



14th May 2007

PRESS RELEASE – WALTHAM FOREST ONECARD

Waltham Forest Council has launched a new multi-application smartcard for its residents called the OneCard. Initially, the OneCard is configured for residents to pay their rent, council tax and other council payments and for council staff to use as ID and to access key council sites. This pilot project has been delivered within the timescale and budget set in the autumn of 2006 for the replacement of the existing AllPay cash collection card.

Unlike most other payment cards used by local authorities, the OneCard is much more flexible. It does not need to be re-issued if the resident moves. Other applications can be added by using free space on the smart chip or simply reading the unique card number. Cash payments can be made to different accounts which are registered against the card (e.g. rent, council tax, garage rent and sundry debt). For over 10,000 residents, the OneCard replaces multiple AllPay cards used to pay rent and council tax at Post Offices and PayPoint locations.

The council has been assisted by technology partner Smartran to manage and implement the new card. The work has involved analysing and re-defining existing processes to work with the new cards. The project has included the implementation of a comprehensive card management service supplied by Unicard Ltd, which has been loaded with existing resident details and is used to issue new cards and maintain existing accounts. The cards have been ordered through the framework contract with G&D negotiated by London Connects that ensures technical compatibility with cards being rolled out by other London Boroughs under the 'Your London Scheme'.

Smartran's Managing Director Kevin Farquharson commented, "We were always confident that this would be a successful project, and that significant savings could

be realised for the Council. The foundations are now in place to enable Waltham Forest to transform the way it delivers some services and enhance the citizen experience.”

Waltham Forest Council and Smartran selected the “multi-scheme” solution from Co-operative Bank for the cash collection application. The solution offered significant flexibility and convenience for the Council. As the Council already banks with the Co-operative, setting up the new arrangement and integration of the financial transaction processing proved straightforward. The Co-operative handles the relationship with the Post Office and PayPoint, as well as consolidating all the payment transactions into a single file. Smartran specified and developed the solution to process the payment transactions, which ensures payments are credited to the correct resident’s account.

A key element to the successful delivery of the project was effective communications and co-ordination with stakeholders (internal and external), suppliers and service providers. Through the joint Waltham Forest Council / Smartran project board and themed sub-groups, regular communications and monthly stakeholder steering group meetings, all parties were kept involved and co-ordinated on the delivery of the project.

Waltham Forest Project Sponsor Max Carter commented: “We are delighted to have achieved a successful launch for the new OneCard. By working with our project partner Smartran, involving stakeholders from an early stage and utilising the Waltham Forest Project Life Cycle, we have been able to meet our immediate requirements for cash collection and provided the foundation for future smartcard based applications.”

Ends

Issued by: Smartran Ltd

Notes to Editor:

Smartran Limited provides solutions, independent consultancy and project management services. Smartran delivers exciting, innovative and effective solutions for multi-application smart card schemes and related retailing, cash collection, payment, e-commerce and settlement requirements. Smartran was closely involved with the National Smart Card Project (NSCP) and the early starters using the NSCP starter kit. Smartran has assisted a wide range of organisations including projects for

Chester City, Waltham Forest, DfT, ODPM and Bracknell Forest. Smartran was engaged by Waltham Forest Council to deliver a multi-application smartcard which will initially be used by over 10 000 residents to pay council tax, rent and other bills.

For further information, you can contact Kevin Farquharson on:

Tel: 01483 772241
Email: kevin@smartran.co.uk
Web: www.smartran.co.uk

3000 Cathedral Hill
Guildford
GU2 7YB