

Cumbria County Council

Digital Transformation and Low-Code

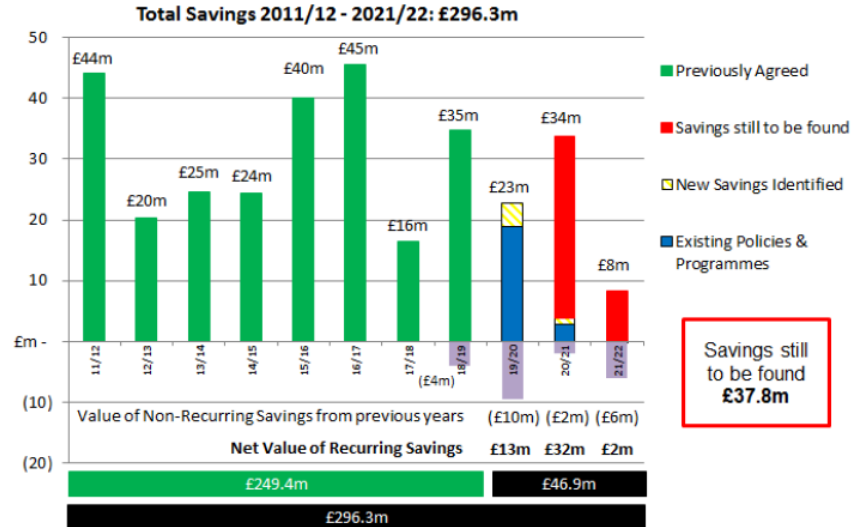


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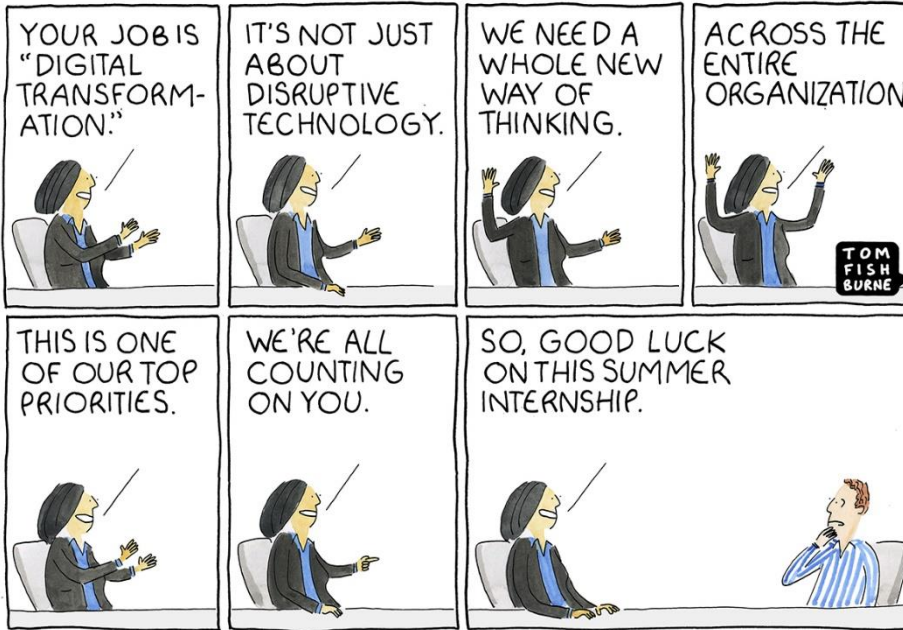
> Cumbria County Council – an overview

Medium Term Financial Plan: 2018/22

- **498k residents**
 - **3rd largest county**
 - **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



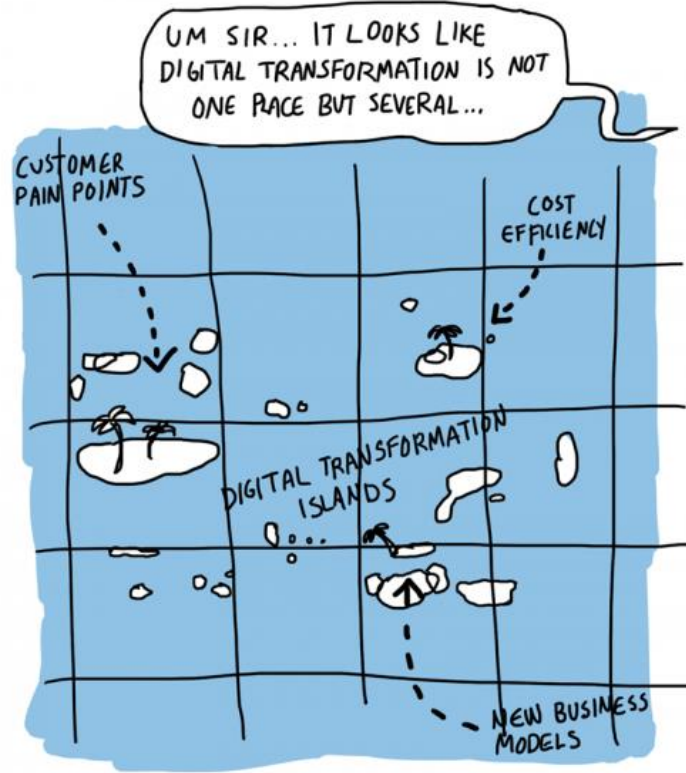
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> Things have changed

- > 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 three years for whole of digital programme**
- **Cultural issues - ‘We need an online form...’**

> Technology as an enabler...

“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”



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➤ **Why Low-Code?**

- **Market research, looking at trends elsewhere, saw a case study around the work being done at Adur and Worthing – sparked our interest.**
- **Forrester research - 5 to 10x less resource to accelerate digital transformation projects.**
- **Fast to learn and easy to deploy – broadens potential base of people able to use it – we have a very small team!**
- **Drive for application rationalisation across the Council**

> **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 a team of 4**

> Pilot processes



- > Household Waste Recycling Permits
- > Skips and scaffolding permits

> **Household Waste Recycling Permits**

- **4 weeks development to launch, including staff TUPE from external organisation**
- **Full end to end system from customer application to production of permit**
- **Automation of processes has released capacity (staff now supporting things like issuing blue badges)**
- **Integration with DVSA's MOT data – vehicle look up to help deal with false applications**

Notes

Completed 80%

Person details

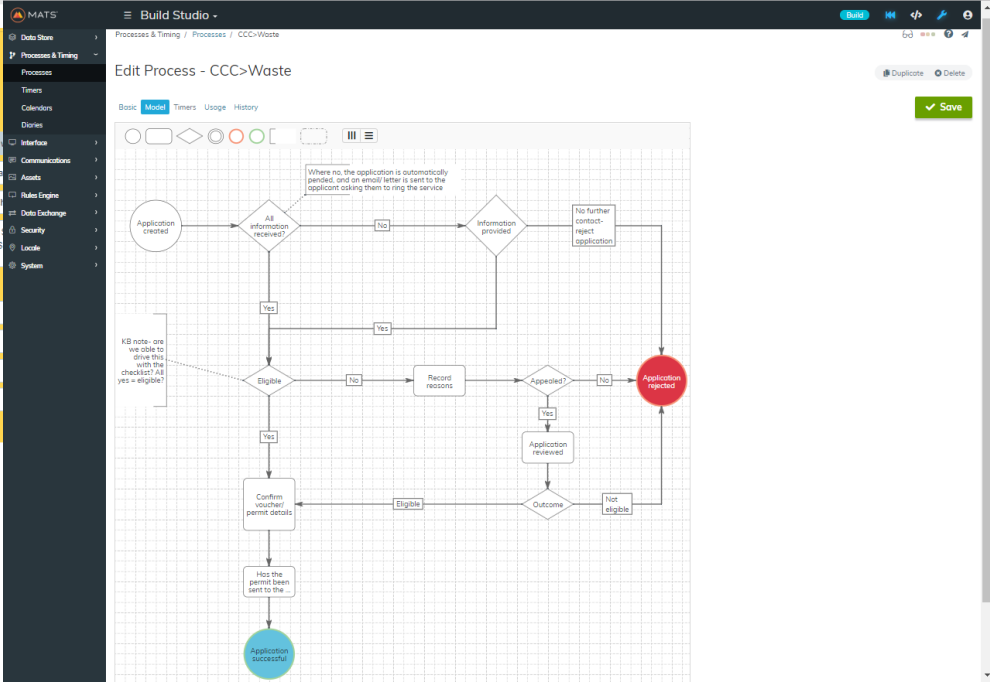
Full name: TESTER THREE
 Phone number: 012255555
 Mobile number: -
 Email address: craig.barker@cumbria.gov.uk
 Address line 1: 32 BRAMBLE COTTAGE
 Address line 2: THE BRIAR
 Town: CARLISLE
 Postcode: CA1 1AA

Permit details

Type of permit: Vehicle
 Descriptive Site Name: CARLISLE (Bousteads Grassing) HOUSEHOLD WASTE RECYCLING CENTRE
 Start date of permit: -
 Permit Month: JULY
 Description of waste being disposed: 2 OLD BATHROOM SUITES. A LOT OF OLD FURNITURE AND FIVE HUNDRED VIDEO CASSETTES
 Do you own the vehicle?: Yes

Keystages

Stage	Response
Confirm voucher/ permit details	<p>Generated permit no. Auto</p> <p>Vehicle_pedestrian permit Vehicle</p> <p>Permit type * One month general</p> <p>Site Description * CARLISLE (Bousteads Grassing)</p> <p>Vehicle * Please type to search</p> <p>Description of waste being disposed * 2 OLD BATHROOM SUITES AND FIVE HUNDRED VIDEO CASSETTES</p> <p>Permit requested start date</p> <p>Start date of permit * 19/09/2019</p> <p>Expiry date of permit (month) * 20/10/2019</p> <p>Permit Month * JULY</p> <p>Permit Year * 2019</p> <p>Complete</p>



➤ **Household Waste Recycling Permits**

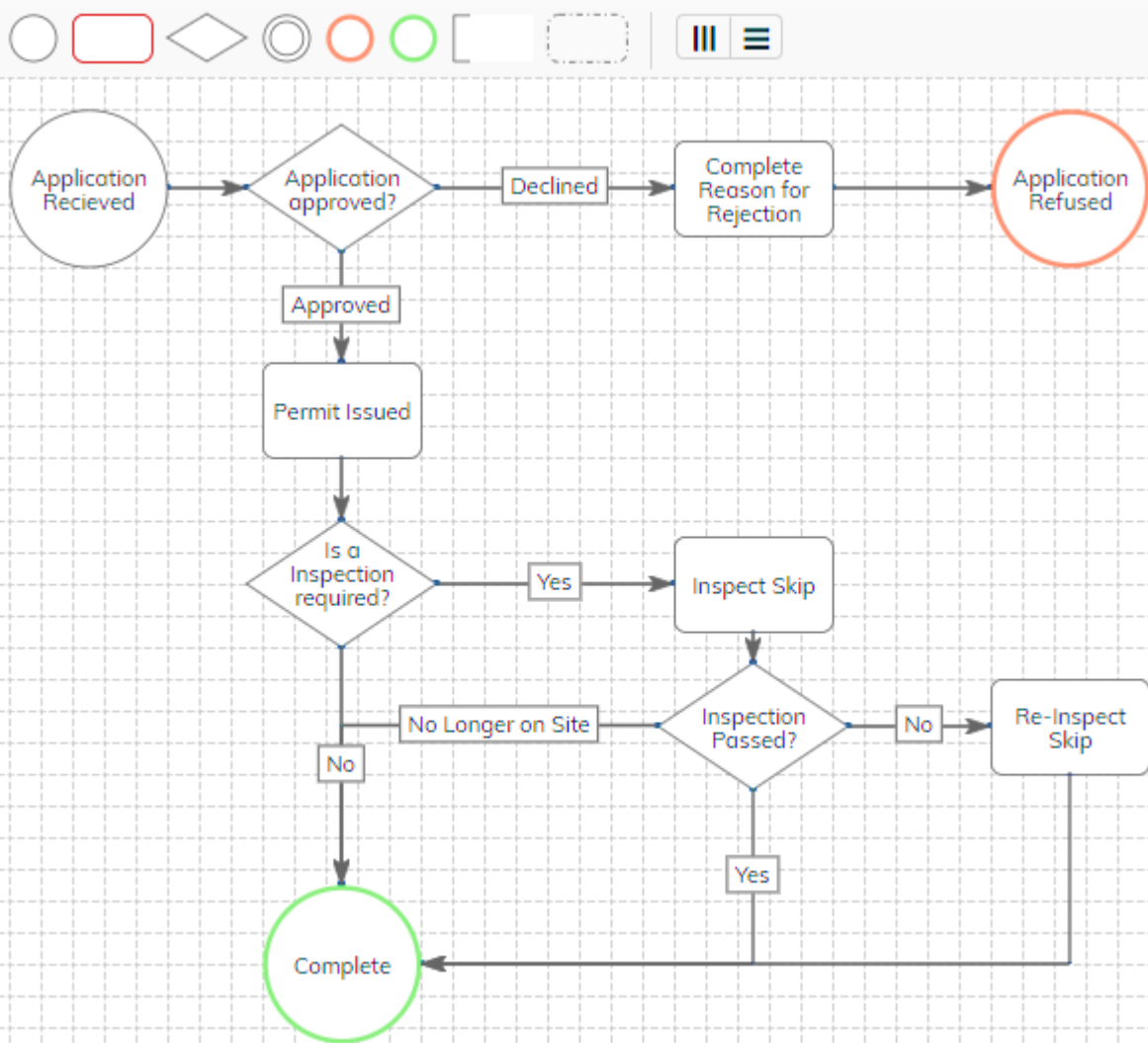
➤ **Now at 80% online applications**

➤ **Good customer feedback**

➤ **Next steps:**

➤ **Introduction a customer account for those making multiple applications**

➤ **Work with operatives on the ground to find a solution to production of paper permits**



Skips and Scaffolding Permits

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

> We're also working on...

- > Customer Experience Management solution, integrated with telephony solution**
- > Business and residents' portals to enable tracking of transactions**
- > Residents Parking Permits**
- > Further highways related permits**
- > Archives service**
- > Complaints/FOI/EIR/SAR resolution system**

> **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 – supporting the rationalisation of 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 (with appropriate training, support and governance mechanisms!)**

Questions

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