

“The Public Sector never pays twice”

How are councils and their residents benefiting from well designed reusable cubes on Placecube’s Digital Place?



Placecube's customers share the goal of transforming their services

“Applying the culture, processes, business models and technologies of the internet era to respond to people’s raised expectations”

Tom Loosemoore, 28 Jun 2017



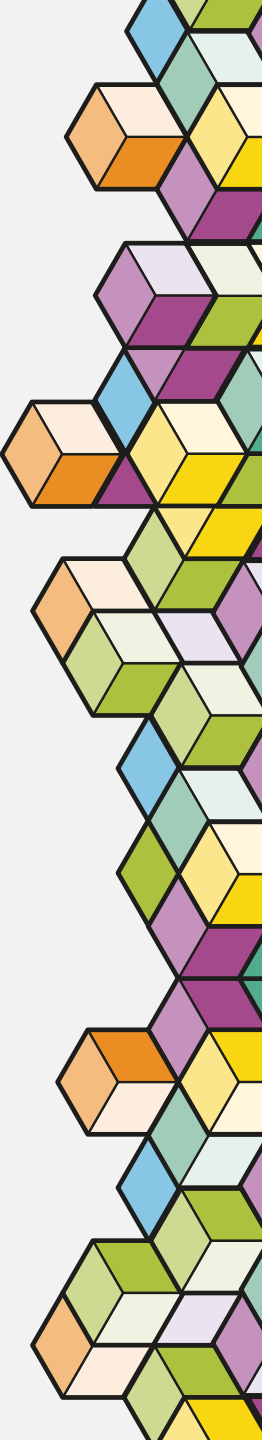
But they also share challenges

High demand

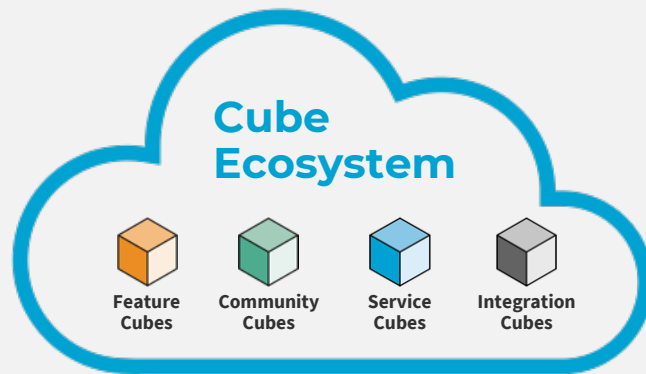
Reducing budgets

Need to deliver quickly

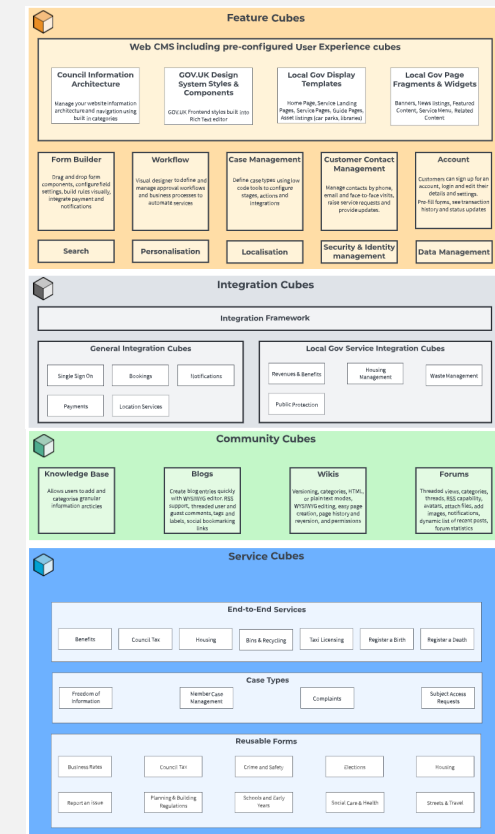
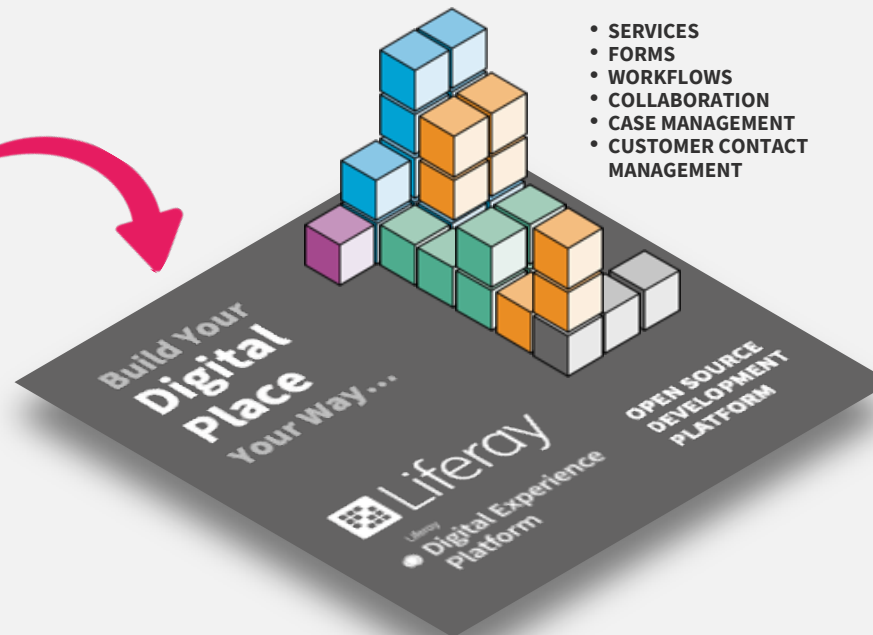
Difficult to use closed legacy systems



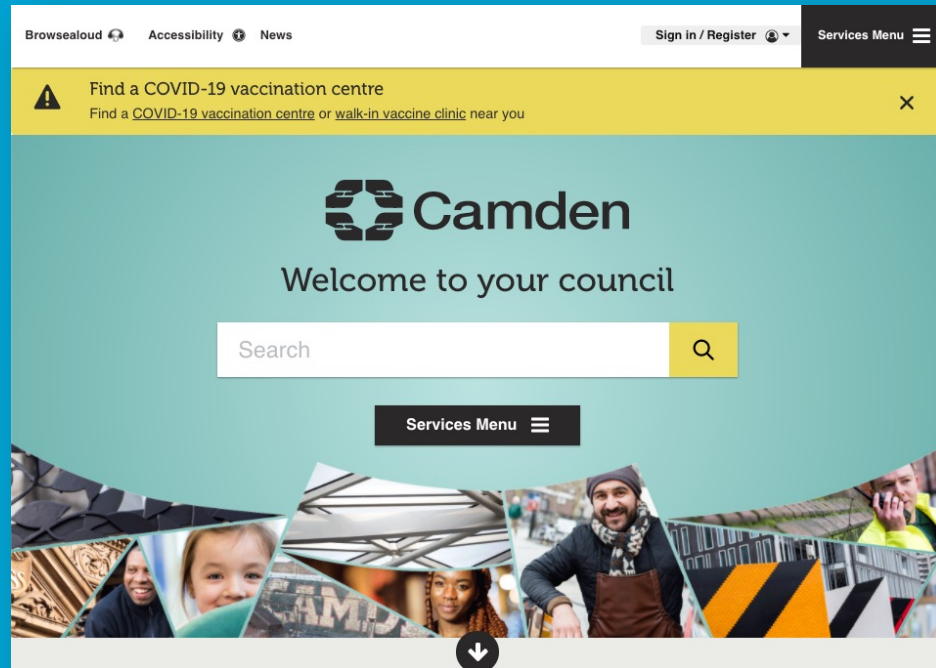
So we help our customers to provide modern digital services and websites



Your open digital platform for making and re-using local services **designed by local government for local government**



How our customers use Digital Place



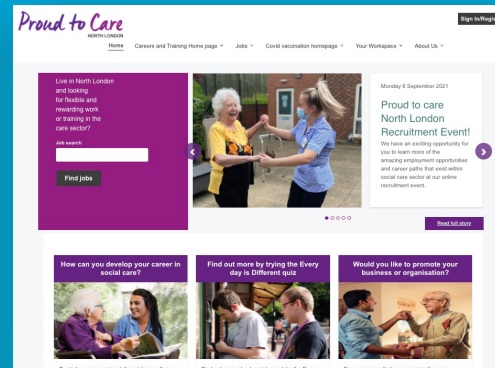
Browsealoud Accessibility News Sign in / Register Services Menu

Find a COVID-19 vaccination centre
Find a [COVID-19 vaccination centre](#) or [walk-in vaccine clinic](#) near you

Camden
Welcome to your council

Search

Services Menu



Proud to Care
NORTH LONDON
Recruitment Event

Live in North London and looking for flexible and rewarding work or training in the care sector?

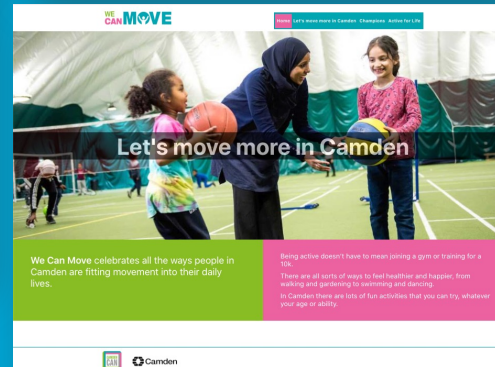
Find jobs

Monday 8 September 2021

Proud to care North London Recruitment Event!

We have an exciting opportunity for you to learn more of the amazing employment opportunities and career paths that our active social care sector at our online recruitment event.

How can you develop your career in social care?
Find out more by trying the Every day is Different quiz
Would you like to promote your business or organisation?

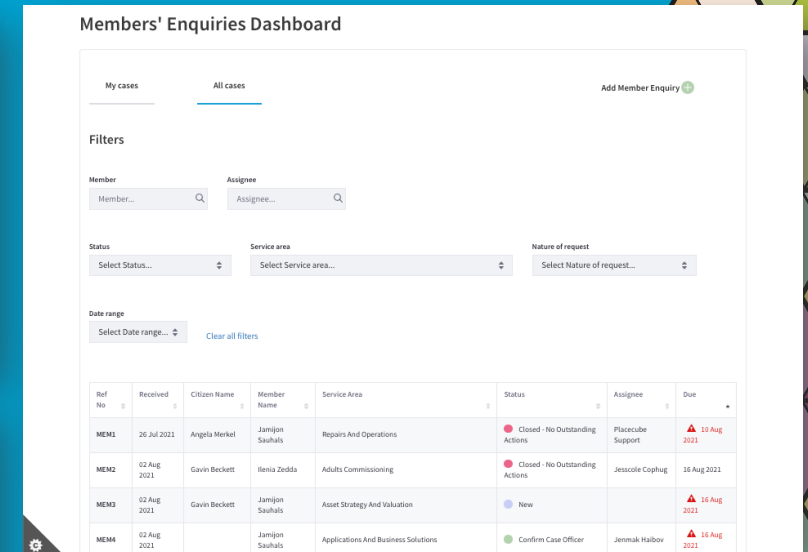


WE CAN MOVE
Camden

Let's move more in Camden

We Can Move celebrates all the ways people in Camden are fitting movement into their daily lives.

Being active doesn't have to mean joining a gym or training for a 10k. There are all sorts of ways to feel healthier and happier, from walking and gardening to swimming and dancing. In Camden there are lots of fun activities that you can try, whatever your age or ability.



Members' Enquiries Dashboard

My cases All cases Add Member Enquiry

Filters

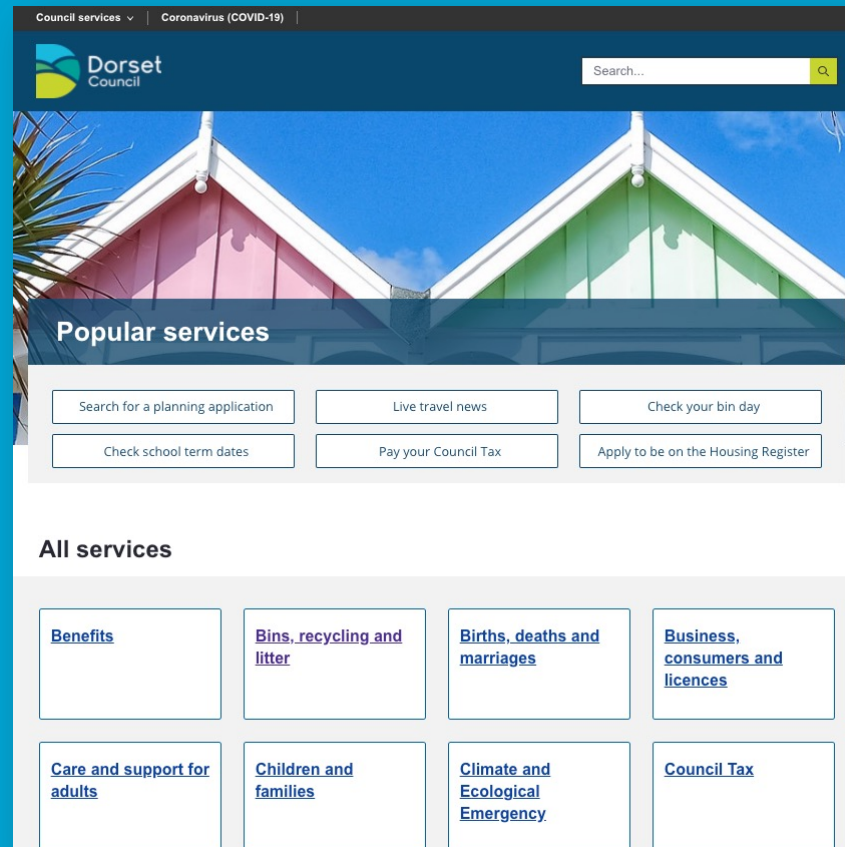
Member: Assignee:

Status: Service area: Nature of request:

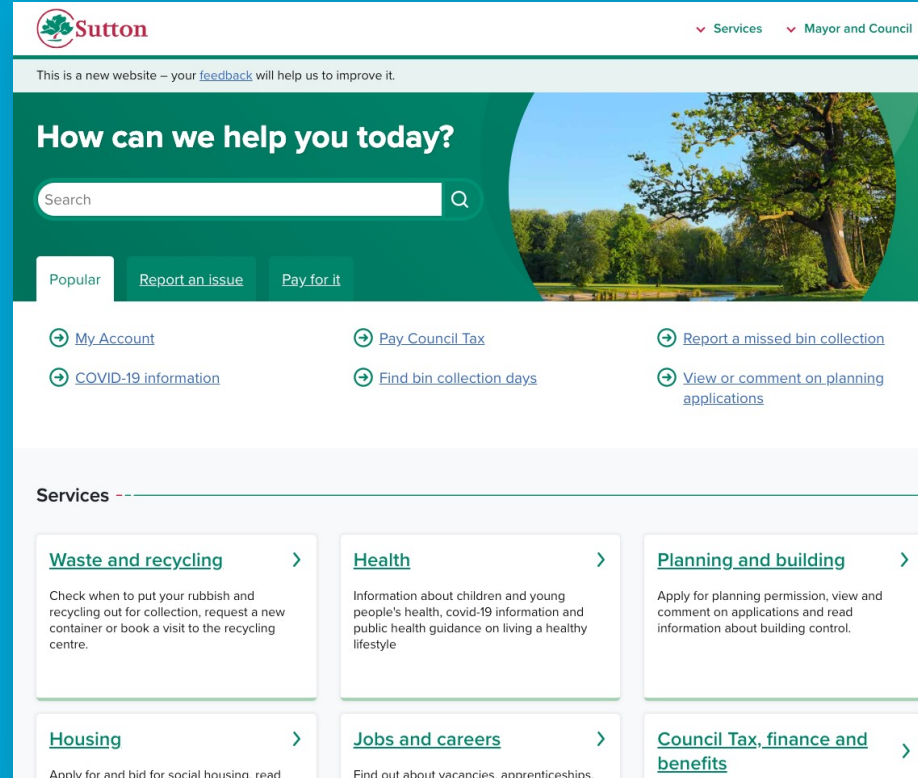
Date range: Clear all filters

Ref No	Received	Citizen Name	Member Name	Service Area	Status	Assignee	Due
MEM1	26 Jul 2021	Angela Merkel	Jamijon Saahals	Repairs And Operations	Closed - No Outstanding Actions	Placecube Support	10 Aug 2021
MEM2	02 Aug 2021	Gavin Beckett	Henia Zedda	Adults Commissioning	Closed - No Outstanding Actions	Jesscole Cophug	16 Aug 2021
MEM3	02 Aug 2021	Gavin Beckett	Jamijon Saahals	Asset Strategy And Valuation	New		16 Aug 2021
MEM4	02 Aug 2021		Jamijon Saahals	Applications And Business Solutions	Confirm Case Officer	Jemmali Halibor	16 Aug 2021

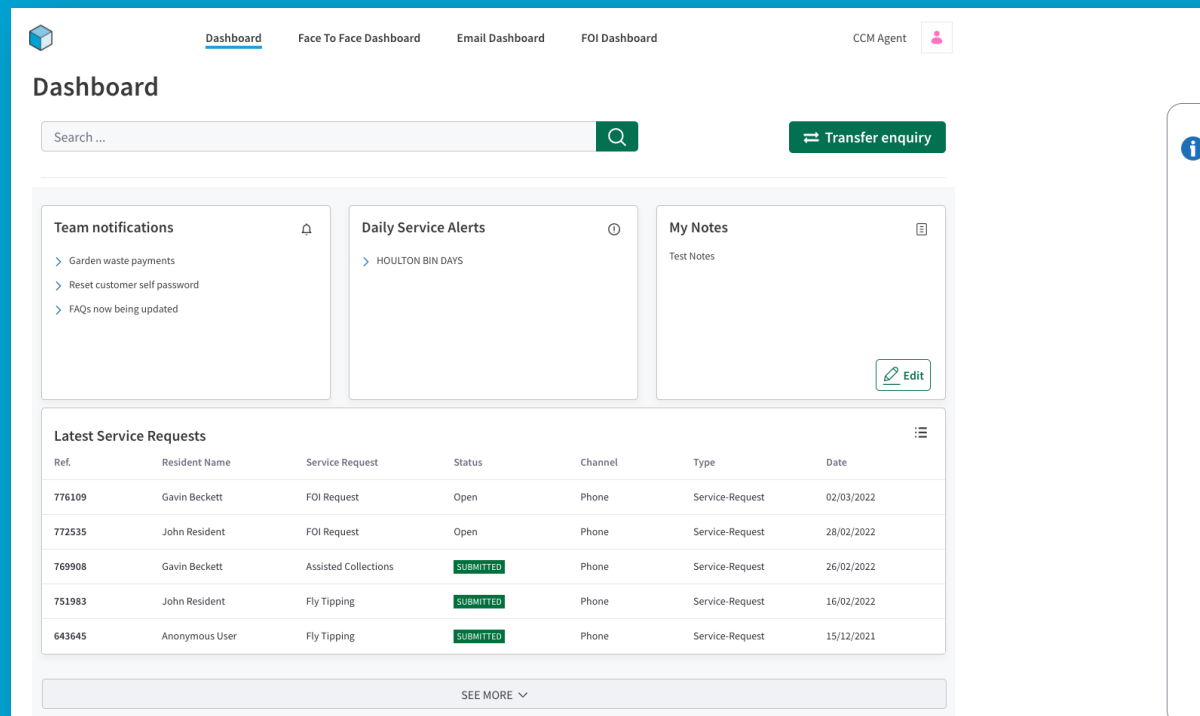
How our customers use Digital Place



How our customers use Digital Place



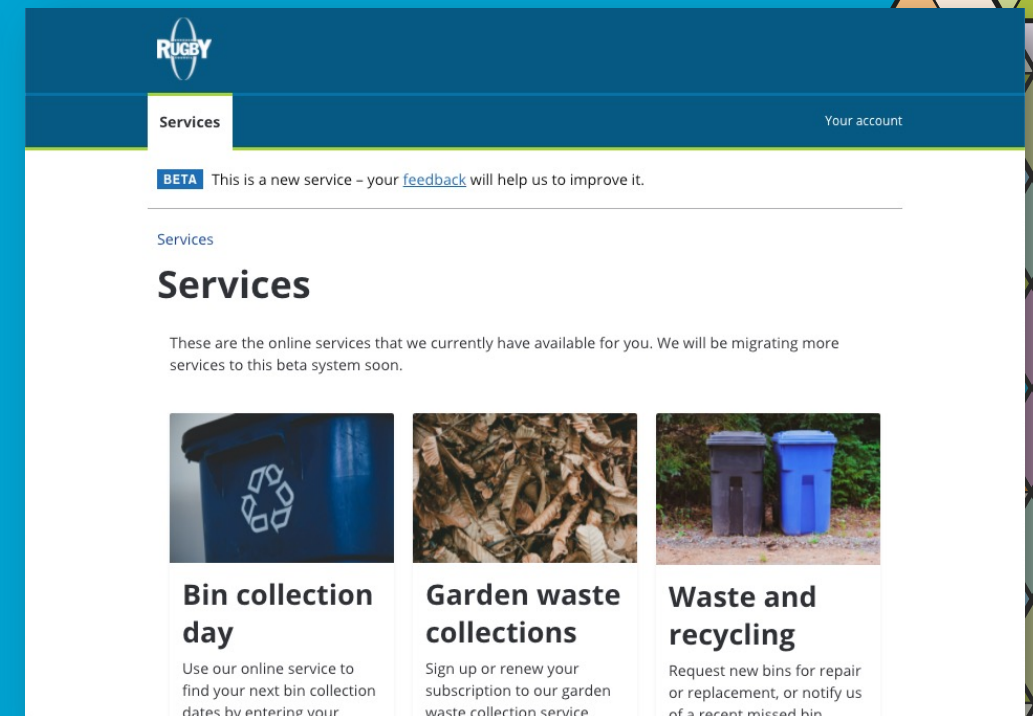
How our customers use Digital Place



The dashboard interface shows a top navigation bar with links to Dashboard, Face To Face Dashboard, Email Dashboard, and FOI Dashboard. A user profile for 'CCM Agent' is visible in the top right. The main content area is titled 'Dashboard' and includes a search bar, a 'Transfer enquiry' button, and three panels: 'Team notifications' (listing garden waste payments, password reset, and FAQ updates), 'Daily Service Alerts' (showing 'HOULTON BIN DAYS'), and 'My Notes' (containing 'Test Notes' and an 'Edit' button). Below these panels is a 'Latest Service Requests' table with columns for Ref., Resident Name, Service Request, Status, Channel, Type, and Date.

Ref.	Resident Name	Service Request	Status	Channel	Type	Date
776109	Gavin Beckett	FOI Request	Open	Phone	Service-Request	02/03/2022
772535	John Resident	FOI Request	Open	Phone	Service-Request	28/02/2022
769908	Gavin Beckett	Assisted Collections	SUBMITTED	Phone	Service-Request	26/02/2022
751983	John Resident	Fly Tipping	SUBMITTED	Phone	Service-Request	16/02/2022
643645	Anonymous User	Fly Tipping	SUBMITTED	Phone	Service-Request	15/12/2021

A 'SEE MORE' link is located at the bottom of the table.



The Services page features a 'RUGBY' logo in the top left and a 'Your account' link in the top right. A 'BETA' banner states: 'This is a new service – your [feedback](#) will help us to improve it.' The main heading is 'Services', followed by a paragraph: 'These are the online services that we currently have available for you. We will be migrating more services to this beta system soon.' Below this are three service cards: 'Bin collection day' (with a blue recycling bin image), 'Garden waste collections' (with a pile of garden waste image), and 'Waste and recycling' (with an image of two blue bins). Each card includes a brief description of the service.

Services

These are the online services that we currently have available for you. We will be migrating more services to this beta system soon.



Bin collection day

Use our online service to find your next bin collection dates by entering your



Garden waste collections

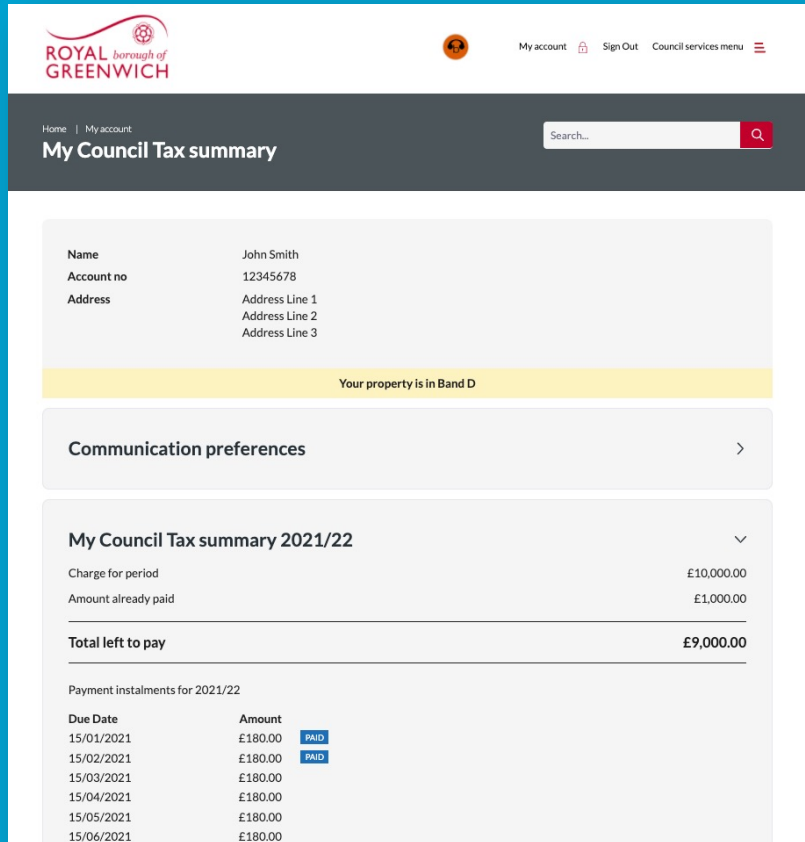
Sign up or renew your subscription to our garden waste collection service



Waste and recycling

Request new bins for repair or replacement, or notify us of a recent missed bin

How our customers use Digital Place



ROYAL borough of GREENWICH

My account Sign Out Council services menu

Home | My account Search...

My Council Tax summary

Name John Smith
Account no 12345678
Address Address Line 1
Address Line 2
Address Line 3

Your property is in Band D

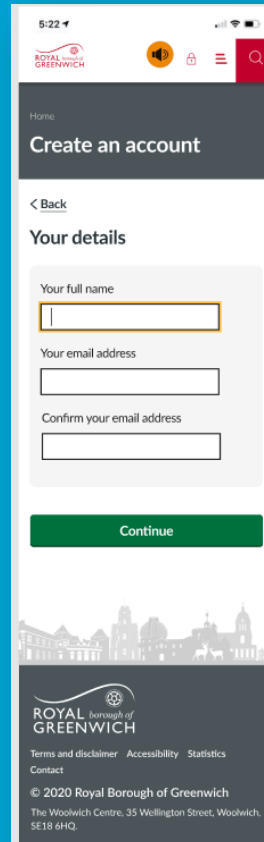
Communication preferences >

My Council Tax summary 2021/22

Charge for period	£10,000.00
Amount already paid	£1,000.00
Total left to pay	£9,000.00

Payment instalments for 2021/22

Due Date	Amount	
15/01/2021	£180.00	PAID
15/02/2021	£180.00	PAID
15/03/2021	£180.00	
15/04/2021	£180.00	
15/05/2021	£180.00	
15/06/2021	£180.00	



5:22

ROYAL borough of GREENWICH

Home

Create an account

< Back

Your details

Your full name

Your email address

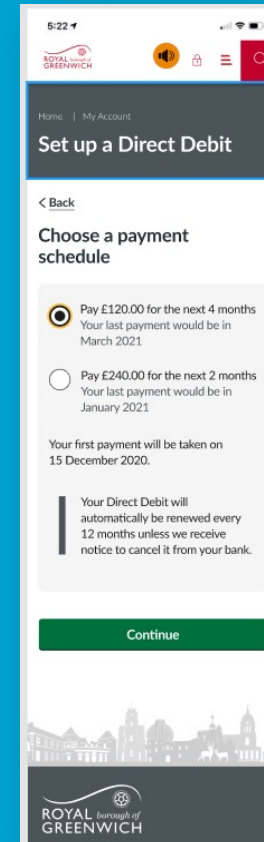
Confirm your email address

Continue

ROYAL borough of GREENWICH

Terms and disclaimer Accessibility Statistics Contact

© 2020 Royal Borough of Greenwich
The Woolwich Centre, 35 Wellington Street, Woolwich, SE18 6HQ.



5:22

ROYAL borough of GREENWICH

Home | My Account

Set up a Direct Debit

< Back

Choose a payment schedule

☒ Pay £120.00 for the next 4 months
Your last payment would be in March 2021

☐ Pay £240.00 for the next 2 months
Your last payment would be in January 2021

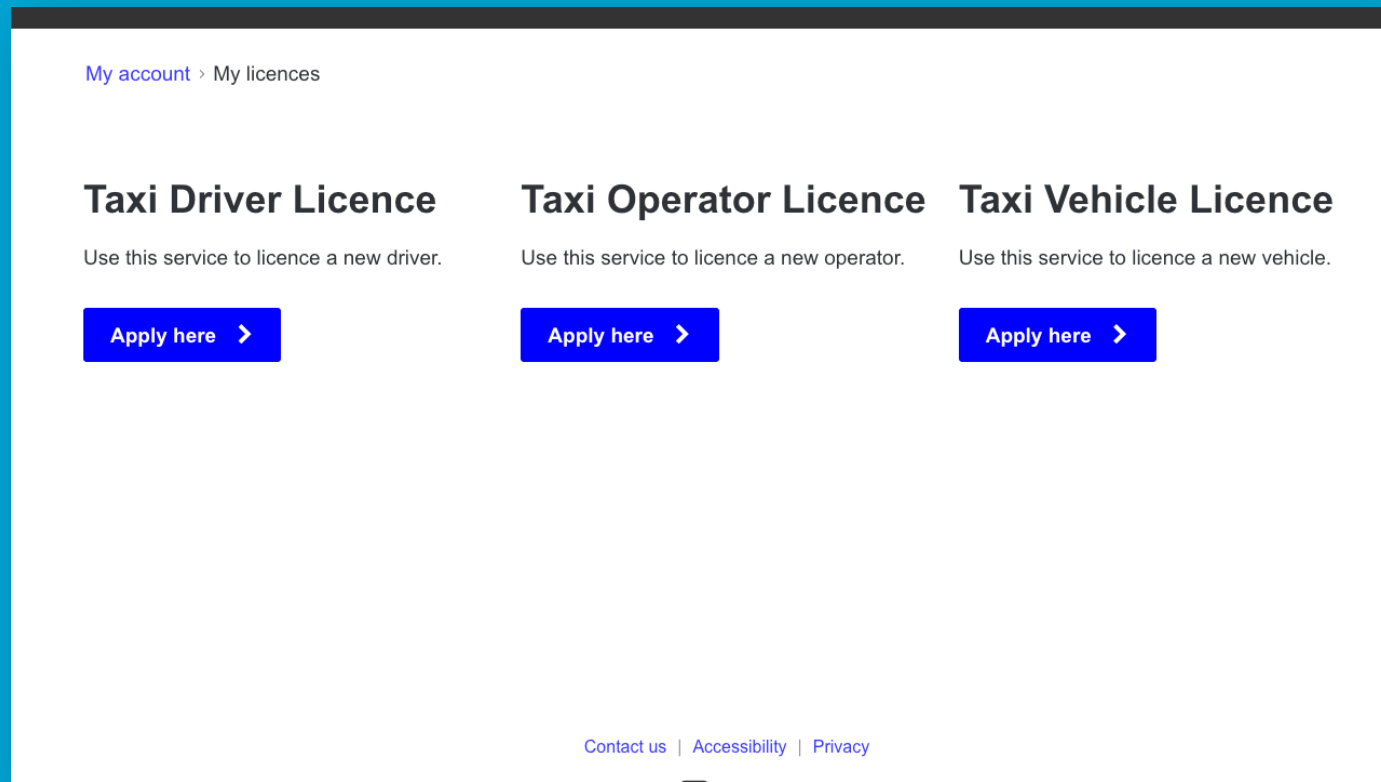
Your first payment will be taken on 15 December 2020.

Your Direct Debit will automatically be renewed every 12 months unless we receive notice to cancel it from your bank.

Continue

ROYAL borough of GREENWICH

How our customers use Digital Place



[My account](#) > My licences

Taxi Driver Licence

Use this service to licence a new driver.

[Apply here >](#)

Taxi Operator Licence

Use this service to licence a new operator.

[Apply here >](#)

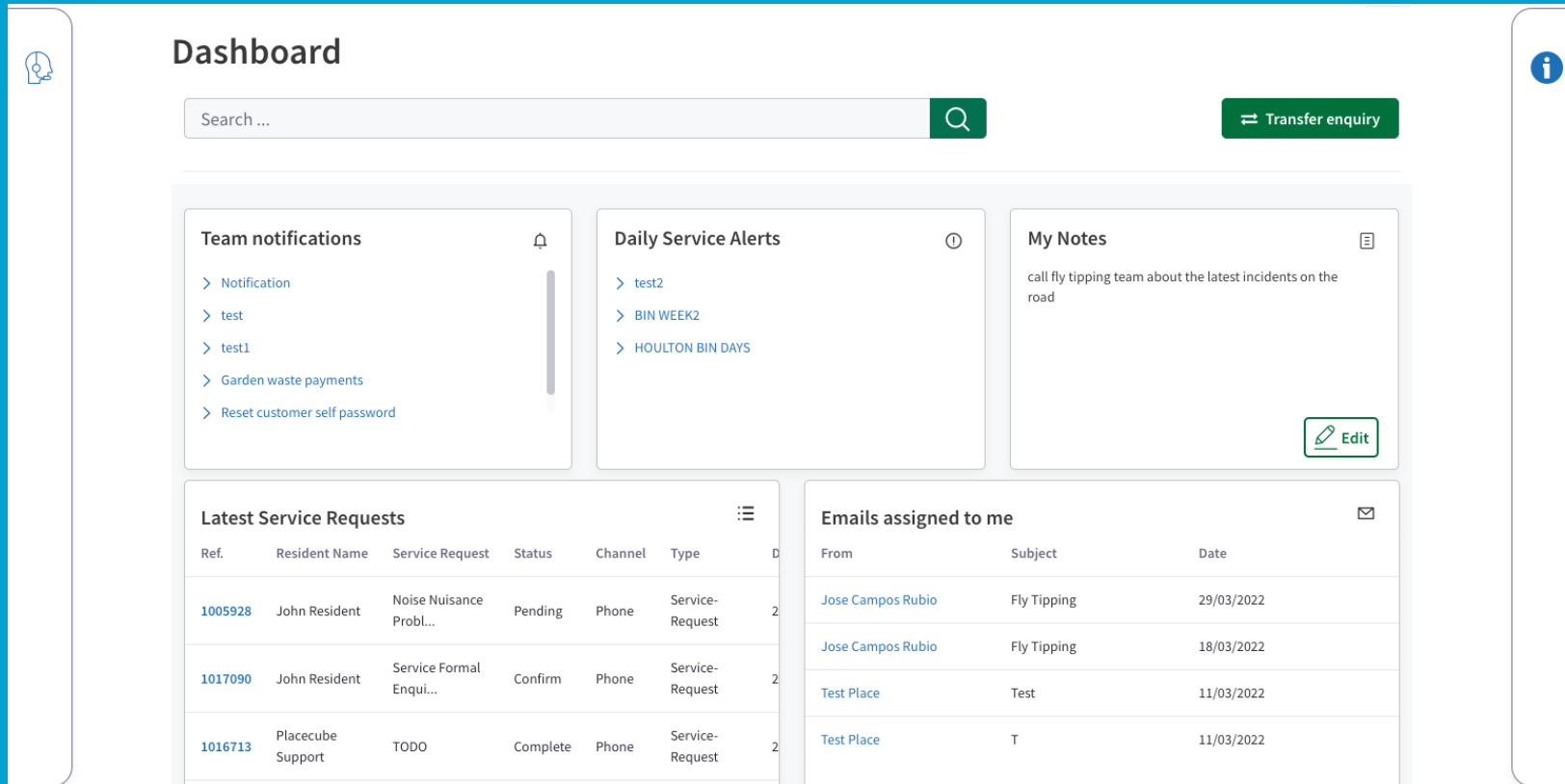
Taxi Vehicle Licence

Use this service to licence a new vehicle.

[Apply here >](#)

[Contact us](#) | [Accessibility](#) | [Privacy](#)

How our customers use Digital Place



The screenshot displays the 'Dashboard' interface of the Digital Place system. It features a search bar at the top, a 'Transfer enquiry' button, and three main sections: 'Team notifications', 'Daily Service Alerts', and 'My Notes'. Below these are two tables: 'Latest Service Requests' and 'Emails assigned to me'.

Dashboard

Search ...  [Transfer enquiry](#)

Team notifications

- > Notification
- > test
- > test1
- > Garden waste payments
- > Reset customer self password

Daily Service Alerts

- > test2
- > BIN WEEK2
- > HOULTON BIN DAYS

My Notes

call fly tipping team about the latest incidents on the road

[Edit](#)

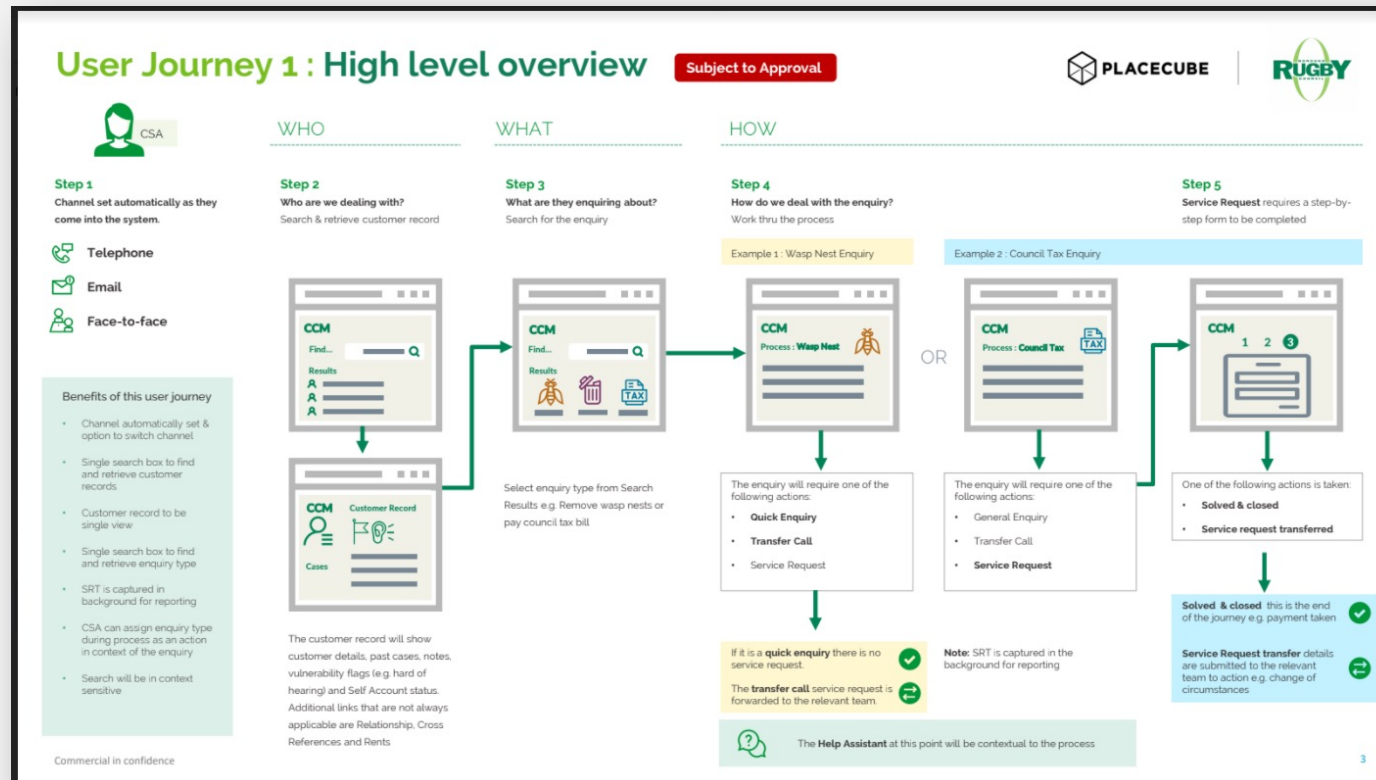
Latest Service Requests

Ref.	Resident Name	Service Request	Status	Channel	Type	D
1005928	John Resident	Noise Nuisance Probl...	Pending	Phone	Service-Request	2
1017090	John Resident	Service Formal Enqui...	Confirm	Phone	Service-Request	2
1016713	Placecube Support	TODO	Complete	Phone	Service-Request	2

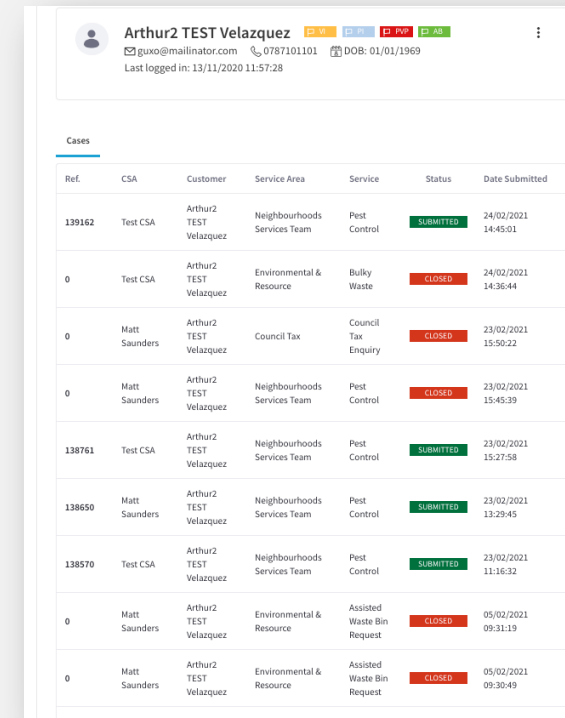
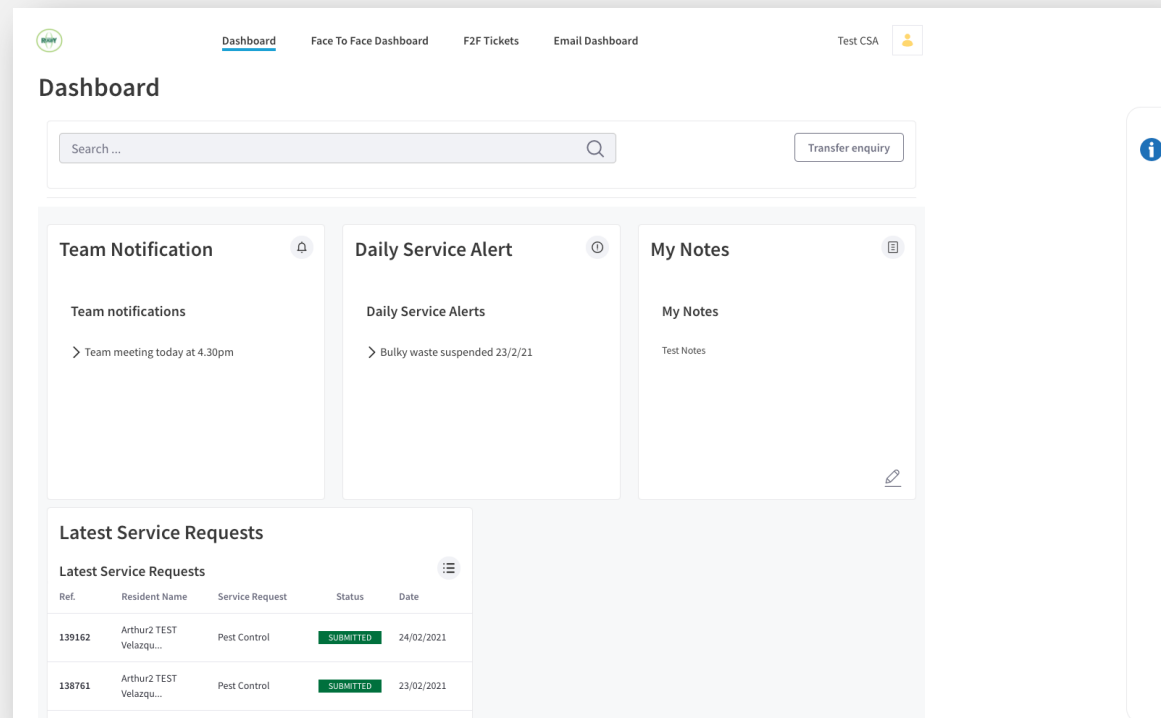
Emails assigned to me

From	Subject	Date
Jose Campos Rubio	Fly Tipping	29/03/2022
Jose Campos Rubio	Fly Tipping	18/03/2022
Test Place	Test	11/03/2022
Test Place	T	11/03/2022

Working with Rugby Borough Council we researched, designed and built a new CCM cube



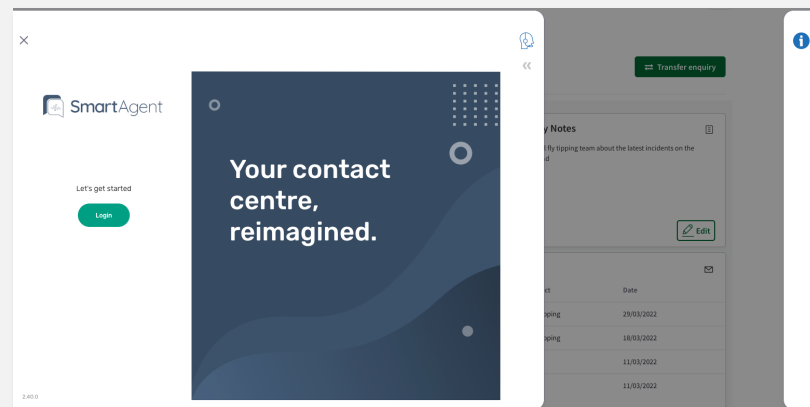
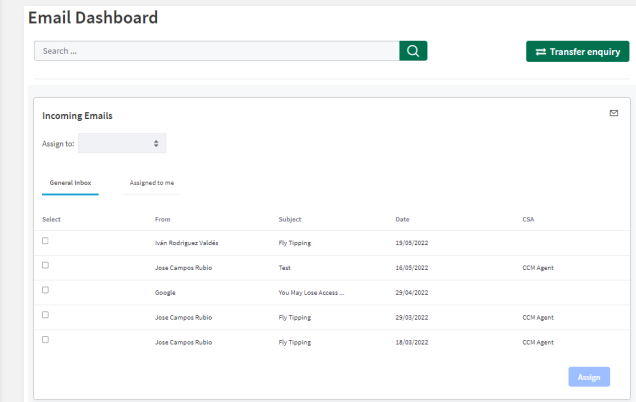
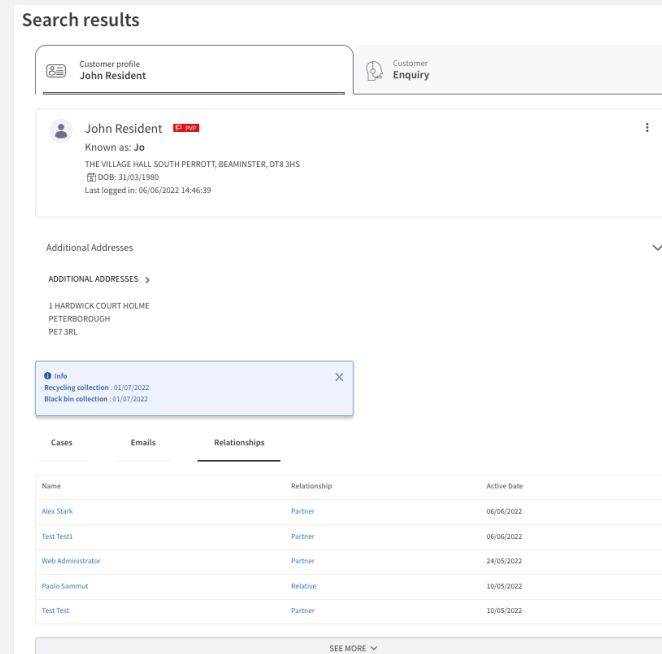
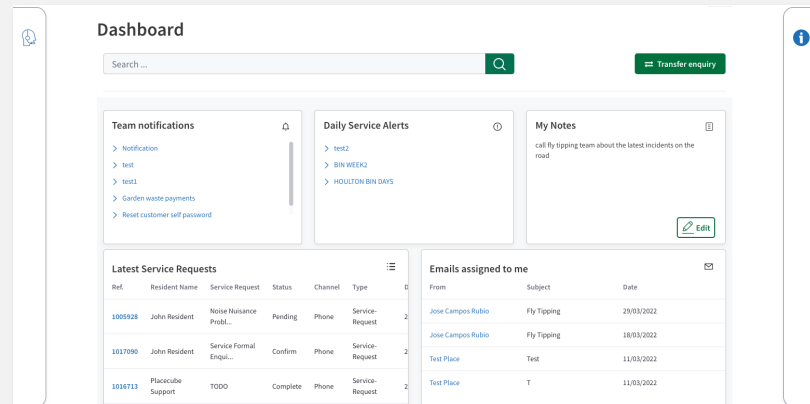
We designed and built the first iteration of CCM, going live in summer 2021



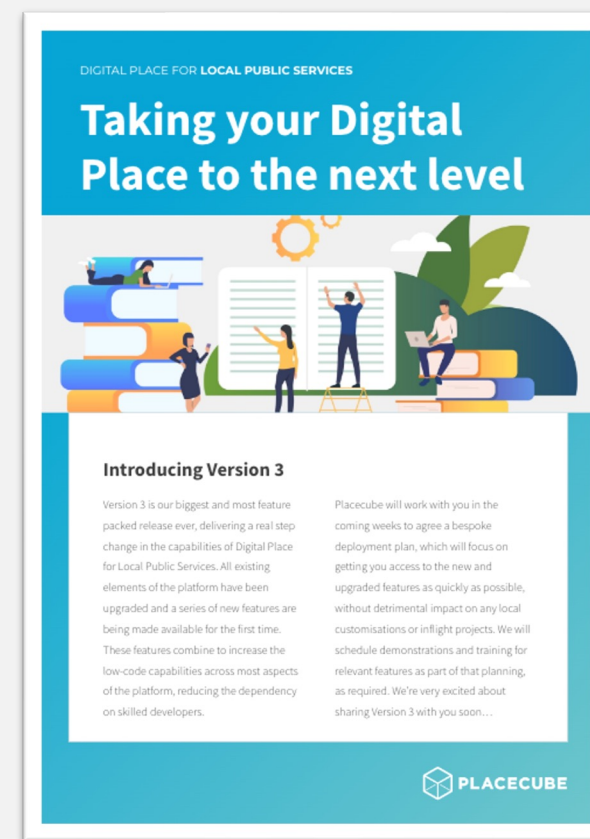
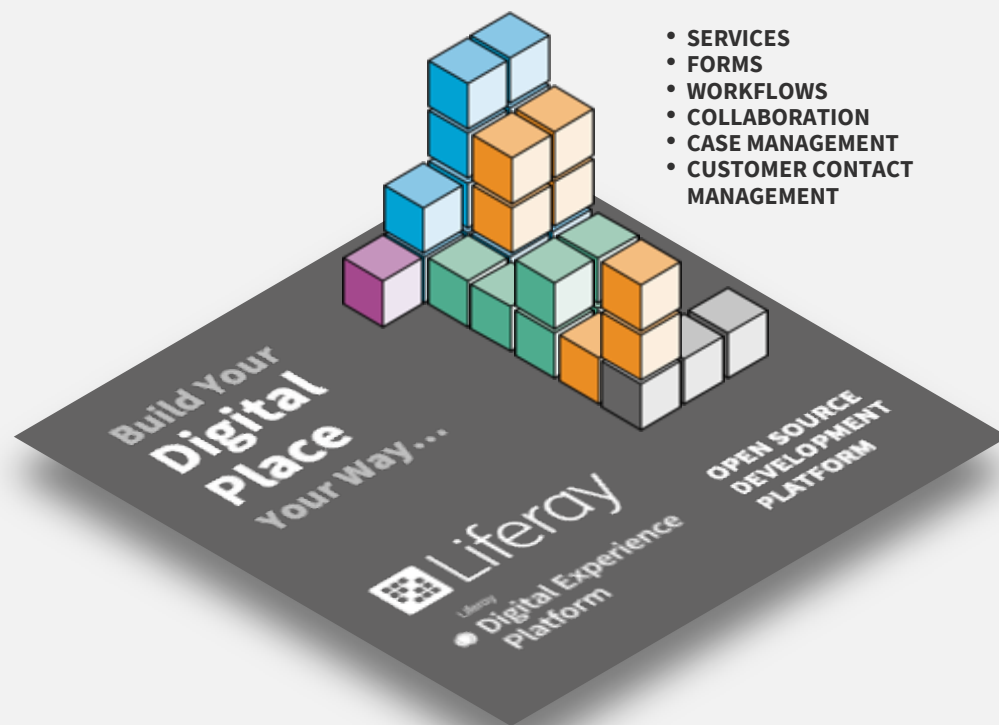
The screenshot shows the CCM Cases table. At the top, there's a user profile for Arthur2 TEST Velazquez with contact information and login details. Below the profile, the table lists cases with columns: Ref, CSA, Customer, Service Area, Service, Status, and Date Submitted.

Ref.	CSA	Customer	Service Area	Service	Status	Date Submitted
139162	Test CSA	Arthur2 TEST Velazquez	Neighbourhoods Services Team	Pest Control	SUBMITTED	24/02/2021 14:45:01
0	Test CSA	Arthur2 TEST Velazquez	Environmental & Resource	Bulky Waste	CLOSED	24/02/2021 14:36:44
0	Matt Saunders	Arthur2 TEST Velazquez	Council Tax	Council Tax Enquiry	CLOSED	23/02/2021 15:50:22
0	Matt Saunders	Arthur2 TEST Velazquez	Neighbourhoods Services Team	Pest Control	CLOSED	23/02/2021 15:45:39
138761	Test CSA	Arthur2 TEST Velazquez	Neighbourhoods Services Team	Pest Control	SUBMITTED	23/02/2021 15:27:58
138650	Matt Saunders	Arthur2 TEST Velazquez	Neighbourhoods Services Team	Pest Control	SUBMITTED	23/02/2021 13:29:45
138570	Test CSA	Arthur2 TEST Velazquez	Neighbourhoods Services Team	Pest Control	SUBMITTED	23/02/2021 11:16:32
0	Matt Saunders	Arthur2 TEST Velazquez	Environmental & Resource	Assisted Waste Bin Request	CLOSED	05/02/2021 09:31:19
0	Matt Saunders	Arthur2 TEST Velazquez	Environmental & Resource	Assisted Waste Bin Request	CLOSED	05/02/2021 09:30:49

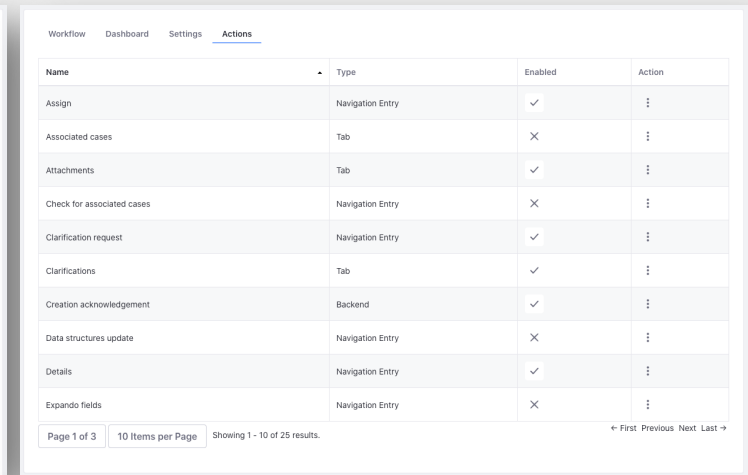
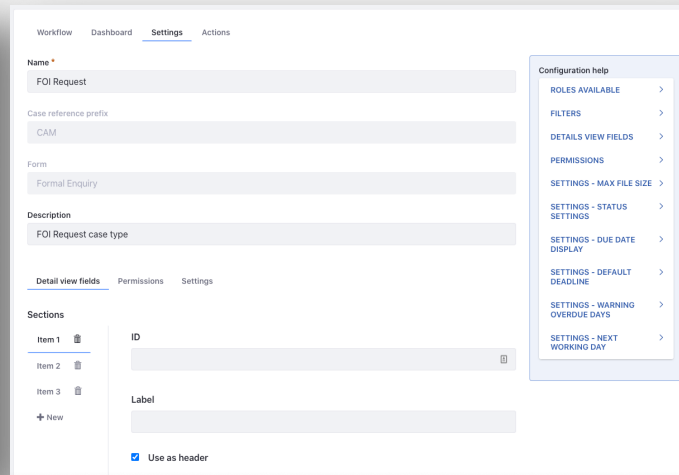
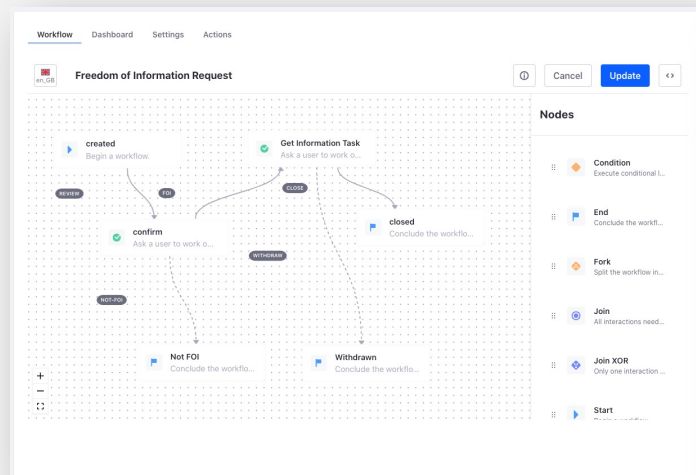
We began to research, design and build a second iteration of CCM in early 2022



Placecube is now launching v3 of Digital Place, built on Liferay 7.4



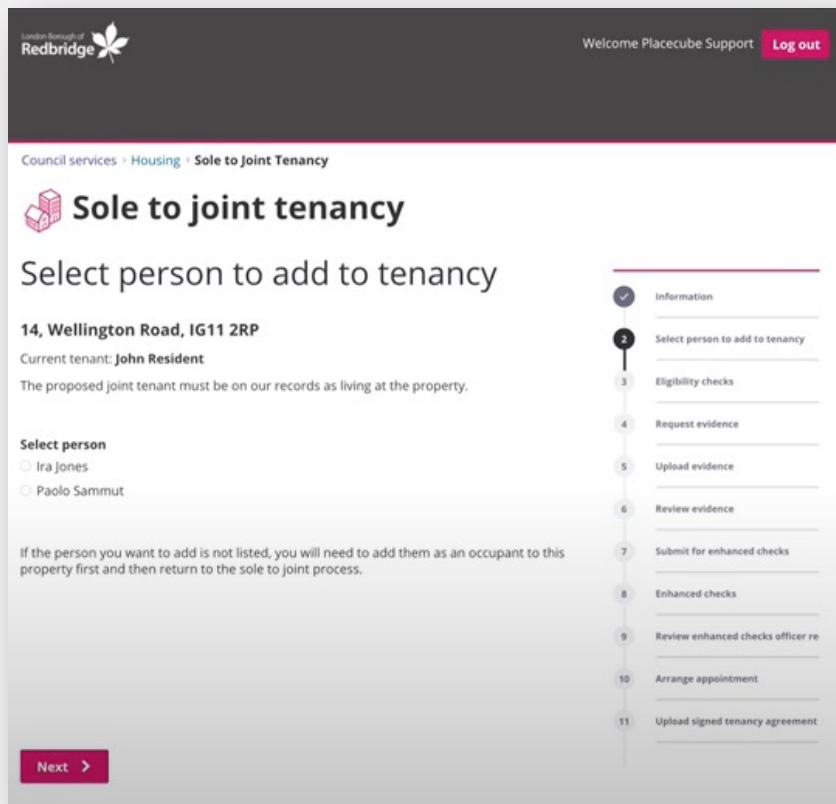
We've focused on adding to and enhancing the low code features of Digital Place



Name	Type	Enabled	Action
Assign	Navigation Entry	✓	⋮
Associated cases	Tab	✗	⋮
Attachments	Tab	✓	⋮
Check for associated cases	Navigation Entry	✗	⋮
Clarification request	Navigation Entry	✓	⋮
Clarifications	Tab	✓	⋮
Creation acknowledgement	Backend	✓	⋮
Data structures update	Navigation Entry	✗	⋮
Details	Navigation Entry	✓	⋮
Expando fields	Navigation Entry	✗	⋮

Page 1 of 3 10 Items per Page Showing 1 - 10 of 25 results. ⬅ First Previous Next Last ➡

We've focused on adding to and enhancing the low code features of Digital Place



London Borough of Redbridge

Welcome Placecube Support [Log out](#)

Council services > Housing > Sole to Joint Tenancy

Sole to joint tenancy

Select person to add to tenancy

14, Wellington Road, IG11 2RP

Current tenant: **John Resident**

The proposed joint tenant must be on our records as living at the property.

Select person

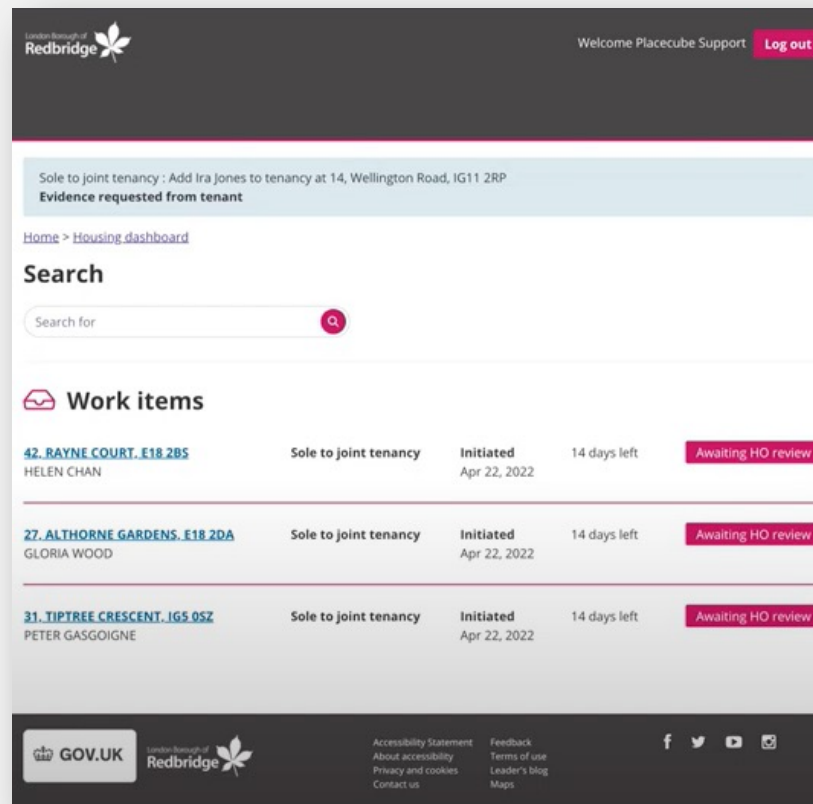
☐ Ira Jones

☐ Paolo Sammut

If the person you want to add is not listed, you will need to add them as an occupant to this property first and then return to the sole to joint process.

[Next >](#)

- 1 Information
- 2 **Select person to add to tenancy**
- 3 Eligibility checks
- 4 Request evidence
- 5 Upload evidence
- 6 Review evidence
- 7 Submit for enhanced checks
- 8 Enhanced checks
- 9 Review enhanced checks officer re
- 10 Arrange appointment
- 11 Upload signed tenancy agreement



London Borough of Redbridge

Welcome Placecube Support [Log out](#)

Sole to joint tenancy : Add Ira Jones to tenancy at 14, Wellington Road, IG11 2RP
Evidence requested from tenant

[Home](#) > [Housing dashboard](#)

Search

Search for

Work items

42. RAYNE COURT. E18 2BS HELEN CHAN	Sole to joint tenancy	Initiated Apr 22, 2022	14 days left	Awaiting HO review
27. ALTHORNE GARDENS. E18 2DA GLORIA WOOD	Sole to joint tenancy	Initiated Apr 22, 2022	14 days left	Awaiting HO review
31. TIPTREE CRESCENT. IG5 0SZ PETER GASGOIGNE	Sole to joint tenancy	Initiated Apr 22, 2022	14 days left	Awaiting HO review

 London Borough of Redbridge

[Accessibility Statement](#)
[About accessibility](#)
[Privacy and cookies](#)
[Contact us](#)

[Feedback](#)
[Terms of use](#)
[Leader's blog](#)
[Maps](#)

[f](#) [t](#) [v](#) [i](#)

Low Code Waste Services

- Local Digital Fund Round 5 project to build services on an open source low code platform
- Five of our customers, led by Rugby Borough Council, were awarded Beta funding.
- We worked together to research, design and build enhanced low code components on the Digital Place platform and then use them to develop a series of exemplar waste services, and integration connectors for Waste Management Systems



Low Code Waste Services

The council partners agreed a prioritised list of Waste Services that we would work through, aiming to deliver as many of the front-end digital services, workflows, and integrations with Waste Management Systems, Notify and Pay as possible during the Beta:

1. Bin collection day finder
2. Assisted bin collections
3. Garden waste subscription
4. Report a missed collection
5. Service disruption alerts
6. Book a bulky waste collection
7. Fly Tipping
8. New Household Requests
9. Reporting

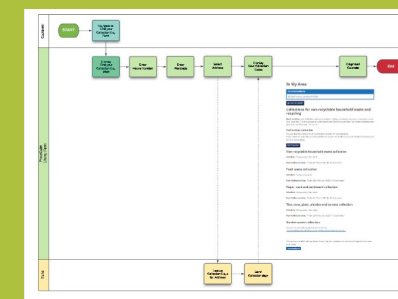
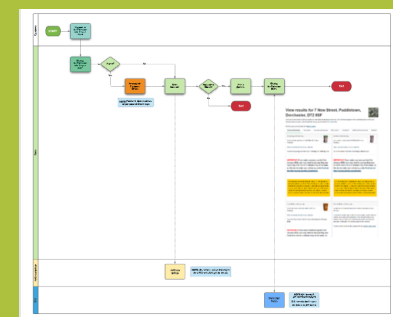
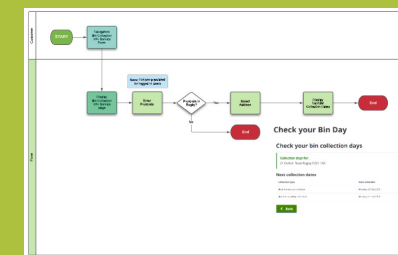
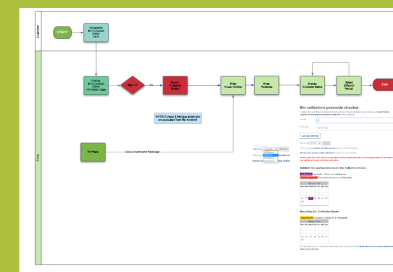
Low Code Waste Services

What did we do?

Worked through each councils services to map and model the process

For each service:

- Gathered existing process maps
- Reviewed them and identified commonalities and variations
- Produced a process map showing the common path and variations



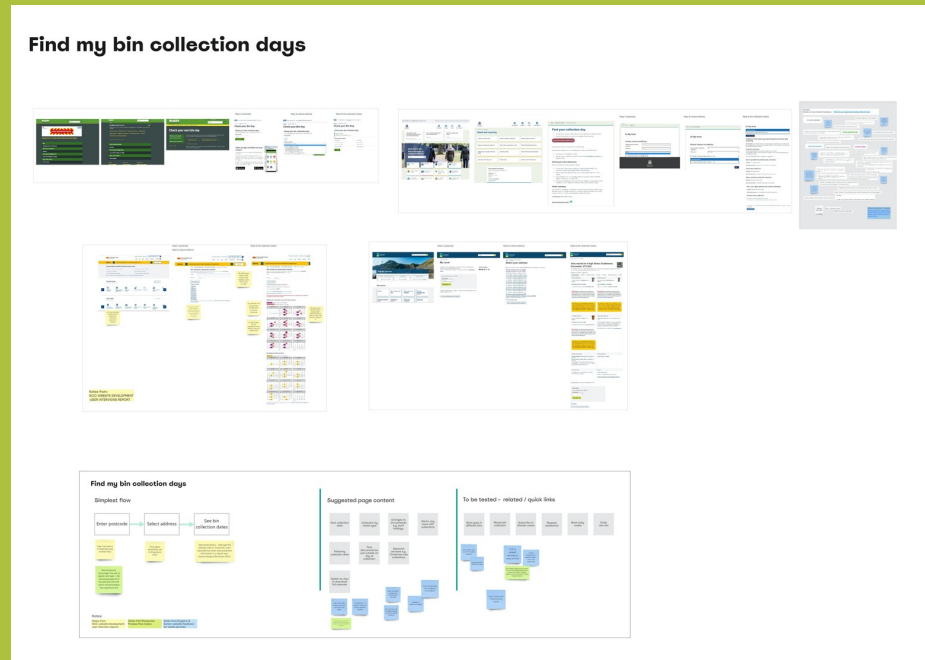
Low Code Waste Services

What did we do?

Gathered and reviewed existing research

For each service:

- Reviewed each site & flows documented by BA
- Overlayed any UR/Discovery work available
- Summarised findings

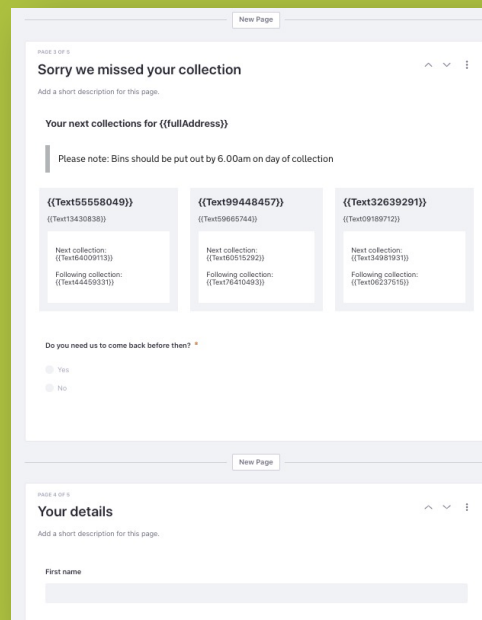


Low Code Waste Services

What did we do?

Designed and developed Low Code features

- Forms Builder
 - New form fields
 - Calculation and validation improvements
 - Improvements to visual form builder
 - Improvements to use of dynamic data in forms
- Integrations
 - New connectors for Waste Management Systems



Page 3 of 3

Sorry we missed your collection

Add a short description for this page.

Your next collections for {{fullAddress}}

Please note: Bins should be put out by 6.00am on day of collection

Next collection: {{Text13430838}}	Next collection: {{Text59665744}}	Next collection: {{Text32639291}}
Next collection: {{Text44809133}}	Next collection: {{Text44809133}}	Next collection: {{Text44809133}}
Following collection: {{Text144459331}}	Following collection: {{Text144459331}}	Following collection: {{Text144459331}}

Do you need us to come back before then? *

☐ Yes

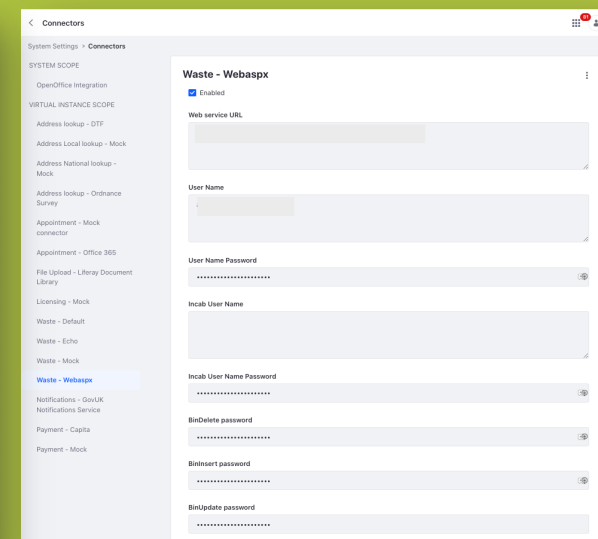
☐ No

Page 4 of 5

Your details

Add a short description for this page.

First name



Connectors

System Settings > Connectors

SYSTEM SCOPE

OpenOffice Integration

VIRTUAL INSTANCE SCOPE

Address lookup - DTF

Address Local lookup - Mock

Address National lookup - Mock

Address lookup - Ordnance Survey

Appointment - Mock connector

Appointment - Office 365

File Upload - Library Document Library

Licensing - Mock

Waste - Default

Waste - Echo

Waste - Mock

Waste - Webasp

☒ Enabled

Web service URL

User Name

User Name Password

Incub User Name

Incub User Name Password

BinDelete password

BinInsert password

BinUpdate password

**So how do we
ensure the
public sector
never pays
twice?**



By releasing reusable cubes in Digital Place

Pushing well-designed
open source components
and services into each
customers subscription
instance of the platform