



DELEGATED DECISION BY THE HEAD OF HOUSING AND DEVELOPMENT CONTROL

BURNLEY TOWN HALL

PRESENT

OFFICERS Eric Dickinson

1. Licensing Online Application System

- Purpose** To recommend a secure online integrated application system for selective licensing and houses in multiple occupation (HMO's). To improve the process for landlords who are applying for licences (An option report is attached as Appendix 1)
- Reason For Decision** **Preferred software solution – Option 3 - Rocktime Verso**
1. Applicants create a secure user profile, which allows them to enter key data that can be used to auto populate fields in the application form. i.e. Lender and owner information.
 2. Applicants can complete an online form, which they can save when partially completed and return at a later stage to complete. The system copies landlord and relevant person data for portfolio landlords to streamline the process, and help buttons provide advice notes, limiting calls to the admin team for assistance. Licensees receive automatic reminders to update gas safety certificates to ensure compliance with licence conditions.
 3. Payment will be made via the Council's payment platform. This will be charged when the applicant confirms that they have completed the application form. The payment is split into two elements, the application fee and the license fee, but this system will charge both at once. The fee breakdown will be displayed to the applicant immediately prior to form submission. This will not be editable, it can only be changed if the client goes back to the application form and changes the answers to the questions that determine the amount.
 4. Payments can be calculated for multiple property applications and apply any necessary discounts.
 5. Once this payment has been accepted, and authorisation of the payment has been confirmed, the application will be submitted, and a confirmation email will be sent to the applicant. Further investigations are required as to how this links with Civica to ensure that incoming payments are linked to the correct income codes.

6. A Red/Amber/Green rating system indicates to officers if responses given by applicants are likely to cause concern – such as inadequate fire safety and out of date certification. Officers will be able to monitor applications started but not completed.
7. Verso is used to prepare and send standard documents and will make more use of electronic delivery of correspondence, speeding up the process and reducing printing and postage costs. The system records the status of an application received, and stages of a licence. Standard and customized reports will assist with performance management.
8. Rocktime Verso would integrate with Idox uniform. This would allow other Idox service users to be able to identify those licensable and licensed properties and access key information. Housing Enforcement would be able to obtain ownership details and status of a property prior to taking action for non-compliance.
9. Rocktime Verso have indicated that they can deliver the system within the given timescales.
10. From the demonstration of Verso and our experience of using Achieve we believe that Verso is the most efficient, effective system for both the applicant and administrative processing.

GDPR and data storage

11. Verso is a cloud based solution. Therefore consideration must be given to data storage and security in order to ensure that the system is compliant with GDPR.
12. Documentation has been provided that is being assessed by internal audit to ensure that measures in place meet to the 14 cloud security principles as outlined by the National Cyber Security Centre.

Uniform Integration

13. In order to integrate with IDOX Uniform, Uniform must have the correct connectors available and product keys installed. Idox will be required to create a bespoke API (at additional cost of £5000) to enable data to be “pushed” in to Uniform. There is no option to “Pull” data from Uniform as IDOX do not allow this.
14. Rocktime have already mapped out the question fields with IDOX and would work with the Council to ensure this mapping process meets specific requirements.
15. The cost of IDOX creating a bespoke API is NOT included within the Verso costs; however they will act as a conduit with IDOX to simplify the scoping process.
16. Uploaded documents will be sent via secure FTP to a specific location and linked in the question field so a link will appear in uniform, upon clicking the link the uploaded document will open on the officers PC.
17. It is recommended the data is transferred from Rocktime’s system to IDOX via a

secure VPN (Policy or route based).

Decision

- (1) .That the Head of Housing and Development Control approves option 3 as detailed in paragraph 42 of this report;
- (2) .That the Head of Housing and Development Control approves £45,350 for the purchase of the new Verso System in 2019/20 with a further cost of £10,100 commitment for 2020/21 from the licence fees;
- (3) .That the Head of Housing and Development Control authorises a two year contract with Verso for the delivery of a Selective Licensing online application system;
- (4) That the Head of Housing and Development Control approves £5000 as committment in order to connect Verso to Idox at a future date to be agreed.

Decision made by:



Head of Housing and Development Control

Date: 9th July 2019