

# Accelerating Outcomes Automation in Local Government



SOUTH KESTEVEN  
DISTRICT COUNCIL

**Our Aims**

**Benefits and  
Next Steps**



**Supporting  
Our Services**

**Planning  
Demo**

# Our Aim – Why Intelligent Automation?

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## Transforming Workforce

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Deliver efficiently through a blended workforce. Allowing teams to focus on adding value



## Improved Customer Experience

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Processes performed quicker and more consistent, it allows frontline staff to spend more time supporting residents to achieve better outcomes



## Innovation

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Utilising new and innovative technology to enable the delivery of better outcomes for our citizens



## Collaboration

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Joint teams focussed on capacity and pace, development of innovative solutions sharing insights.

# Developing a new model for public and private sector innovation



SOUTH KESTEVEN  
DISTRICT COUNCIL



# Supporting our services with Intelligent Automation

**COUNCIL TAX  
CHANGE OF  
ADDRESS/ MOVE-IN**



**BENEFITS CHANGE  
OF CIRCUMSTANCES**



**HOUSING  
APPLICATIONS**

**DISCRETIONARY  
HOUSING  
PAYMENTS**



**PLANNING  
APPLICATIONS  
(3 processes)**

**\*Overpayment was descoped but  
benefits were delivered through  
wider process improvement**

# SKDC Planning Process Demo

The screenshot displays the Blue Prism RPA software interface. The main window is titled "Sessions - Control currently running sessions". It features a navigation pane on the left with icons for Home, Studio, Control, Analytics, Releases, and System. The "Control" tab is active, showing a tree view of processes on the left and a main workspace with "Available Processes" and "Resources" sections. Below these sections is a table of running sessions.

Environment	Start Selected Sessions	Stop Selected Sessions	Show Session Variables	Show:				
P011a - Planning 1	All	All	Pending	Today				
ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
299	P011a - Planning 1	UKSDRRP01DMVM07	BP.DevRunt...	Pending	8/14/2019 4:08:59 PM			

At the bottom right of the interface, there are logos for South Kesteven District Council and Boxey. The South Kesteven District Council logo includes the text "SOUTH KESTEVEN DISTRICT COUNCIL" and "GRANTHAM • STAMFORD • BOURNE • THE DEEPINGS". The Boxey logo is a yellow rectangle with the word "BOXEY" in white text.

# Benefits and next steps

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## Benefits

- ▶ Cashable benefits with released capacity
- ▶ Staff focusing on value adding citizen services
- ▶ Improved staff satisfaction
- ▶ Improved effectiveness of processes
- ▶ Improved customer journeys

## Next Steps

- ▶ Expand the use of automation and innovation solutions across the Council
- ▶ Use the success to continue to embed an innovation culture into the Council
- ▶ Collaborate with other innovative organisations reusing the SKDC work delivered through BoxEY

## EMEA RPA Newcomer Award at the Blue Prism Awards 2020



# How to get involved?

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