

London Borough of Ealing

CASE STUDY

rocktime

When London Borough of Ealing's Regulatory Services proposed to require that all houses in multiple occupations (HMO) in the Borough be licenced they approached Rocktime to explore the options available for Rocktime's Licensing platform to allow the Borough to go live with an online application process.

Evidence showed that the proposed mandatory, additional and selective schemes would apply to approximately 25,000 private rented properties within the Borough. When approved by Cabinet the schemes will become effective from October 2016.

The Challenge

It was estimated that in the first year of the scheme approximately 12,500 applications will need to be processed. It was therefore essential that the developed solution will:

- Allow landlords to apply on-line and attach supporting documentation.
- Allow discounts for accredited landlords.
- Undertake appropriate 'Fit and Proper Person' check.
- Allow monies to be paid, and accommodate 'split payments'.
- Post data automatically into the IDOX Uniform database.
- Utilise UPRN/Gazetteer files for property validation.

From a technology perspective the chosen supplier was required to meet the following brief:

- A proven solution built on either 'Open Source' or 'Open Standard' platforms.
- Windows based .Net infrastructure.
- Competent and experienced systems integrators.
- Provide a high level of data security.

Begin application for additional licence

Home / Additional licence renewal with a material change / Begin application

The Solution

Working closely with Ealing officers, Serco and IDOX, Rocktime deployed its proven Licensing Application Platform to Ealing HMO process. Using our extensive legacy to cloud experience we developed an effective process logic that would allow the Borough to capture all of the required licensing requirements wrapped up in a London Borough of Ealing branded user experience (UX). Built on an Open Standards .Net Architecture Rocktime's platform provides an intelligent platform to capture information in a dynamic form, only requiring applicants to provide information pertinent to their application, reducing the time required to complete the application process. Payments are fully integrated with Civica and are split in line with the Hemmings Vs Westminster judgement.

Our solution also employs user friendly functions such as a 'password free save/resume' function along with a number of robust options for 'Fit and Proper Person' checks.

Activities included:

- Automating the HMO Licensing process as much as possible hence;
- Freeing up Ealing staff time.
- Speeding up the process.
- Reducing the possibility of human error.
- The provision of a level of validation of input to the form.

The key technical advantages of using the Rocktime platform are:

- Hosting and application support provided by Rocktime.
- Expertise in a company with a successful record of supplying similar platforms to other local councils.
- Experienced systems integrators with IDOX, Payment platforms and UPRN/Gazetteer files.
- Provide a high level of data security.
- The provision of disaster recovery by dual hosting at separate data centres.



Ecommerce Platforms



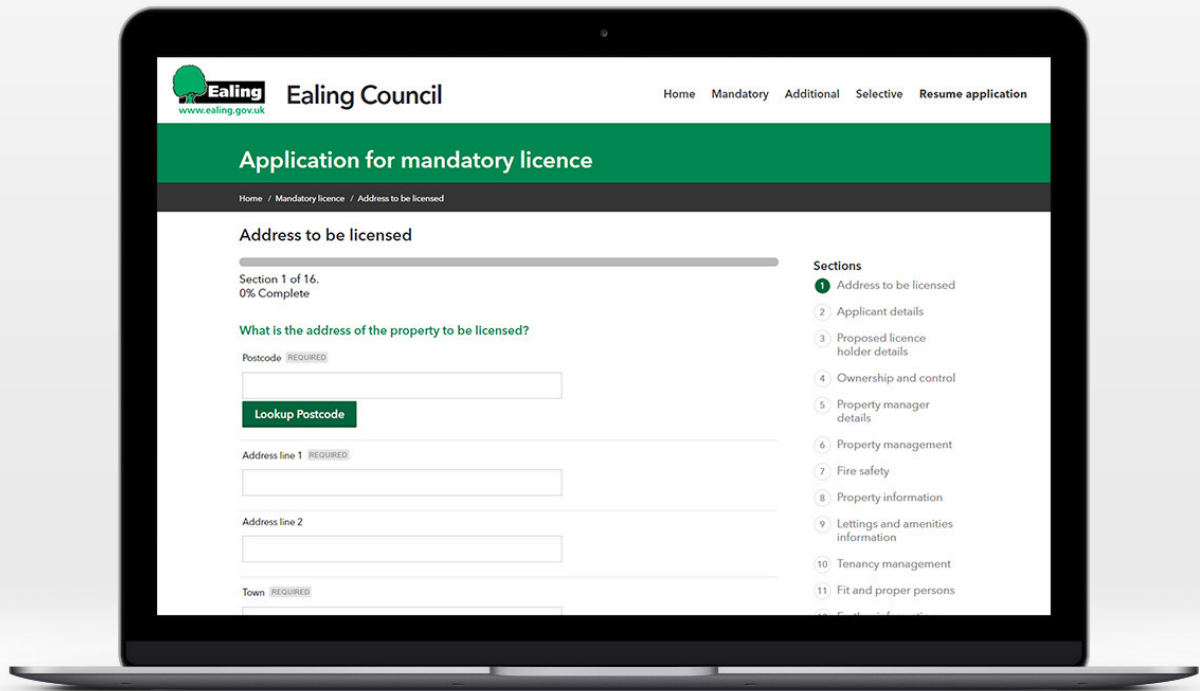
Mobile Platforms



Support & Maintenance



Integrated Platforms



Success

Rocktime deployed the application process on the London Borough of Ealing network, on time and on budget on the 1st October 2016. Applications have started flowing in to London Borough of Ealing for officers to process. Feedback has also been good with users commenting on the user experience and significant interest coming in to Rocktime from other councils who are looking for similar deployments.

Get in touch

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