

# **Simplification: Experiences of the Welsh Government**

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# Welsh Government Goals

- Improve effectiveness, efficiency and consistency
- Improve the customer experience through harmonisation of process and procedures
- A consistent Welsh Government process for ESI funds
- Central point for storage and access of documents and key information
- Reduce errors on claims
- Introduction of electronic transfer of information and claims

# Context

- **Two Division in Welsh Government, working together to manage European Structural & Investment Funds across Wales.**
- **Relationships of Key Authorities, Audits, Paying Agency, etc**
- **Using IT system to ensure simplification, harmonisation and compliance with, for instance eCohesion Regulations**

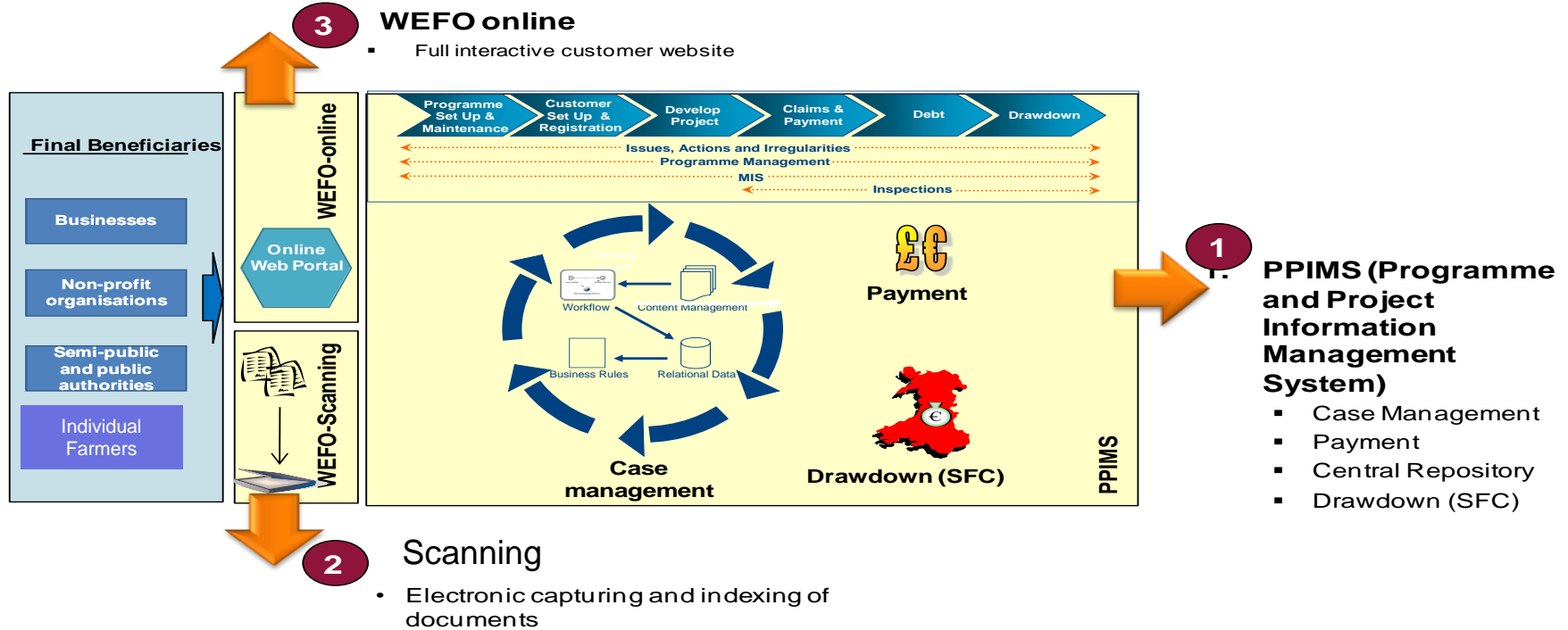
## Efficient IT system allows:

- **Consistent approach to ESI Funds Management**
- **eCohesion requirements to be met**
- **Compliance with EC Public Procurement**
- **Paying Agency obligations met**
- **Harmonisation of messages to beneficiaries**
- **Electronic document management with beneficiaries through WEFO Online, using UK Government Gateway**
- **24/7 access**

# Challenges

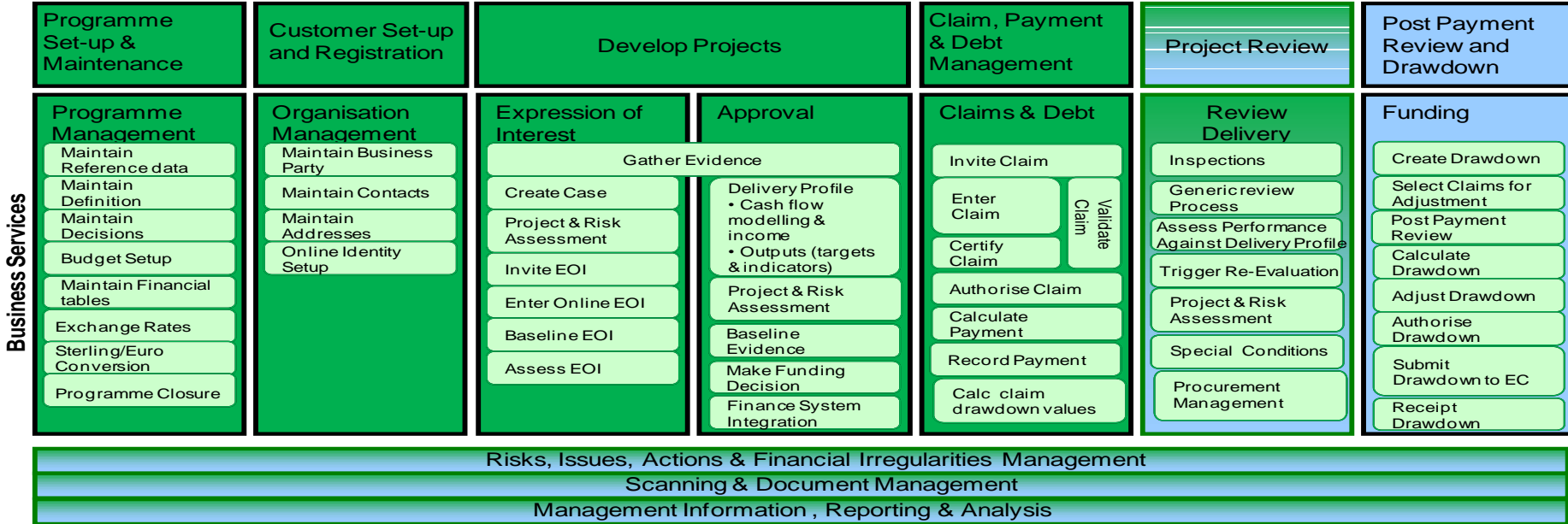
- Introducing new ways of working and new technology to officials and beneficiaries
- Diverse ESI fund regulations, meaning compromise and variations within the system
- Compliance with Welsh Government IT security
- Huge training requirements, with over 200 internal users and 1'000s of external users

# IT Solution Overview



PPIMS and WEFO Online provide a real time, online and paperless trail using structured and unstructured information driven by common controlled processes where the beneficiary provides the information rather than Officials entering it.

# PPIMS at a Glance



The Audit Authority have read only access to all electronic information captured in PPIMS at all times and do not have to request specific information.

All audit recommendations are recorded, monitored and controlled using the Issue and Action module in the PPIMS application. The Audit Authority can view progress of their recommendations at anytime.

# Basic Details Screenshot

**PPIMS**

StephensR1|Sunday, November 22, 2015

**Basic Details** | Calculation Details | Expenditure | Income | Indicators | Overview | Maintain Case | Forecast | Retention / Debt

## Basic details for this case

Case Name :	ments	Gross Expenditure (GBP)	5,309,389.00
Sponsor Name :		Eligible Expenditure (GBP)	4,686,577.00
Delivery Profile Is Valid :	Yes	Grant Amount (GBP)	2,595,716.00

<b>Funding</b>			
Delivery Profile Status	<input type="text" value="Complete"/>	Delivery Profile Complete	<input type="radio"/> No <input checked="" type="radio"/> Yes
Claim Payment Type*	<input type="text" value="Arrears"/>	Funds Ring Fenced	<input type="radio"/> No <input checked="" type="radio"/> Yes
Programme	<input type="text" value="Convergence ERDF"/>	Venture Capital	<input checked="" type="radio"/> No <input type="radio"/> Yes
Priority	<input type="text" value="3"/>	Cross Fund Flexibility	<input checked="" type="radio"/> No <input type="radio"/> Yes
Theme	<input type="text" value="1"/>		

<b>Rural Development Programme Only</b>			
Scheme Name	<input type="text"/>		
Type Of Operation	<input type="text" value="--- Please Select ---"/>	Current Derogation	<input type="text" value="--- Please Select ---"/>
Future Derogation	<input type="text" value="--- Please Select ---"/>	Future Derogation Date	<input type="text" value="&gt;&gt;"/>
Category of Contribution	<input type="text" value="--- Please Select ---"/>	Additional Funding Option	<input type="text" value="--- Please Select ---"/>



Forecasts

Estimated Public Match Funding	2,090,861.00	Estimated Total Project Costs	5,309,389.00
Estimated Private Match Funding	0.00	Eligible Expenditure	4,686,577.00
Estimated Grant Award	2,595,716.00	Last Review Date	12/10/2010 >>
Forecast Expenditure 2015(Cumulative)	4,686,578.00	Forecast Expenditure 2016(Cumulative)	0.00
Forecast Expenditure 2017(Cumulative)	0.00		

Retrospection / Preliminary

Start Date(dd/mm/yyyy)	01/01/2007 >>	Retrospective or Preliminary Expenditure	Retrospective v
End Date(dd/mm/yyyy)	31/01/2010 >>		

Categorisation Codes

Categorisation Code - Priority Theme	23 Regional/local roads v	Categorisation Code - Economic Activity	11 Transport v
Categorisation Code - Type of Funding	1 Non-repayable aid v	Categorisation Code - Location	UKL1 West Wales and the Valleys v
Categorisation Code - Territory Type	0 Not applicable v		

Retention

Retention (%)	10.000000	Retention Value	259,571.60
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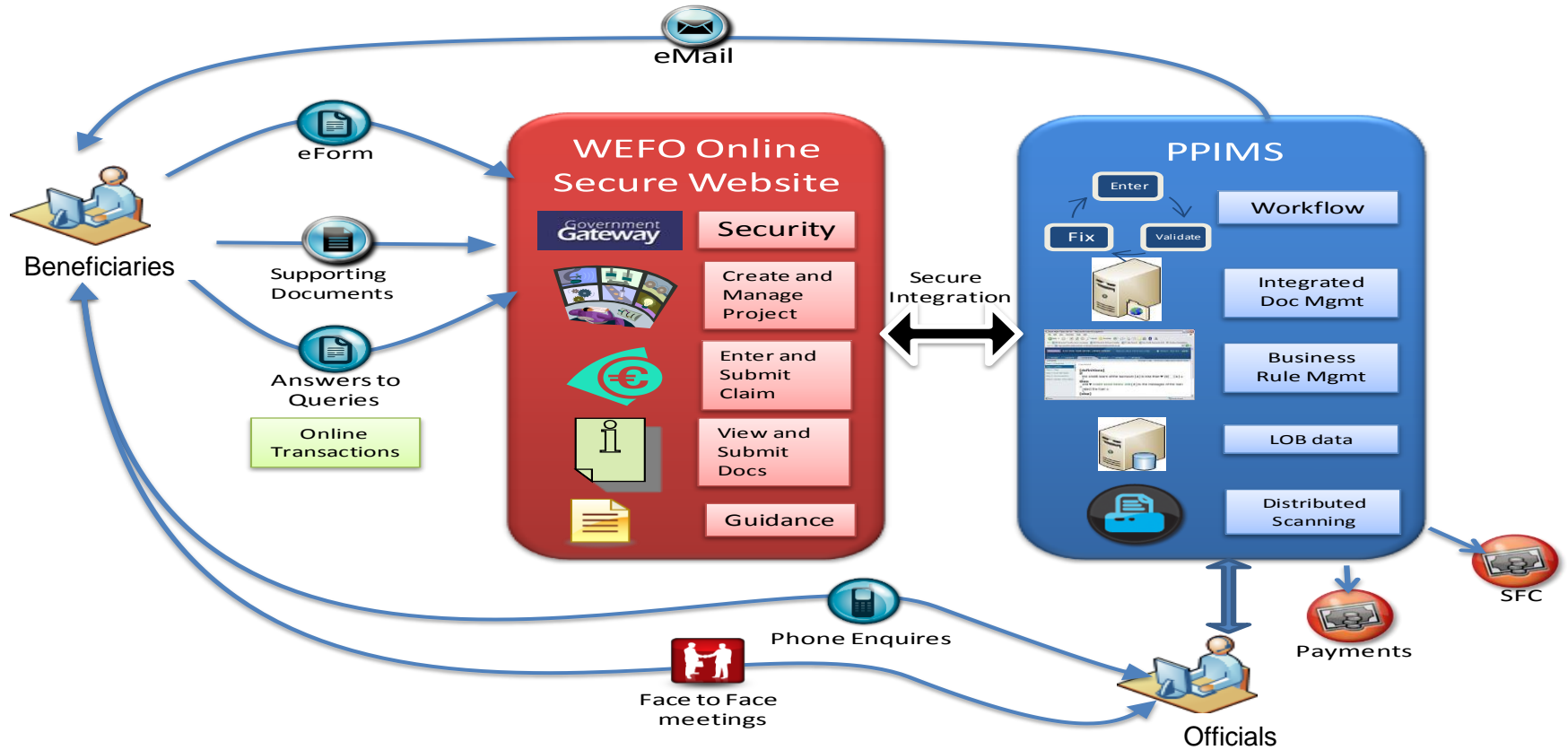
Reason For Change

Save

# How have we succeeded?

- **Collaboration across Designated Authorities**
  - Created a joint team from all designated authorities to **work in partnership** leveraging expertise to build a sound basis for joint analysis, development and implementation, within overall Welsh Assembly Government project governance.
  - Audit Authority and Paying Agency involved in all business and IT activities to ensure their requirements and needs were considered from the start and not retrospectively.
  - Have implemented common business processes across ESI funds to ensure consistency to approach from project proposal through to payment.
  - Standardised business rules and audit rules for the IT solution
  - Implemented these in a service orientated manner so they are used consistently across all PPIMS and WEFO Online functionality between Welsh Government and beneficiaries
  - Ensured that electronic communication and the WEFO Online solution is prime source of information from beneficiaries and only use paper where not other option is available

# WEFO – Online Service



# PPIMS and WEFO Online Compliance

Compliance of Portals for Use by Final Beneficiaries		WEFO Online
Level 1	Basic information provision provided to beneficiaries; passive website where information can be read.	Guidance Notes on WEFO Web site
Level 2	One-way interaction for beneficiaries to fill in information; downloadable forms on the website.	Project Idea Form (PIF) form
Level 3	Two-way interaction (Electronic forms that allow two way information exchange, meaning information can be uploaded into the system as well.)	Online Case summary; Expression of Interest; Delivery Profile; Claim Submission; Document Submission; Procurement
Level 4	Full electronic case handling. (eg. Follow-up the status of your files yourself).	EOI Process; Project Approval Process; Claim Process;
Level 5	Personalisation: pro-active and automatic handling (eg. pre-filled forms, deadlines, alarms,...)	Pre filled forms complying with only asking once requirement

# Where are we now

- Central repository of information accessible across WG Funding Divisions and Audit Authority
- Consistent management information
- Information recorded once and used many times
- Better audit trails
- Improved payment process and EC drawdown
- Beneficiary online access to documents
- Online claims and automatic checking give fewer errors
- Compliant with eCohesion Regulations

**Any Questions?**

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