

BRDO drives government efficiency with the help of CaseVision



CHALLENGE

The Better Regulation Delivery Office (BRDO) is an independent government unit which is part of the Department for Business, Innovation and Skills (BIS). The role of the BRDO is to ensure a regulatory environment in which businesses are able to grow and citizens are properly protected by those regulations. Through the Primary Authority Register, the BRDO, supported by the software solution from BancTec, a SourceHOV Brand and partner SCISYS, have been able to simplify this process for businesses and the local authorities expected to implement business regulation. Since partnering with SCISYS in 2009, BancTec has worked with BRDO.

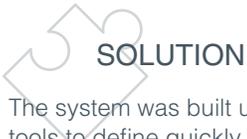
BRDO is responsible for helping local authorities discharge their regulatory responsibilities whilst ensuring the businesses they regulate suffer the least impact from the regulatory process and share in decisions about how that regulation takes place. The introduction of the Primary Authority scheme in 2009 allowed businesses to be involved in their own regulation for the first time. The growth in local authority administered regulation triggered the establishment of BRDO needed to work with authorities and business to reduce duplication, and improve efficiency where businesses operate in multiple geographical areas which are controlled by different local authorities. The span of businesses which fall into this category range from small corner shops with two branches in the same region to large multi-national supermarkets with an outlet in every single local authority area in the country. It enables businesses to form a statutory partnership with one local authority (the "Primary Authority"), which then provides robust and reliable advice and establishes a single regulatory framework for the business which then reduces the responsibility on other local authorities when carrying out inspections or addressing non-compliance.

Primary Authority's introduction meant systems had to adapt. BRDO wanted an interactive register that gives easy access to details on every registered partnership and a means to communicate with primary authorities, aiding dialogue about local compliance and feedback from inspections.

BRDO required a system which would significantly reduce duplication of work. Primary authorities needed to be able to highlight issues and make all information readily available to local regulators preparing to visit premises.

A key target was to make the Primary Authority scheme more accessible to more small businesses and cover a greater number of regulations through the new system. This target, combined with the introduction of primary authorities, with specialisms in specific areas and the growing number of regulations made an upgrade of the system a clear next step.

BancTec and SCISYS were given just three months to build and implement the solution, a very short timeframe to create a complex bespoke system.



SOLUTION

The system was built upon BancTec's 'low-code' CaseVision platform that provides visual tools to define quickly and easily the business processes and the user experience of a complete case management solution. Pete Dinham, Global Solutions Director at BancTec explains: "We developed a powerful and flexible system using an agile development methodology to insure it was ready by the time the new regulation came into effect. SCYSIS now has a platform it can continuously improve and adapt rapidly to any changes in BRDO's requirements."

In order to provide greater access for stakeholders the new system is centralised and hosted securely in the Cloud. Once signed up to the register all relevant parties can log-in to view their outstanding actions, collaborate and provide feedback on inspection plans as well as view status reports, case files and associated documentation resulting from any inspection and non-compliance activity. These can be produced for a business by its primary authority to improve the effectiveness of visits by local regulators, avoid repeated checks, and enable better sharing of information.

The fully integrated web interface, built using open source software Joomla! allows businesses, inspectors and local authorities to access relevant information through the Primary Authority web portal rather than making a call to BRDO and tying up their limited resources. The system is highly flexible, integrating document and case management capabilities seamlessly to bring a joined-up approach to managing information from a diverse range of sources. It provides local authorities with a single view of any regulated business under one application allowing inspectors and primary authorities to resolve regulatory enquiries and inspections more effectively.

In practical terms, if a local authority has a concern about a business, they can search for it in the application and check if they are compliant. There is now no need to contact BRDO direct as all required information is available on the system. In addition, relevant parties can see if inspections have occurred and whether any outstanding actions are required.

Inspections play an important part of ensuring regulatory compliance and the system supports this, providing a means to house and access BIS documents outlining how inspections are carried out. Now, when an individual logs an inspection, workflows are automatically started. For example, if a business fails an inspection, a workflow is introduced by which a conversation between the local authority and the company is started in order to help them improve and become compliant with the law.

The solution also helps to spread the use of the PAR scheme by allowing trade federations and business associations to negotiate regulatory frameworks and invite their member businesses to participate.

INDUSTRY

Government

CUSTOMER

BRDO

SERVICES/PRODUCTS

CaseVision

BENEFITS

Through the BancTec system, the Primary Authority scheme covers 63,000 premises across the UK, with 103 local authorities benefiting from it.

The key business benefits are as follows:

- Control of the interactive register verifying that information is shared more effectively amongst its stakeholders. Additionally, consistent regulation improves the professionalism of front-line regulators, and gives businesses a voice in establishing their regulatory framework.
- Offers a bird's eye view of a business's operations and its regulatory status so local authorities can easily identify issues of concern and better manage the activities between the regulatory body
- Minimises duplicated inspections and the resulting paperwork by allowing primary authorities to provide robust and reliable advice for other local councils when carrying out inspections or addressing non-compliance.
- Allows businesses to be involved in their own regulation through increased collaboration and visibility over regulatory requirements. It also helps ease compliance and direct resources of enforcing authorities more effectively, providing a consistent process and legal framework.

The new system has directly benefited the work of BRDO, providing them with increased flexibility and control of their work. Workloads have been reduced and efficiency has improved. BRDO can now assign cases and move them from one party to another as determined by the progress of a workflow.

BRDO has been delighted with the solution, as Duncan Johnson, Deputy Director at BRDO explains: "The timescales to develop the database were very tight and BancTec and SCISYS delivered before schedule with everything going smoothly on the Go Live date. The CaseVision system demonstrated its strengths, with over a hundred Local Authorities logging on to view the system in the first 48 hours. The BRDO team has had a very positive experience working with SCISYS and BancTec and is extremely satisfied with the resulting product."