
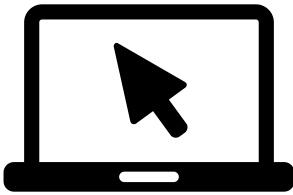
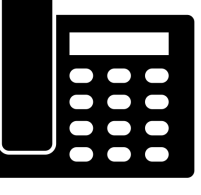

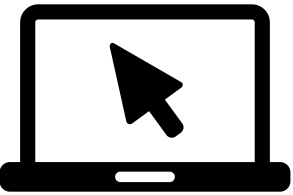

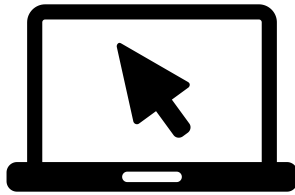

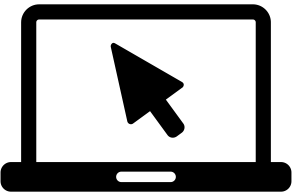

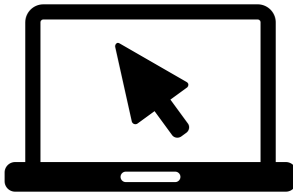
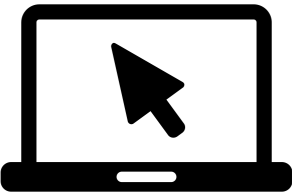
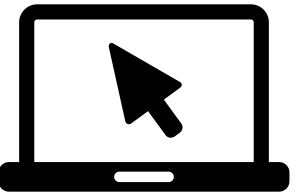
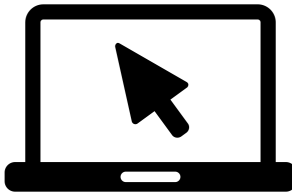


Rod Catch Returns

As-is Service Blueprint

Timeline	NOVEMBER	DECEMBER		JANUARY	FEBRUARY		MARCH	APRIL
Customer Action	<div>1</div> <div>Gets a reminder to complete a catch return</div>	<div>2</div> <div>Collects details to complete return</div>	<div>3</div> <div>Fills in the return</div>	<div>4</div> <div>Sends the return back</div>	<div>5</div> <div>Data is consolidated into single source</div>	<div>6</div> <div>Data is validated</div>	<div>7</div> <div>Reports are generated</div>	<div>8</div> <div>Findings are published</div>
Channel	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Frontstage	<div>Receives an email (if email provided when buying the licence).</div> <div>Receives a reminder letter, with a paper form enclosed.</div>	<div>Looks up licence number, and postcode used when purchasing.</div> <div>Details are already on reminder letter.</div> <div>Calls Environment Agency (NCCC) to help recover licence number/postcode.</div>	<div>Uses fishing diary, notebook, spreadsheet, and other methods to add data required to complete return.</div> <div>Uses Report your Catch Return online service.</div> <div>Completes paper form.</div>	<div>Posts form is there a free return envelope provided?</div> <div>Submits return via online service.</div>				<div>Visits GOV.uk to view and download report.</div>
Backstage	<div>Extract from CRM of users that have not completed a return.</div> <div>Single licences holders sent to printers.</div> <div>Multiple licence holders handled internally.</div>	<div>NCCC providing phone support via a dedicated number(?).</div> <div>NCCC have access to CRM containing licences and postcodes.</div>	<div>CRM of users.</div> <div>Database of completed returns.</div>	<div>Database of completed online returns.</div> <div>Boxes in Brampton office, returns 'graded' into 3 piles - Did not fish, Effort, Full Catch</div>	<div>Staff in Brampton take paper returns and enter them manually into access database via bespoke interface.</div>	<div>Data output into seperate shreadsheets and sent out to Area offices, who review and remove "impossible" data.</div>	<div>Area uploads updated dataset onto shared EA drive (O:/I).</div> <div>Pre-defined queries are run against updated dataset for annual reports (ICES, Salmonid and Freshwater Fisheries Statistics for England and Wales).</div> <div>Original dataset from Anglers is unchanged.</div>	<div>Reports added to GOV.uk, and delivered to responsible bodies.</div>
Support		<div>NCCC can escalate issues to Brampton team if they cannot resolve using CRM data.</div> <div>What SLA do we have with NCCC?</div>		<div>Paper returns that have problems are graded into 4th pile 'Issues' - and allocated to Senior Officer in Brampton to resolve.</div>	<div>Access database interface was built by a colleague in another office, and they can be contacted if there is a problem.</div>			<div>Are alternative formats of the report available? Can I get a printed/braille/ audio version?</div>
	EXTERNAL				INTERNAL			