council to another
- Update the details on a Badge e.g. name/contact details

Export (Blue Badge only)

There is a wealth of Reports available within the system, however, you may wish to Export data for your own purposes.

For example, having a record of 'Expiring Badges' due to arise over the next two months will allow you to determine the workload capabilities for the Blue Badge staff over that period. This function allows you to export data to a .csv file.

Badge	Ieg4 Case	Type	Reference	BadgeHolder	Number	Age	DateOfBirth	Code	PartyType	StartDate	ExpiryDate	Eligibility	Delivery	Status	Application	ChannelCode	BuildingStreet	Line2	City	Line4	Postcode	Number	Primary Phone	Secondary Phone	Email
WA	C3W6CXXX					22	22/05/1998	PERSON		23/10/2019	04/07/2020	PIP	STAND	ISSUED	ONLINE										
WA	XCR71CIII					52	18/05/1968	PERSON		04/12/2019	06/07/2020	PIP	STAND	ISSUED	PAPER										
	RFY6244F					65	04/08/1954	PERSON		25/10/2019	04/07/2020	PIP	STAND	ISSUED	ONLINE										

Working on cases

When working on a case, there is a single 'case view' screen that provides access to all of the areas needed to process the work. The different elements of a case are displayed in a tabbed menu near the top of the screen.

Summary

The summary provides basic detail (contact information, phone etc.) about the case but also includes the case type (Application, Renewal, Cancellation etc.) and the Source of the Application (Online, Paper). Other areas include the Tags that are applied during the Workflow process to inform the applicant through the self-serve portal of the current status of the application. If a badge already exists on the DfT this would be shown next to the DOB.

Those fields that are identified by having a pencil beside them means that these are editable by users with the appropriate permissions. For audit purposes, every change to these fields is recorded in the Timeline.

The screenshot displays a web application interface for case management. At the top, there are tabs for 'Email' (green) and 'Form received' (blue). Below these are navigation tabs: 'SUMMARY' (active), 'ONLINE APPLICATION', 'DOCUMENTS', 'WORKFLOW', 'PAYMENTS', 'TIMELINE', 'NOTES', and 'DELETE'. The main content area shows details for a case under the heading 'Similar cases'. The 'Person' section displays the NINO 'YT098765A'. The 'Applicant details' section includes fields for Address (Corby, NN171QG), Primary telephone (07919214697), Secondary telephone (N/A), and Email address (keithr.lowe@ieg4.com). The 'Contact details' section includes fields for Name (Jenny Northants), Address, Primary telephone (N/A), Secondary telephone (N/A), and Email address (No email address provided). The 'Quick actions' section has buttons for 'Query escalate' and 'Manager escalate'. The 'Case' section includes fields for Type (Application) and Source.

Online Application (Blue Badge only)

The Online Application tab for Blue Badge contains the information passed from the DfT forms. The application data from the form is displayed under the following headings:

- **Applicant detail:** Contact information of the applicant.
- **Contact detail:** Contact information entered by the helper/family friend.
- **NINO:** The NINO entered by the applicant.
- **DfT Payment:** If payment was taken at point of application, it will be detailed here.
- **Current Badge:** If the applicant provided any existing badge number during the application process it will be detailed here with expiry date, and a link to view the full badge data.
- **Eligibility:** This is input reference data supplied by the applicant on the actioned eligibility questions if any.
- **Walking:** Much more detail where the scenario is related to walking ability. Including Aids/ Treatments/Medication/Healthcare professionals etc.
- **Use Contact details:** With the DfT application form now capturing helper/family member contact details, there is an option to decide where any communication is to be sent - applicant or other contact. This can be changed at any time during the case management workflow process.

Online Application (Freedom Pass and Taxi Card)

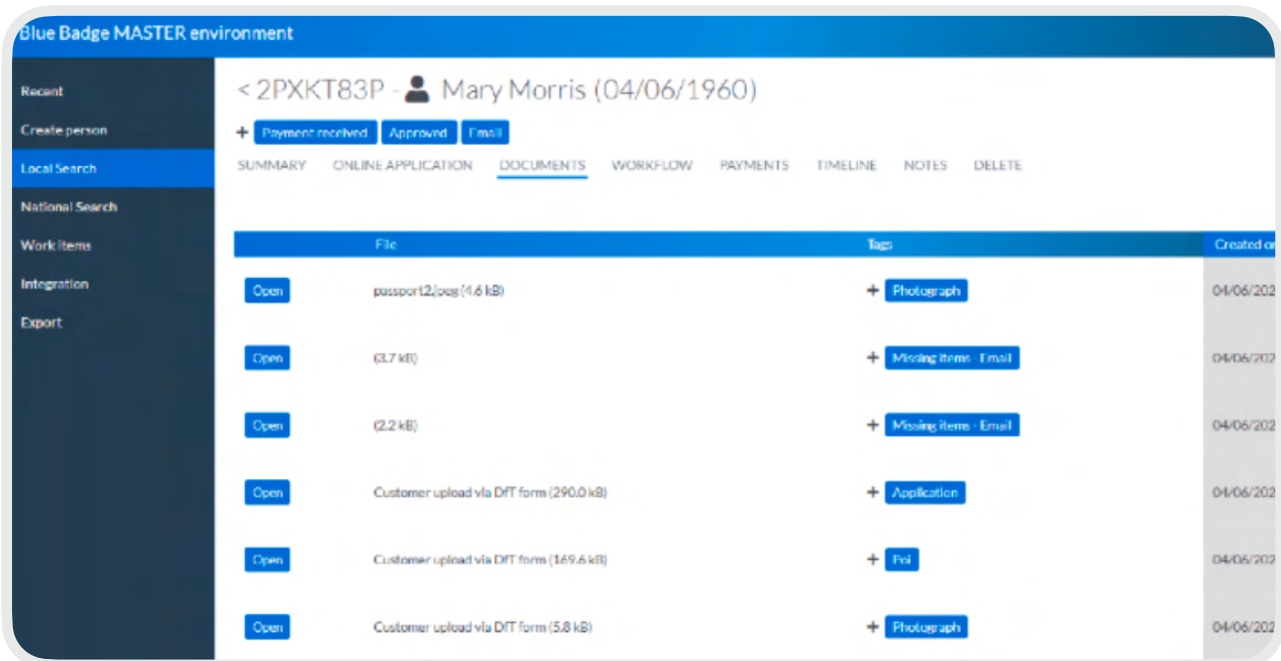
The Online Application tab for Freedom Pass and Taxi Cards contains the information in .pdf form of the application data.

Documents

Documents that are part of the DfT Blue Badge application are automatically transferred to the DCTS via an API link, and these documents are automatically tagged by the DCTS, such as Proof of Identity (POI), Proof of Address (POA), Photograph and these Tags are reflected automatically in our system. For Freedom Pass and Taxi Cards, the online entry form is an IEG4 product form, but again documents are automatically transferred through the IEG4 protocol links.

Missing evidence and other additional documentation required for assessment approval can be requested using in-built notifications functionality. Plus, through the self-service function, supporting documentation can be uploaded by the resident through a self-serve portal.

You can then add your own Tags to these documents so that they are recognisable to anyone who views the Case.



	File	Tags	Created on
Open	passport22.jpg (4.6 kB)	+ Photograph	04/06/2022
Open	(3.7 kB)	+ Missing items - Email	04/06/2022
Open	(2.2 kB)	+ Missing items - Email	04/06/2022
Open	Customer upload via DfT form (290.0 kB)	+ Application	04/06/2022
Open	Customer upload via DfT form (169.6 kB)	+ Poi	04/06/2022
Open	Customer upload via DfT form (5.8 kB)	+ Photograph	04/06/2022

If an applicant sends in paper documentation, this can be scanned and then 'Uploaded' to the Case through the 'Upload' link.

Tagging Documents

Tagging documents enables documents to be quickly filtered upon. E.g. instead of searching through what could be up to 20 documents, in the case of a Hidden Disability Blue Badge Claim, a user can simply filter by the document type's tag.

The screenshot shows the 'Blue Badge MASTER environment' interface. On the left is a dark sidebar with navigation options: Recent, Create person, Local Search (highlighted), National Search, Work items, Integration, and Export. The main area displays a case for '< 2PXKT83P - Mary Morris (04/06/1960)'. Below the case name are three tags: 'Payment received', 'Approved', and 'Email'. A tabbed interface shows 'DOCUMENTS' as the active tab, with other tabs including SUMMARY, ONLINE APPLICATION, WORKFLOW, PAYMENTS, TIMELINE, NOTES, and DELETE. Under the 'DOCUMENTS' tab, there is a '+ Click to select tag' button, a 'Choose File' button, and a message 'No file chosen'. Below this, it states 'You must choose at least one tag before uploading.'

Workflow

The workflow is the heart of the DCTS system. It contains all the stages and outcomes linked to the application/workflow type. Stages are the work processes that you would expect to perform your normal working procedures. Each stage can have one or many outcomes enabling you to branch to an outcome based on the decisions you are making within your process.

For example, having made the initial decision that you are missing information from the applicant and requested that information by a previous stage and outcome, you then have a decision to make as to what you wish to do next. Below is an example of where the above has occurred and your next decision has to be made:

The screenshot shows the 'Blue Badge Application' workflow interface. On the left is a dark sidebar with navigation options: Recent, Create person, Local Search (highlighted), National Search, Work items, Integration, and Export. The main area displays a case for '< KB2PXHW8 - [REDACTED] (13/03/1935)'. Below the case name are three tags: 'Missing items - Email', 'Upload allowed', and 'Application Incomplete'. A tabbed interface shows 'WORKFLOW' as the active tab, with other tabs including SUMMARY, ONLINE APPLICATION, DOCUMENTS, PAYMENTS, TIMELINE, NOTES, and DELETE. Under the 'WORKFLOW' tab, there is a list of stages: 'Initial Checks', 'Missing Information', 'Request', 'Missing Information' (highlighted), and 'Result'. To the right of the stages, there is a progress bar showing '11%' completion. Below the progress bar, it shows 'STARTED 03/03/2022 09:05:31' and 'TARGET 31/03/2022 10:05:31'. Below this, there is a prompt 'Please select the outcome for this stage' and two options: 'Missing Information Complete - Proceed to Badge Details' and 'Missing Information Complete - Refusal'.

Upon progression, any associated actions programmed into the outcomes are applied to the system. These actions could be to automatically send an email or a letter or an SMS (via GOV.UK Notify) to the applicant requesting further information. For example, if the outcome above is 'Missing Information still Incomplete' then a further e-mail would be automatically sent to the applicant requesting the missing information. The workflow is a powerful tool that simplifies your working procedures and makes communication with the applicant a simple process.

The system has a number of standard workflows:

- Application
- Appeal
- Fast Track
- Replacements
- Cancellation
- Change party data
- Customer Uploads Received
- Organisations (in Customer testing phase)

Timeline

The system has a very powerful timeline capability which enables you to track a workflow through from start to finish. The Timeline tab contains the entries made by selecting outcomes within the workflow. The entries are pre-configured in the system to reflect the outcome status selected throughout the workflow.

You can use the Timeline to check on the progress of the application/workflow. Timeline entries can be configured at the time of integration but cannot be edited.

Timeline entries are also made each time the applicant signs-on to the self-serve portal and records the activity that takes place.

Also timeline entries are made when any change to editable fields has taken place showing the 'From' text and the 'To' text.

Notes

Notes are added at certain times throughout the workflow process and are set at specific outcomes. Along with the capability for an officer to create notes at various stages throughout the workflow process (the operator having the right User permissions to do so) which gives a powerful recollection of the decisions made throughout, and helps toward any review that could possibly be made at any time throughout the process.

It is also possible to set a note as "Important". Upon submission of the important note, a notification figure in red will display on the NOTES tab indicating the number of important notes on the case.

Security

The system supports the ability to quickly add users and for these to be associated with security groups. Security groups are designed to enable common permission sets to be easily grouped and added to multiple users. E.g. to give permission to only access/work on certain functions/stages within cases. This is especially important when one considers the possible sensitive nature of the documentation that is held within the system.

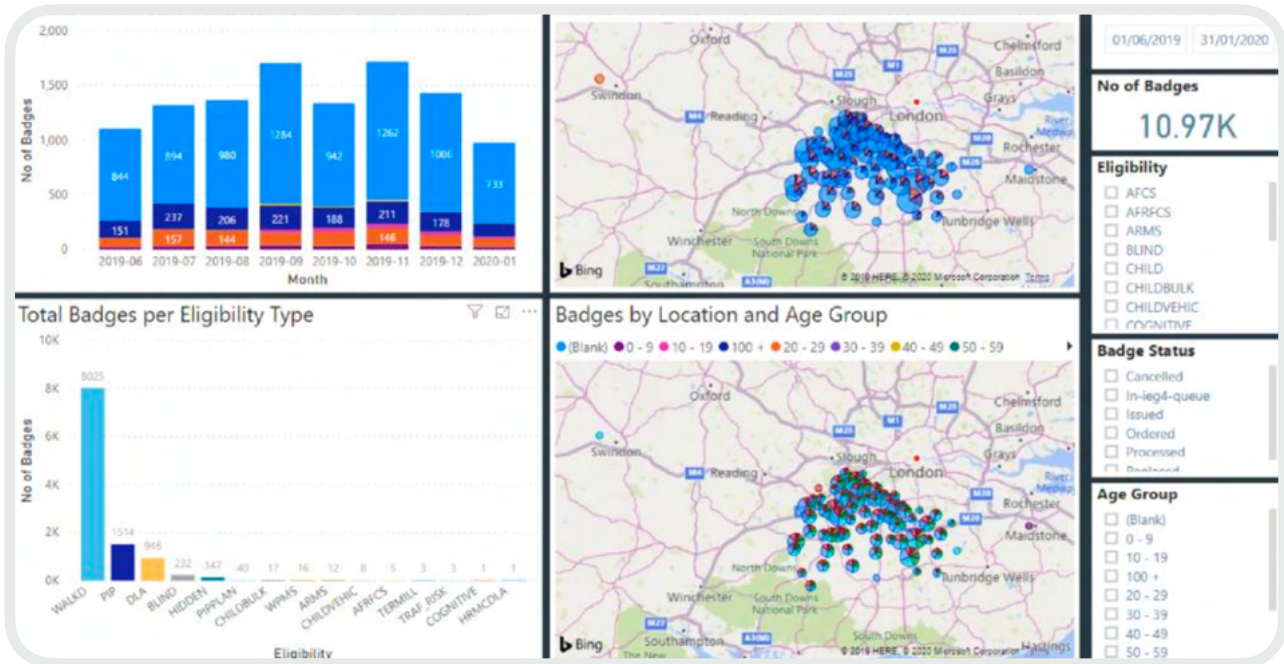
Reporting Functionality

A full set of pre-defined reports written in Power BI exist as standard. Written to ensure full auditability with enhanced tracking, this system contains up to 54 different reports, the majority of which have a number of filters. Namely:

- Active Badges/Passes/Cards by Application Type
- Active Badges/Passes/Cards by Age Group
- Active Badges/Passes/ Cards by Application Channel
- Active Badges/Passes/Cards by Eligibility
- Active Badges/Passes/Cards by 'Resolved By' Status
- Badges/Passes/Cards by Status
- Issued/Cancelled/Replaced Badges
- Issued Passes/Cards
- Issued/Cancelled/Replaced Badges by Month and Status
- Issued Passes/Cards by Month and Status
- Issued/Cancelled/Replaced Badges by Status, Month and Channel
- Issued Passes/Cards by Month and Channel
- Issued/Cancelled/Replaced Badges by Status, Month and Eligibility
- Issued Passes/Cards by Month and Eligibility
- Active/Issued/Cancelled/Replaced Badges by Eligibility
- Active/Issued Passes/Cards by Eligibility
- Active/Issued/Cancelled/Replaced Badges by Month
- Active/Issued Passes/Cards by Month
- Active/Issued/Cancelled/Replaced Badges by Month and Eligibility
- Active/Issued Passes/Cards by Month and Eligibility
- Active/Issued/Cancelled/Replaced Badges by Eligibility
- Active/Issued Passes/Cards by Eligibility
- Total Expiring Badges/ Passes/Cards by Month
- Total Expiring Badges/ Passes/Cards by Month and Eligibility
- Total Expiring Badges/ Passes/Cards by Month and Age Group
- Heat Map of Expiring Badges/Passes/Cards
- List of Expiring Badges/Passes/Cards Linked to CMS
- Applications by Age Group filtered by Date Range, Application Source, Eligibility and Age Group
- Applications by Gender filtered by Date Range, Application Source, Eligibility and Age Group
- Applications Outcome by Application Date filtered by Date Range, Application Source, Eligibility and Age Group
- In Progress Applications by Application Date filtered by Date Range, Application Source, Eligibility and Age Group

- Applications Issued by Application Source filtered by Date Range, Application Type and Ward
- Applications Issued by Application Type filtered by Date Range, Application Source and Ward
- Badge Applications by Location and Eligibility filtered by Date Range, Ward and Age Group
- Badge Applications by Location and Automatic or Non-Automatic filtered by Date Range, Ward and Age Group
- Application Details by Application Type, Application Source filtered by Date Range and Ward
- Application Renewals by Eligibility filtered by Date Range and Age Group
- Application Renewals by Month filtered by Date Range and Age Group
- Application Renewals by Source filtered by Date Range and Age Group
- Badge Applications with Appeals by Eligibility filtered by Date Range, Application Source, Application Type and Eligibility
- Badge Applications with Appeals by Application Status filtered by Date Range, Application Source, Application Type and Eligibility
- Applications by Missing Item Type filtered by Date Range, Source and Application Type
- Applications with Missing Items by Month filtered by Date Range, Source, Application Type and Missing Item
- Applications for a specific Missing Item by Month and by Source filtered by Date Range, Source, Application Type and Missing Item
- Work Outstanding by Workflow filtered by Date Range and User
- Work Outstanding by Stage and Days on Stage filtered by Date Range and User
- Completed Workflows filtered by Date Range, Workflow and User
- Workflow Stages by User filtered by Date Range and User
- Workflow Stages by User filtered by Date Range and User
- Badge Payments by Status filtered by Date Range, Payment Status, Source and Application Type
- Badge Payments by Month filtered by Date Range, Payment Status, Source and Application Type
- Overdue Badge Payments filtered by Date Range, Payment Status, Source and Application Type
- Refunded Badge Payments filtered by Date Range, Source and Application Type
- Number of Badge Payments by Month and Provider filtered by Date Range, Payment Status, Source and Application Type
- Issued Badges/Passes/Cards by District and Eligibility filtered by Date Range, Application Channel, Gender, Age Group and Eligibility
-

The reports are visual, interactive and dashboard based as the screenshots on the following pages illustrate:





related Between

10/1/2019

1/31/2020

Workflow

All

Stages

☐

Select all

☐

Appeal outcome

☐

Appeal received

☐

Application checklist

☐

Approval

☐

Assess Application

☐

Assess application out...

☐

Awaiting contact

☐

Awaiting payment

☐

Awaiting update

☐

Awaiting walking assess...

☐

Badge details

☐

Badge incorrect

☐

Cancel badge confirm

☐

Complete

☐

Contact applicant

☐

Decision

☐

Documents to check

☐

Fast track

☐

Further assessment

☐

Further evidence

☐

Initial Manager Escalati...

☐

Issue badge

☐

Management Escalatio...

Workflow Uri

Case Ref No

Workflow Name

Month

Workflow Created On

No of Working Days

Band

Status

BC463X8H

New Application

2020-01

1/31/2020 9:58:22 PM

3.60

Within 5 working days

Completed

XYC44CWC

Self serve document upload check

2020-01

1/31/2020 9:52:46 PM

0.06

Within 5 working days

Completed

WX3PX2CX

New Application

2020-01

1/31/2020 9:43:20 PM

3.59

Within 5 working days

Completed

CPWF8K2X

New Application

2020-01

1/31/2020 9:38:20 PM

26.58

Greater than 15 working days

Completed

3982P24Y

New Application

2020-01

1/31/2020 8:53:20 PM

8.97

Within 10 working days

Completed

XWBPC0X9

New Application

2020-01

1/31/2020 8:33:19 PM

37.99

Greater than 15 working days

Completed

4FR442PT

New Application

2020-01

1/31/2020 7:53:19 PM

99.00

Greater than 15 working days

Abandoned

4R38H8PF

New Application

2020-01

1/31/2020 7:48:19 PM

3.08

Within 5 working days

Completed

4PB8CCW3

Self serve document upload check

2020-01

1/31/2020 7:34:06 PM

0.07

Within 5 working days

Completed

C8BCYP6P

New Application

2020-01

1/31/2020 7:23:21 PM

3.06

Within 5 working days

Completed

XCW388F6

New Application

2020-01

1/31/2020 7:13:19 PM

5.94

Within 10 working days

Completed

C9HX4WXR

New Application

2020-01

1/31/2020 6:38:19 PM

3.05

Within 5 working days

Completed

W28C69XK

New Application

2020-01

1/31/2020 6:18:20 PM

8.85

Within 10 working days

Completed

BP98C9CK

New Application

2020-01

1/31/2020 6:13:20

8.85

Within 10 working days

Completed

Groups

☐

Back office super users

☐

Back office users

☐

Contact centre

☐

Read-only back office

☐

Reporting - Super user

☐

SystemUsers

Users

Self-serve

Self-serve is a core part of the DCTS, as it enables councils to focus on their tasks with the application and assessment of Concessionary Travel, whilst enabling citizens to take more control of their application. Self-serve saves councils significant time in processing, chasing information and eradicating avoidable contact to the customer service team. This is achieved by three key functions:

- Application status
- Document Upload
- Payments

The self-serve portal is a digital platform designed to enable the digital transformation of how council services are delivered and used. It provides simple to understand, personalised content that is designed to ensure citizens can self-serve their queries quickly and easily. It has customisable service areas enabling all council areas to have specific content/FAQs surfaced to citizens, which are also customisable.

The first time a customer logs into the portal they will be asked to link their application to their personal sign-on by requesting the Application Reference as shown on any communication you have sent along with their Surname and Year of Birth.

Link another account

Application reference (*)

Last name (*)

Year of birth (*)

Link account >

This aspect of security is essential in ensuring only the correct data for the individual resident is made available. Once the application is completed and being assessed by the Local Authority, the citizen has access to the council's self-serve portal. At each stage through the Application process, the self-serve portal is updated with detail of where the application has reached.

The screenshot shows a web browser window with the URL 'yourcouncil.gov.uk/onevu'. The page title is 'Parking / Blue Badges' with a subtitle 'Learn more about Parking, Blue Badges and Concessionary Travel'. A message states 'Some of the information below has been personalised for you.' with a 'De-register' button. A green bar asks 'Need to view another account?'. The 'Summary' section shows 'Status' as 'Badge Ordered'. The 'Payments' section shows a table with one payment: 'Blue Badge Application Fee' for 10.00 on 02/07/2020. The 'Documents' section has a 'Choose Files' button and 'No file chosen' text.

Parking / Blue Badges

Learn more about Parking, Blue Badges and Concessionary Travel

Some of the information below has been personalised for you.

De-register

Need to view another account?

Summary

Status

The current status of your application is:

Badge Ordered

Payments

Below you'll see details of any payments to be made or details of payments that have been made/refunds due.

	Date	Reference	Description	Amount
Paid	02/07/2020	8C9RC648-4	Blue Badge Application Fee	10.00

Documents

If we have asked you to provide evidence to support your application you can use the button below.

Choose Files No file chosen

Furthermore, during the process, automatic communications are sent to the citizen alerting them to login into the self-serve portal and take appropriate actions to further their application.

For example, during the workflow process a resident may need to supply further information for the Expert Assessors to allow them to make their decision to order the Badges.

This is done automatically within the system and an email sent requesting the further evidence, with a link on the e-mail to the self-serve portal to allow the resident to achieve this by uploading the requisite documents through the portal, the documents are then attached to a new Workflow, which when completed, automatically posts the documents to the residents case.

Uploads

By using the link, the resident will see the current status of the application with the ability for the resident to upload the required evidence. Documents can be uploaded in multiple formats including DOC, PDF, JPG, PNG, DOCX, MP4 (up to 320MB), MOV (up to 30MB), ODT, TXT.

This upload automatically generates a self-serve document workflow 'Customer Uploads Received' within the Case, notifying an officer that new documents have been uploaded, allowing you to read and Tag the uploaded documents on the resident's application case.

The example below shows what the citizen will see when uploading their documents within Self-serve:

The screenshot shows a 'Summary' page with a teal header. Below the header, there's a progress indicator with four circles, the first of which is filled. The status is 'Status Payments Documents Forms'. The current status of the application is 'Application Incomplete'. Below this, there's a section for payments with a table header: Date, Reference, Description, Amount. A 'Choose Files' button is visible, followed by 'No file chosen'. At the bottom, there's a red button labeled 'Make an enquiry'.

Date	Reference	Description	Amount
------	-----------	-------------	--------

This personalised view is updated at each stage of the process through the application and ensures that the resident is up to date with progress. Most importantly from your point of view is that this knowledge hugely reduces the number of calls taken by the Blue Badge team from residents asking about the status of their Blue Badge application.

Payments

One of the important features of the IEG4 service is the seamless integration with GOV.UK Pay, which leverages this function to provide the resident with the ability to pay direct within the Self-serve portal.

Having reached the stage in the workflow where payment is required for ordering the Blue Badge, the system informs the resident of this necessity and asks them to pay online through the self-serve portal.

The screenshot shows a 'Summary' page with a teal header. Below the header, there's a progress indicator with four circles, the first of which is filled. The status is 'Status Payments Documents Forms'. The current status of the application is 'Application Approved - Pending Payment'. Below this, there's a section for payments with a table header: Date, Reference, Description, Amount. A 'Pay' button is visible, followed by 'No file chosen'. At the bottom, there's a red button labeled 'Make an enquiry'.

Date	Reference	Description	Amount
06/07/2020		Blue Badge Application Fee	10.00

By clicking on the 'PAY' button the following is an illustration of what the resident will see if paying through GOV.UK Pay.

The screenshot shows the GOV.UK 'Blue Badge payments' interface. On the left, the 'Enter card details' section includes a 'Card number' input field, logos for accepted credit and debit card types (American Express, VISA, Mastercard, UnionPay, JCB, DISCOVER, and others), an 'Expiry date' section with fields for month and year, and a 'Name on card' label. On the right, a 'Payment summary' box displays the 'Blue Badge Application Fee' and a 'Total amount: £10.00'.

Once payment has been received, the system shows payment confirmation with Self-serve. The exact payment information is also immediately viewable within the Blue Badge Case management system under the Payment Tab.

Below you'll see details of any payments to be made or details of payments that have been made/refunds due.

	Date	Reference	Description	Amount
Paid	06/07/2020	XBHPYX4W-22	Blue Badge Application Fee	10.00

If we have asked you to provide evidence to support your application you can use the button below.

[Choose Files](#) No file chosen

The portal also enables citizens to share their account with family member/carers so that they can manage the checking/paying/uploading of documentation if applicable:

The screenshot shows the 'Friends and family' section of the user portal. At the top, there is a navigation bar with links: 'My Account', 'Get answers fast', 'Submit a request', 'Track my requests', 'Your area', 'Your profile', and 'Hello Jackie Gill'. Below this, the section title 'Friends and family' is displayed. A list of added users is shown, with one entry for 'Rob DeFelice (robdefelice@yahoo.co.uk)' marked as 'Approved'. A 'Remove' button is visible next to the user entry.