Warwick District Council

ICT Steering Group – Revenues visiting officer mobilisation

Digital services so good that people prefer to use them

WARWICK DISTRICT COUNCIL

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ICT Steering Group – Revenues Visiting Officer mobilisation Business Case

Revision History

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Approvals

This document requires the following approvals:

Title
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1 Business Problem Analysis

1.1 Business Problem

There are currently two visiting officers employed within Benefits and Revenues who are responsible for;

Housing Benefit and Council Tax Reduction

- Assisting customers to make new claims.
- Assisting customers to report changes to their claims.

Council Tax

- Establishing whether properties are occupied.
- Establishing whether structural changes to properties have been completed.
- Inspecting properties to determine whether an exemption applies
- Visiting customers to determine whether a discount or disregard applies.

The current process is manual, before carrying out any visits, staff have to create a manual list of properties to visit. During the visits all information is handwritten and photographs taken of sometimes very sensitive information. On return to the office the information is then manually input into the Civica system and the photographs are downloaded and imported.

Initial discussions with ICT, suggest that it is not viable to have a mobile device with remote access to Civica, however it would appear that there is some merit in utilising total mobile. Visits can be downloaded from Civica to total mobile as a CSV file enabling the officer to see their visits. If the relevant forms were loaded onto the total mobile device, the officer could complete the form and take any photographs required, the form transcript and the photos would then be emailed to an unpublished mailbox which Civica email would poll, if there was no connectivity, the device would synch once this is restored. This would reduce the time taken by the VO either duplicating or scanning information on return to the office.

Provided there was sufficient connection, the VO could complete an online benefit forms using total mobile, we are investigating with our suppliers if the forms can be available offline. Any that can be completed would be emailed directly again saving the need for scanning on return to the office. Currently, any photographs are taken on a device and then downloaded on return to the office, this presents a data protection risk should the device be stole. Any photographs taken using total mobile are "sandboxed" which means they do not reside in the device's gallery and

therefore they would be safe if the device is lost or stolen. Once the visit is complete the visiting officer would not be required to carry out any follow up work on return to the office.

2 Preferred Solution

2.1 Solution Total Mobile

2.1.1 Description

Using total mobile will enable the team to complete our online new claim and change of circumstance e forms where connectivity is not a problem. More importantly it provides a secure solution to the transfer of personal data.

Council Tax visits can be imported into the total mobile solution so that details of all the days visits are on the device using a Civica produced CSV file.

Current forms used by council tax can be created in the total mobile which can then be completed by the visiting officer on site. These would be emailed back to the office in real time as work items which are then auto imported into Civica.

Benefits, Goals and Measurement Criteria

Complete the following table:

Category	Benefit	Value©
Financial	• Reduction in costs • Increased revenue	The team are responsible for ensuring new properties and alterations to properties are reported to the valuation office in a timely manner which ensures the correct revenue is collected in business rates and council tax. Total mobile should help to make this more efficient enabling visiting officers to spend less time on office admin tasks.
Operational	• Improved operational efficiency • Enhanced quality of product / service	The visiting officer has to note their findings during the visit and then re-key this on returning to the office. Total mobile should allow them to record this information once during the visit and then be e-mailed to the office and auto imported to the Civica system.
Customer	• Improved customer satisfaction	Customers would find it easier

		completing an e-form than the current paper-based forms. Visiting officers currently take photographs using a camera of personal information which is imported when they return to the office. This is a potential data protection risk should the camera. be lost or stolen.
Staff	• Increased staff satisfaction	See above information.

2.1.2 Digital Benefits

Description	Value©
How many citizens will the project benefit? *For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.*	The VO role directly affects the council tax we collect ensuring that the right charge is levied and therefore all tax payers will indirectly benefit.
How many transactions does the business process deal with? *For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.*	A visiting officer can carry out up to 50 visits per day.
What is the average current duration of the process from service request to completion?	This is not quantifiable due to the nature of the visits. Success will be measure by the increase in visits carried out and VO time spent out of the office.

2.1.3 Costs and Funding Plan

Capital Costs	Amount
• Initial software purchase • Data gathering • New hardware • Temporary additional resources	Total mobile platform already purchased Device costs £300.00 x 2
Total	
Revenue Costs	**Amount**
• Software license costs • Support costs	£750.00 x 2 users. One off cost. £150.00 X 2 annual licence costs. Monthly mobile contract of approx. £10.00 each. We may e

• Permanent additional resources to maintain/operate system/process	able to reduce these costs by re-using current devices and licenses purchased by the council which are not currently in use.
Total	

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes
From within current benefits budget		

2.1.4 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Total mobile is a low cost solution which is expected to provide efficiencies and as such there is little risk.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
Total mobile does not provide efficiencies	1	2	Ensure staff have appropriate training. Clarity of specification.
Failure of technology	2	3	Revert to clerical procedures

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

2.1.5 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description©
1	Delivers efficiencies.

2.1.6 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description©
1	That the solution will provide the desired efficiencies.

3 Implementation Approach

This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

3.1 Outline Project Scope

Revenues

- Create total mobile forms to replace existing paper forms.
- Create a mechanism to push forms to the device.
- Email completed TM forms to mailbox polled by Civica.

Benefits

- Access E forms on the TM device.
- Create a generic TM form to allow evidence photographs to be taken.
- Email completed TM (photo) forms to mailbox polled by Civica decode.
- Enable e forms and photos to be linked.

3.2 Service Area Resources

Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

This is a small project managed by Andrea Wyatt with support from Paul Town. Some interaction between Civica and TM will be required and as systems officers Steve Marshall and Roland Hopkins will provide this. Testing of the TM solution will be undertaken by Sue Knightley and, if in post, the senior visiting officer on the team.

No other staff will require training.

The system owner will eventually be Andrea Wyatt.

3.3 ICT Services Resources

ICT Applications Support Analyst

Business Analyst / ICT Applications Support Manager