

Background - Overview

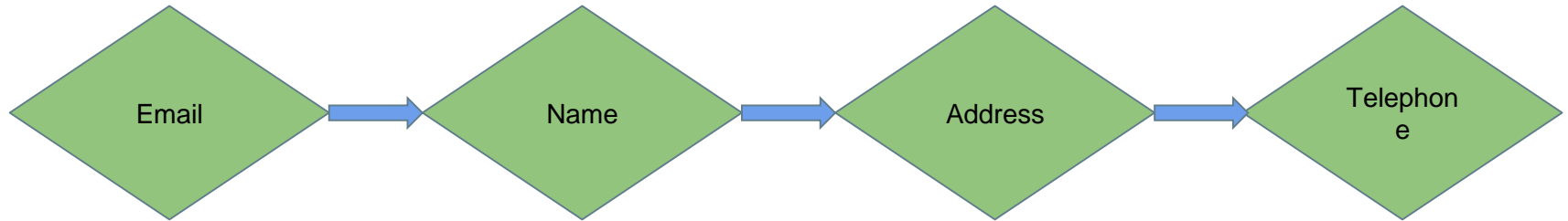


Phase 1 Overview - Registration

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.

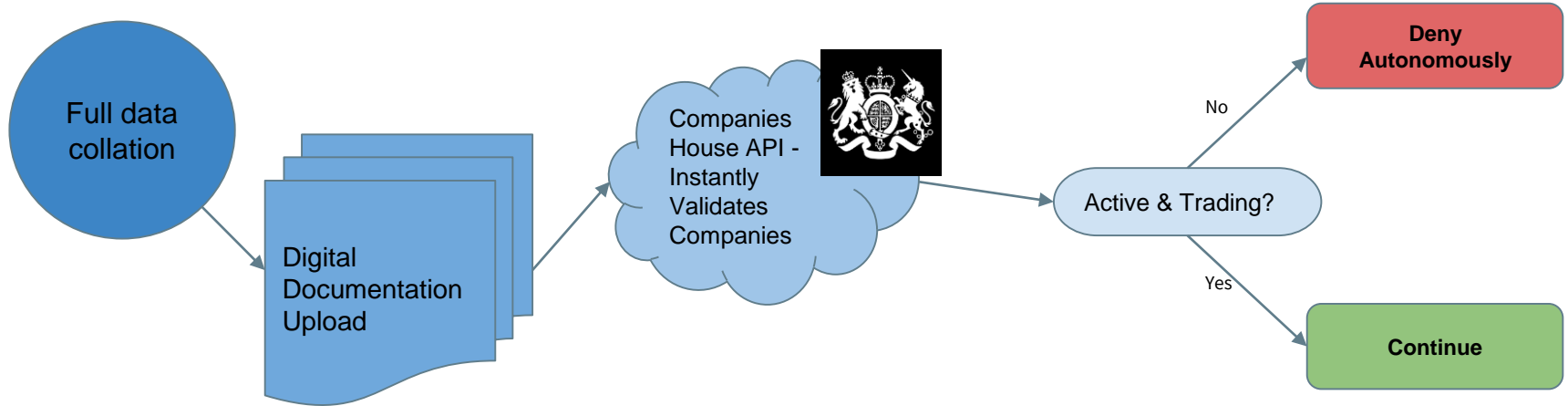
The Business was named on the Business Rates Bill as of 11 March 2020
The Business was not in Liquidation on the 11 March 2020
The Business was not Dissolved as of the 11 March 2020
The Hereditament (business premises) is not occupied for personal uses
The Hereditament (business premises) is not a Car 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



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)

19.3% Failed Additional Checks

38.7% Require Further Assessment

42% Green Flagged

Phase 1 Overview - RAG Logic

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

Phase 1 Outcomes

1

Eligible Customers

Customer that were identified by the councils

2

Completed Applications

Successful applications that went through to the RAG system

3

Part Complete Applications

Applications that for whatever reason failed to complete

Phase 1 Outcomes

Eligible Customers/Businesses

1 Eastbourne - 1 = 1256 - 2A = 198 - 2B = 291

Lewes - 1 = 1695 - 2A = 214 - 2B = 295

Incomplete Applications

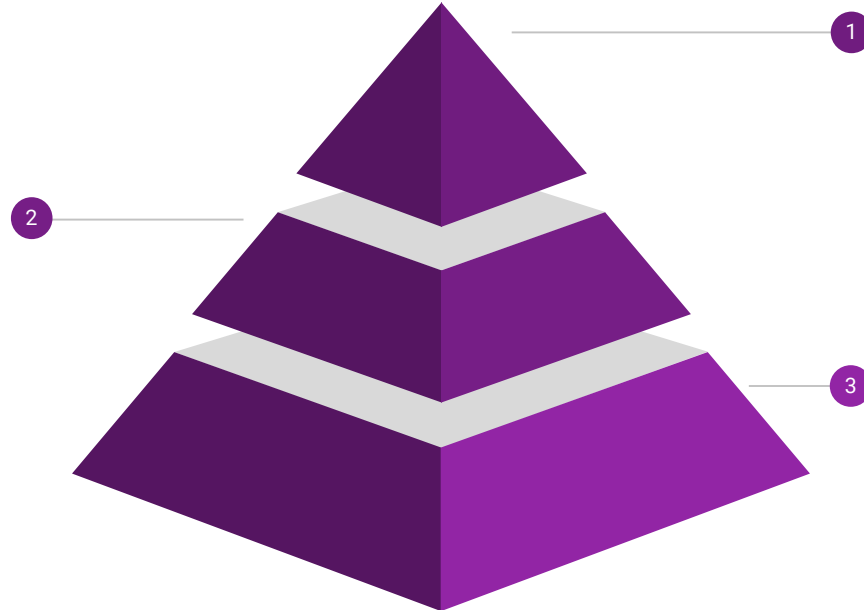
3 Eastbourne - 1 = 333 - 2A = 39 - 2B = 58

Lewes - 1 = 366 - 2A = 34 - 2B = 47

Completed Applications

Eastbourne - 1 = 1062 - 2A = 148 - 2B = 252

Lewes - 1 = 1328 - 2A = 127 - 2B = 253

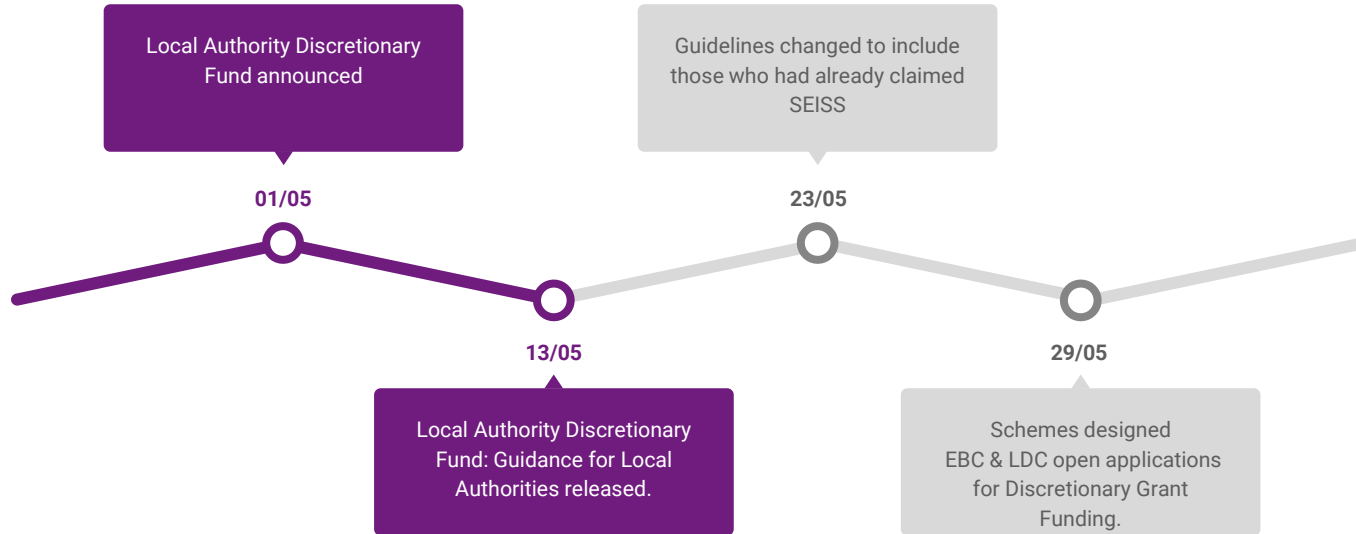




Local Authority Outcomes

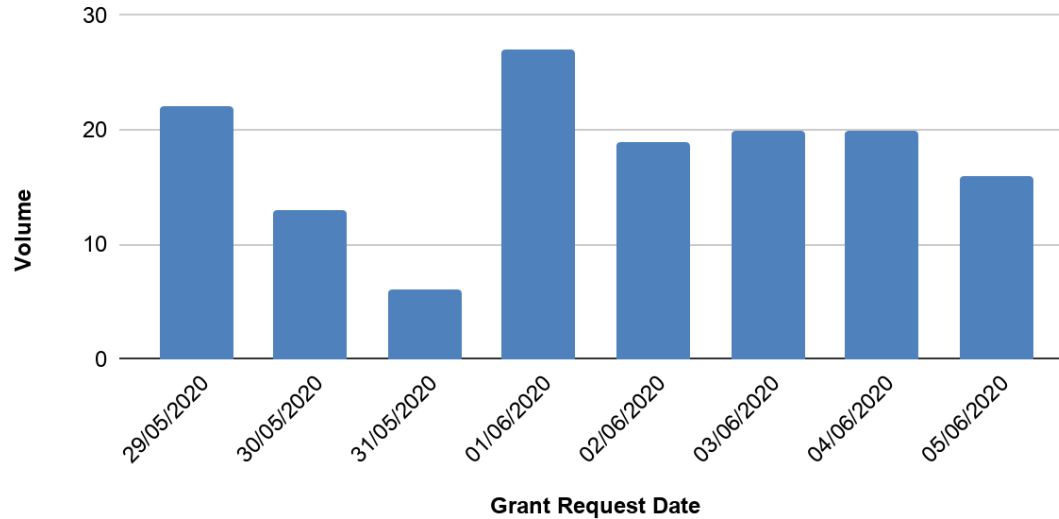
- Eastbourne BC has paid 1,446 businesses a total of £18.4m with a caseload of 1,729, and Lewes DC paid £21m to 1,713 businesses with a caseload of 2,183.
- Within the first week of the portal going live, £12m was paid to 953 businesses and £11.4m had been paid to 910 businesses. Payments were automated 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



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Completed Discretionary Grants Applications Week 1 EBC & LDC



Phase 2

Eligibility

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.

Scheme Design

Custom Declarations

Mandatory Documents

Mandatory Business Types

Link Eligible Properties

Deny if claimed other grants

Set Grant Award Value

Approve / Deny

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



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 claimants
- 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