

Cumbria County Council

Digital Transformation and Low-Code

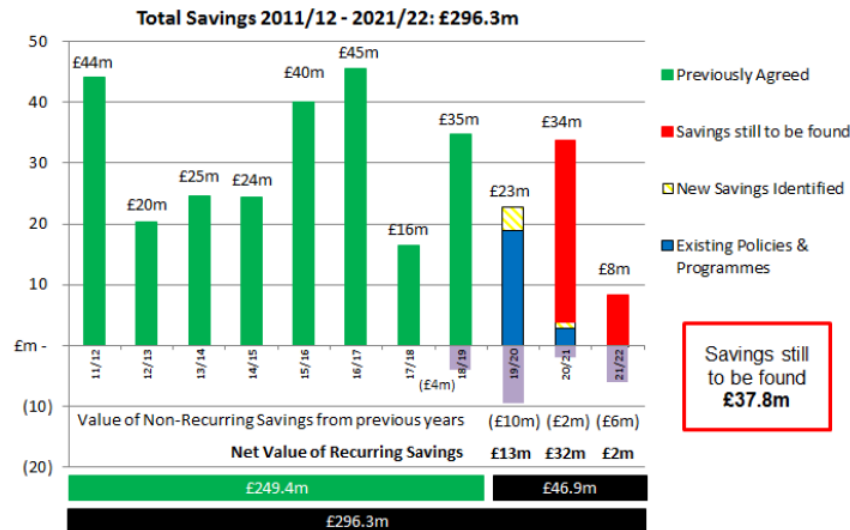


Serving the people of Cumbria

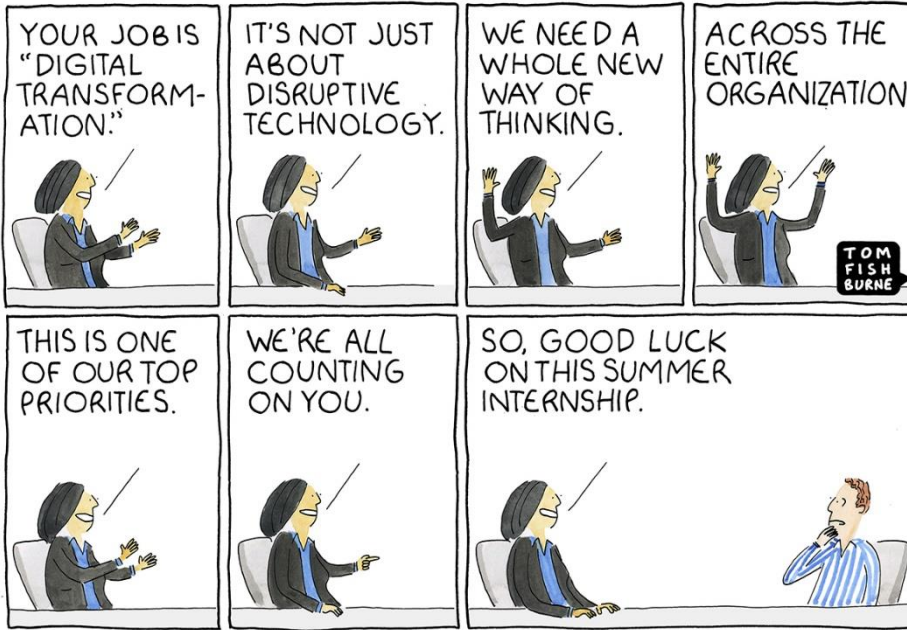
> Cumbria County Council – an overview

Medium Term Financial Plan: 2018/22

- 498k residents, 3rd largest county, and 2nd least densely populated.
- By 2029, >50% over age of 50
- 4,900 miles of roads, 1775 bridges
- 322 schools, 69k pupils
- 8k frail elderly residents and vulnerable adults



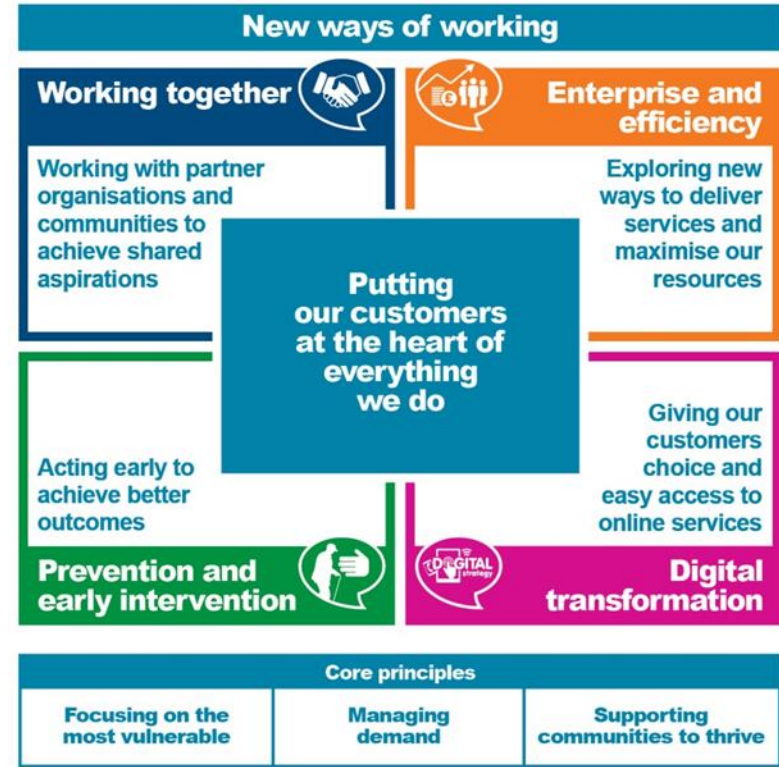
> Digital Transformation



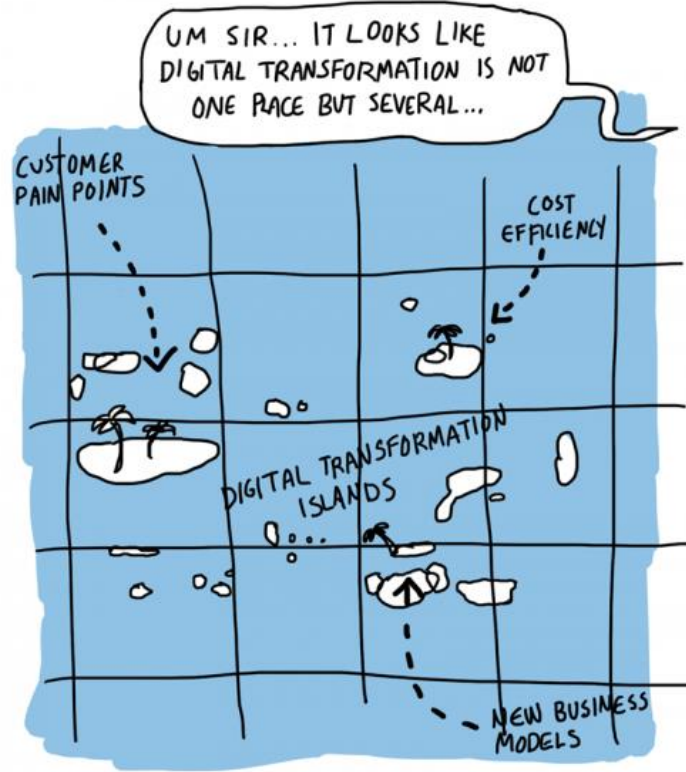
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> Things have changed

- > Using digital to transform services in order to deliver better outcomes for customers



> **But the challenges are significant...**



- **‘It’s not happening fast enough...’**
- **We were starting from scratch, with the scope of the project changing and growing – service centre development, digital platform, website refresh**
- **Funding - £500k over two years for whole of digital programme**
- **Cultural issues - ‘We need an online form...’**

> **Technology as an enabler...**

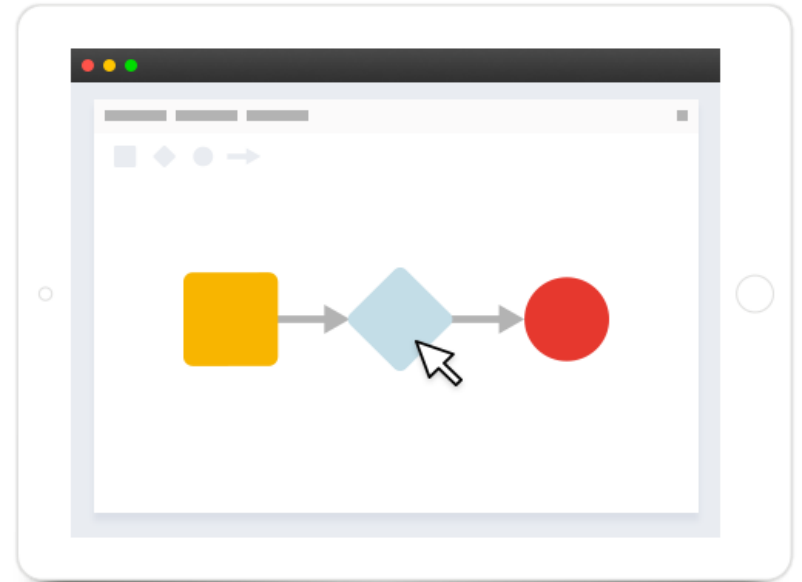
“If you’re optimising an existing function, look at how digital tools can improve the entire end-to-end process, rather than bolting on a nicer front face to an old way of working.”

“The level of transformation that digital technologies can enable is primarily down to how much of the process or way of working you are willing to change”



➤ Why Low-Code?

```
if(parameters.contains("name") and p.name = :name)
  hql += " and p.name = :name"
}
8 if(parameters.contains("age")){
9   hql += " and p.age = :age";
10 }
11 TypedQuery<Person> query = em.createQuery(
12   "select p from Person p where " + hql);
13 if(parameters.contains("name")){
14   query.setParameter("name", values[0]);
15   query.setParameter("age", values[1]);
16 }
```



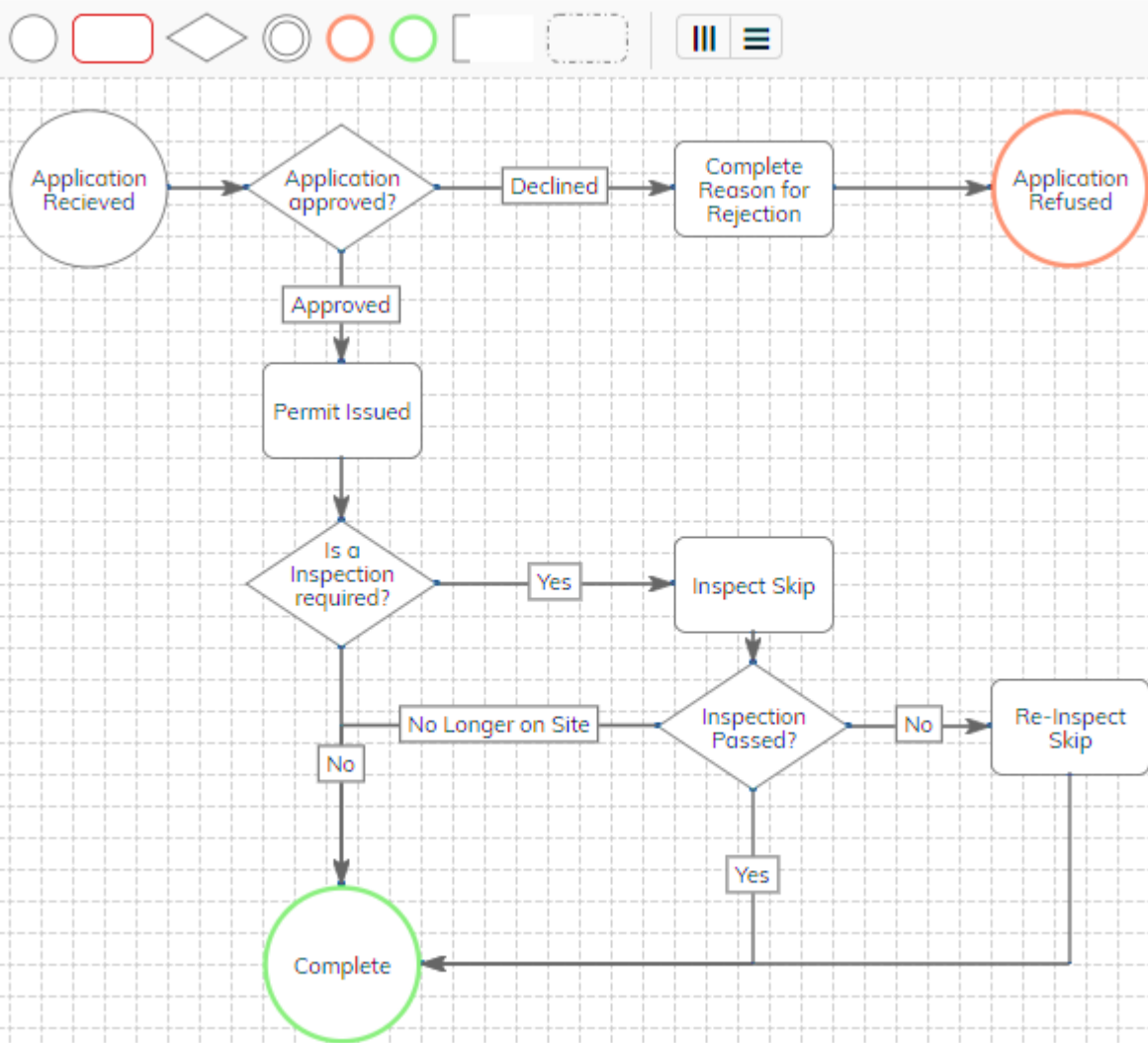
> **Is it working?**

- **Development timescales vastly reduced**
- **Process improvements already evident**
- **Stakeholder engagement in the process – real connection with the work and creating a buzz in the teams we're working with**
- **We're embracing agile – it doesn't have to be perfect, we'll change as we go**
- **And we've only got 2 Business Analysts and 1 technical officer doing it**

> Pilot processes



- > Blue badges
- > Skips and scaffolding permits



Skips and Scaffolding Permits

- **12 week development scoping to live**
- **Replaces module of larger system**
- **Upload photos in field**
- **Automation of inspections**

Blue Badges

- **14 weeks development to launch**
- **Full end to end system**
- **Integrations with central badge record and gov.uk/pay**
- **Quicker issue of badges**

The screenshot displays the 'Agent -' interface for a Blue Badge application. At the top, the 'Cumbria County Council' logo is visible. The main header includes a 'Back' button and an 'Edit' dropdown menu. Below the header, a summary bar shows the case reference 'AI/1662', a 'Potentially a Duplicate!' warning, and various application details: Full name 'test PIP', State 'UNPAID', Status 'Active', Type of application 'Apply for a badge', Eligibility criteria 'PIP', Calculated Score 'Not applicable', and CCC Full Address 'test test AA1 1AA'. The interface is divided into several sections: 'Case Details' (with sub-tabs for Further Application Details, Documents, Notes, Messages, Case History, and Advanced Case Actions), 'Applicant contact details' (showing email 't@t.com', address 'test test AA1 1AA', and phone number '123456789'), 'Applicant details' (showing personal information like DOB, age, gender, and birthplace), and 'Case Actions' (with a 'Pend application' button). The 'Keystages' section is highlighted in yellow and shows a table of application clarification questions with radio button responses. A green 'Complete' button is visible at the bottom of the keystages section.

Stage	Response	Completed
Application clarification	Has all the evidence and supporting documentation been received?	
Proof of address *	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Proof of identity *	<input type="radio"/> No <input checked="" type="radio"/> Yes	
Photograph *	<input type="radio"/> No <input checked="" type="radio"/> Yes	
£10 fee *	<input checked="" type="radio"/> No <input type="radio"/> Yes	
<i>A payment value can only be changed by taking or recording a payment before completing this section.</i>		
Evidence of PIP *	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is the application form complete and all other required information received?		
Application form completed in full? *	<input type="radio"/> No <input checked="" type="radio"/> Yes	
<input checked="" type="button" value="Complete"/>		

Waste Permits

- **4 weeks development to launch**
- **Full end to end system**



The screenshot shows a web browser window with the URL <https://cumbria-apply.onmats.com/web/page/S28CCCE1>. The page header features the Cumbria County Council logo. A pink 'NEW' badge is followed by the text: 'This is a new service. To help us make improvements, please provide feedback'. The main heading is 'Apply for a household waste recycling centre permit'. Below this is a section titled 'Before you start' with the text: 'You'll need the following to apply for a household waste recycling centre permit'. A bulleted list follows: 'Vehicle ownership details (if applicable)', 'Vehicle registration details (if applicable)', 'Hire company details (if applicable)', and 'Trailer details (if applicable)'. At the bottom, a warning states: 'Please be aware that unfortunately at the moment you are unable to save a partially completed form'. Below this, it says: 'By proceeding with this application you are confirming that you have read and understood the council's privacy notice.' A vertical 'FEEDBACK' button with three colored icons is visible on the right side of the page.

> **We're also working on...**

- **Customer Experience Management solution**
- **Business and residents' portals to enable tracking of transactions**
- **Residents Parking Permits**
- **Further highways related permits**
- **Archives service**
- **Complaints and Freedom of Information requests**

> **The feedback is encouraging...**

- > **I would like to say a huge big thank you for introducing the new skips and scaffold system. I have worked for CCC for approx. 15 years and I've not heard words like fantastic and it's bloody marvellous to describe a system that we are using.**
- > **Probably the best form I have used. So quick and easy to order a replacement badge.**

> But it's hard work!

- > Culture of wanting a specific system to do a specific thing is going to take time to change**
- > We're still the Digital team, but this is misleading – we're actually a multi-disciplinary team using technology to support service redesign**
- > Low code doesn't mean no code – it broadens access but still requires skills**
- > And it's a challenge to the status quo!**

> What's next?

- > **Opportunities to accelerate with low-code community – where can we share our applications, collaborate with others to develop**
- > **Priority of identifying common components of other systems we're using - can we rationalise our estate?**
- > **Development of increased user engagement in process redesign**
- > **Ultimately – ambition to widen access to low code across the organisation so people can develop processes themselves**

Questions