Idea and Concept

- Came from a review meeting with a Council on the 17th February
- Outlined the process and designed the Process Map and created Grant Approval
- Reached out to our current clients with the concept and asked if they wanted to be included in the project and Eastbourne and Lewes agreed to work with us

Deliverables

- Automated end to end process
- Easy for customers and council staff to navigate and support
- Reducing staff time with RAG system and collating all supporting documentation
- Link to Accounts for swift payments
- Automated links to Spotlight data
- Fully auditable and tailored Management Information

System Delivery

- Could feel the immense pressure the councils were under to pay
- Key drive to pay customers quickly and efficiently
- Not just a tick box exercise - eligibility to support trading companies and not fund fraudsters
Phase 1 Overview - Registration

An email address must be confirmed and validated by a password reset process. This ensures the email addresses that were entered are valid.

**10,280** Total Users Created in Phase 1

Collection & Validation of Registrant Data to Sign Up.

**9.34%** Did Not Complete Registration

Why is this?
Phase 1 Overview - Prerequisite

This lists the Must Have components for companies to be eligible for a grant. Using the guidelines from BEIS, users MUST confirm certain TRUE statements to continue.

The Business was named on the Business Rates Bill as of 11 March 2020
The Business was not in Liquidation on the 11 March 2020
The Business was not Dissolved as of the 11 March 2020
The Hereditament (business premises) is not occupied for personal uses
The Hereditament (business premises) is not a Car Park or Parking Space
The Hereditament (business premises) was occupied by the business on 11 March 2020
The Hereditament Rateable Value is less than £51,000

Property Validation

Users MUST input a valid property reference on the Council Tax or Business Rates Database which links the claim to a hereditament in the authority.

A further 18.7% of users failed the prerequisite
Phase 1 Overview - Data Collection

- Full data collation
  - Digital Documentation Upload
  - Companies House API - Instantly Validates Companies

1.4% of applicants **abandoned** the form at this point.
Phase 1 Overview - Data Collection Continued

Almost **3000 Registrants**

**NEVER**

Made a claim

Ineligible? Dissolved? Liquidated?

Removing the unwanted applications at source &

Reducing unnecessary work for the council
Phase 1 Overview - RAG System

7200 Claims Completed Successfully

What next? You can’t pay these without ensuring the business entered in the application is trading from the property in your local authority.

Bulk RAG processing applications on an ad hoc basis gives authorities the freedom to review and pay within their timelines.

Cross Referencing data and using Fuzzy Algorithms to match against CTAX & NDR Records and the Commercial Credit Bureau API Validates Company Viability (Non-Trading, Profit Warnings etc)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>19.3%</td>
<td>Failed Additional Checks</td>
</tr>
<tr>
<td>38.7%</td>
<td>Require Further Assessment</td>
</tr>
<tr>
<td>42%</td>
<td>Green Flagged</td>
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</table>
# Phase 1 Overview - RAG Logic

<table>
<thead>
<tr>
<th>RED</th>
<th>AMBER</th>
<th>GREEN</th>
</tr>
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<tbody>
<tr>
<td>Not Amber</td>
<td>Non Duplicate Correct Scheme</td>
<td>Non Duplicate Correct Scheme</td>
</tr>
<tr>
<td>Not Green</td>
<td>Any Account Number (Can even be blank)</td>
<td>RHLG SIC code matches RHLG</td>
</tr>
<tr>
<td></td>
<td>Name Match 50+%</td>
<td>Account Number Input 80+% match</td>
</tr>
<tr>
<td></td>
<td>100% UK internet traffic</td>
<td>Name Match 80+%</td>
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<tr>
<td></td>
<td>RHLG SIC code matches RHLG</td>
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<tr>
<td></td>
<td>Bank Detail Matching: (Not matched against all authorities)</td>
<td>Bank Detail Matching: (Not matched against all authorities)</td>
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<tr>
<td></td>
<td>RHLG and Account &amp; Sort Code used under 20 times</td>
<td>RHLG and Account &amp; Sort Code used under 20 times</td>
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<td>or</td>
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<tr>
<td></td>
<td>Account &amp; Sort Code used only once</td>
<td>Account &amp; Sort Code used only once</td>
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<tr>
<td></td>
<td>Unique Documents</td>
<td>Unique Documents</td>
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<tr>
<td></td>
<td>User's postcode validity is NOT a factor</td>
<td>User's postcode is valid</td>
</tr>
</tbody>
</table>

Unique Documents

User's postcode validity is NOT a factor
Phase 1 Outcomes

1. Eligible Customers
   Customer that were identified by the councils

2. Completed Applications
   Successful applications that went through to the RAC system

3. Part Complete Applications
   Applications that for whatever reason failed to complete
Phase 1 Outcomes

Completed Applications
- Eastbourne: 1 = 1062, 2A = 148, 2B = 252
- Lewes: 1 = 1328, 2A = 127, 2B = 253

Eligible Customers/Businesses
- Eastbourne: 1 = 1256, 2A = 198, 2B = 291
- Lewes: 1 = 1695, 2A = 214, 2B = 295

Incomplete Applications
- Eastbourne: 1 = 333, 2A = 39, 2B = 58
- Lewes: 1 = 366, 2A = 34, 2B = 47
Local Authority Outcomes

• Eastbourne BC has paid 1,446 businesses a total of £18.4m with a caseload of 1,729, and Lewes DC paid £21m to 1,713 businesses with a caseload of 2,183.

• Within the first week of the portal going live, £12m was paid to 953 businesses and £11.4m had been paid to 910 businesses. Payments were automated and paid via BACS within 4 working days of a completed application.

• 4 x FTE’s administered the schemes for both Councils and spent 100% of their time at the start. If the administration of the scheme was completely manual, we estimate it would have required approximately 20 x FTE’s to assess and pay grants within the first 3 weeks in order to achieve payment of a grant within 4 working days of application in the first week we went live.

• Financial saving on staff costs based on 16 x FTE’s is approx. £40k (based on volumes of applications and initial first 4 weeks of scheme when demand was high).
Phase 2 - Discretionary Grants

- **01/05**: Local Authority Discretionary Fund announced.
- **13/05**: Local Authority Discretionary Fund: Guidance for Local Authorities released.
- **23/05**: Guidelines changed to include those who had already claimed SEISS.
- **29/05**: Schemes designed EBC & LDC open applications for Discretionary Grant Funding.
Phase 2 - Discretionary Grants

Completed Discretionary Grants Applications Week 1 EBC & LDC

![Bar chart showing the volume of completed discretionary grants applications over a week.](chart.png)
40% of applications for Discretionary Grants were never completed.

Eligibility was varied but strict.

Unique ‘Reference Numbers’ kept unwanted applications out.

Linked to Scheme 1/2A/2B applications - ineligible if claimed.

Custom Declarations
Mandatory Documents
Mandatory Business Types
Link Eligible Properties
Deny if claimed other grants
Set Grant Award Value

Complete RAG
Review Applications
Refer back to customer for further information
Approve grant for variable amount
Deny grant with comments for customer
Phase 2 - Incomplete Applications

- **Eastbourne Borough Council**
  - 177 Total Applications
  - 70 Incomplete
  - 107 Submitted

- **Lewes District Council**
  - 192 Total Applications
  - 83 Incomplete
  - 109 Submitted
54% Abandoned at Comments Section

This is where the council ask important questions regarding the applicants finances. If the applicant does not have this information then they can not proceed.

- Last Years Turnover
- Projected Turnover
- Balance of accounts
- Estimated profit loss due to COVID
- Annual Building related costs

31% Abandoned at Mandatory Documents

Mandatory document request ensures the claimant uploads certain documentation. Claimants can not proceed unless they upload the correct amount of documentation.

- Proof of building costs
- Proof of trading as of 11 March 2020
- Bank statements
- Audited Accounts

13% Abandoned at Bank Details Input

The system does not allow the claimant to alter the beneficiary bank name. Which we collate from their business input data.

- Bank account is not the claimant's
- Claimant does not own a bank account
- Refused to enter details

2% Reached ‘Final Declaration’ and did not complete.
Local Authority Outcomes

• Countywide Discretionary Grants Scheme was developed and agreed between Districts and Borough’s within East Sussex

• Eastbourne and Lewes application Window ran from 29 May until 19 June. Eastbourne received 133 applications and Lewes received 127 in total

• Eastbourne BC has paid 93 eligible businesses grants totalling £877k, and Lewes DC paid £1m to 47 businesses. All applications assessed and grants paid within 7 days of closure of application window

• Businesses paid grant within 4 working days

• 3 x FTE’s administered the schemes for both Councils and spent 100% of their time assessing incoming applications during the application window of three weeks

• Given the volume of combined council applications and the requirement to validate each application has not realised any significant financial savings for each council, however businesses have been paid quickly and efficiently

• The portal has made the application process more straightforward for customers to apply and has prevented ineligible businesses from applying, whilst preventing fraud and protecting the public purse. This has saved Officer time and would realise an estimated small saving of £6k had these applications been submitted through an online form on the Council’s website