

“The Public Sector never pays twice”

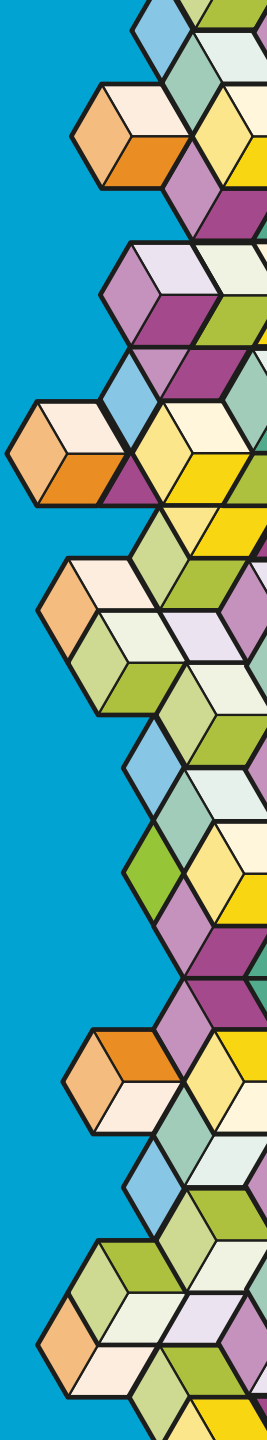
Reuse on a low code and open source digital platform: how councils can take control of their digital evolution.



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



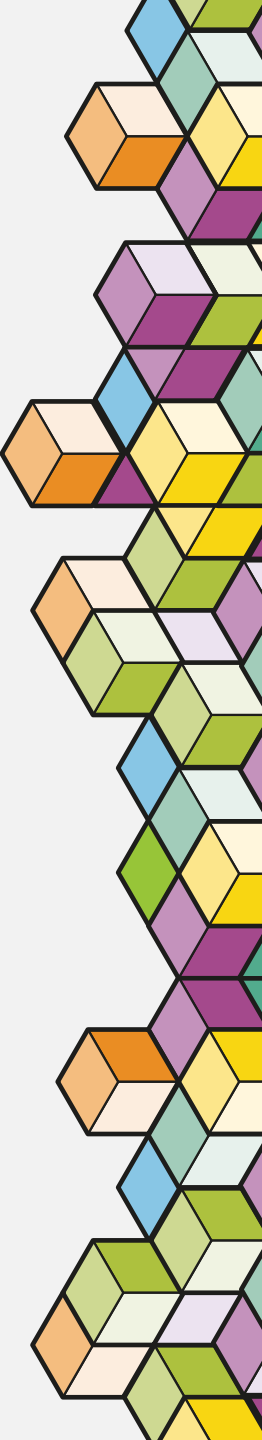
But they also share challenges

High demand

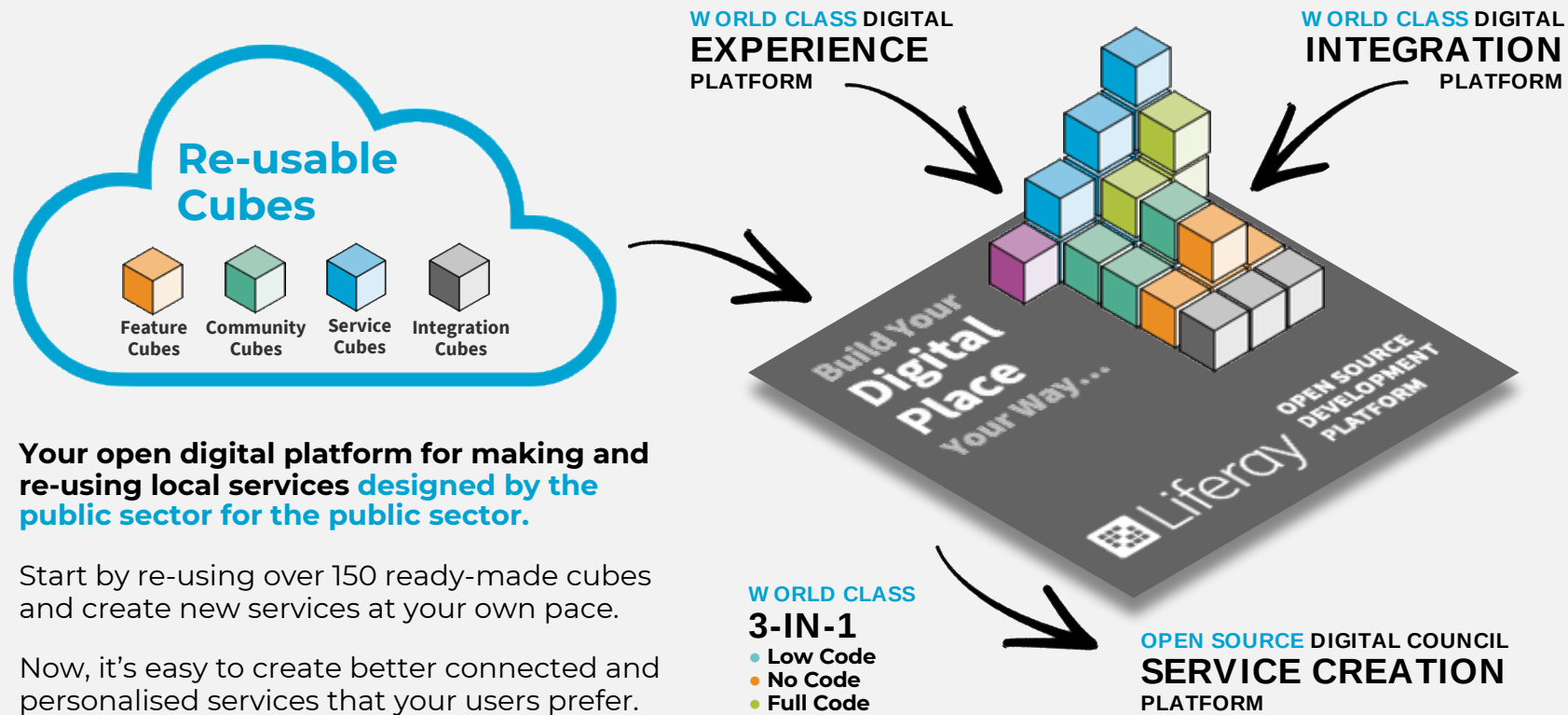
Reducing budgets

Need to deliver quickly

Difficult to use closed legacy systems



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

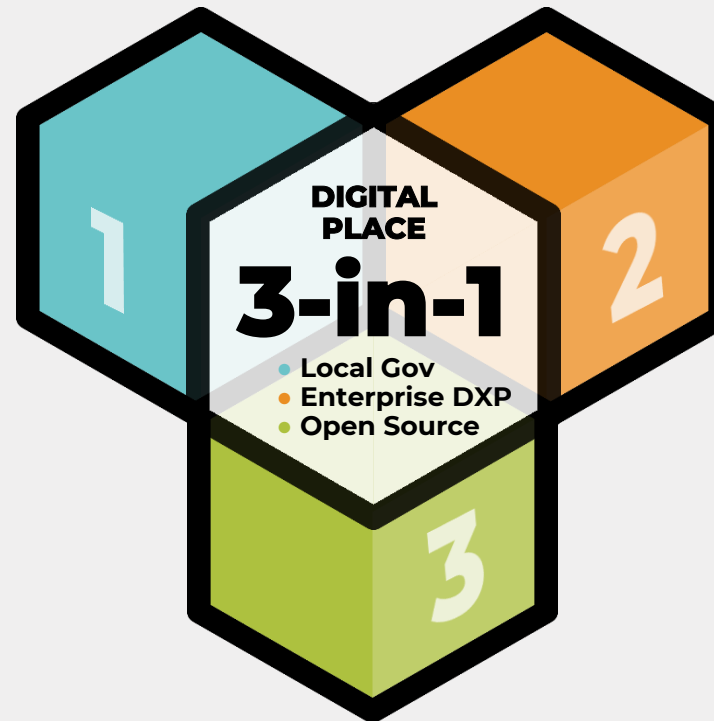


Digital Council 3-in-1 Platform

Making it much easier and faster for Councils to create a better digital place

LOCAL GOV PLATFORMS

- Easy to build transactional services
 - Affordable
 - Familiar
- Proprietary code
- Functionality constrained
 - Inside-out, process-centric
- Low ability to develop place-based services
 - Low investment in customisation & content personalisation tools
- Integration often depends on custom code



ENTERPRISE OEM PLATFORMS

- Large & complex enterprise platforms
- Extensive range of tools & services
- High general tech investments
- Proprietary code
- Very expensive to tailor
- Difficult to meet LG specifications
- Requires premium technical consultants
- Costly to maintain & scale

OPEN SOURCE DEVELOPMENT

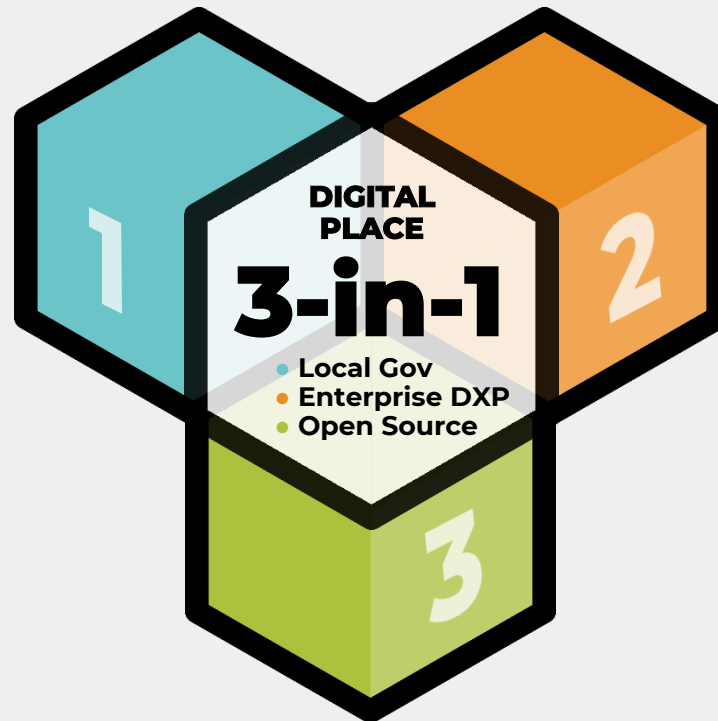
- Bespoke code
- Build anything
- Exact specification
- Open source
- Supplier independent (non-proprietary)
- Limited scalability
- Expert dependent
- Very expensive to build & maintain

Digital Council 3-in-1 Platform

Making it much easier and faster for Councils to create a better digital place

LOCAL GOV PLATFORMS

- Easy to build transactional services
 - Affordable
 - Familiar
- Proprietary code
- Functionality constrained
 - Inside-out, process-centric
- Low ability to develop place-based services
 - Low investment in customisation & content personalisation tools
- Integration often depends on custom code



ENTERPRISE OEM PLATFORMS

- Large & complex enterprise platforms
- Extensive range of tools & services
- High general tech investments
- Proprietary code
- Very expensive to tailor
- Difficult to meet LG specifications
- Requires premium technical consultants
- Costly to maintain & scale

OPEN SOURCE DEVELOPMENT

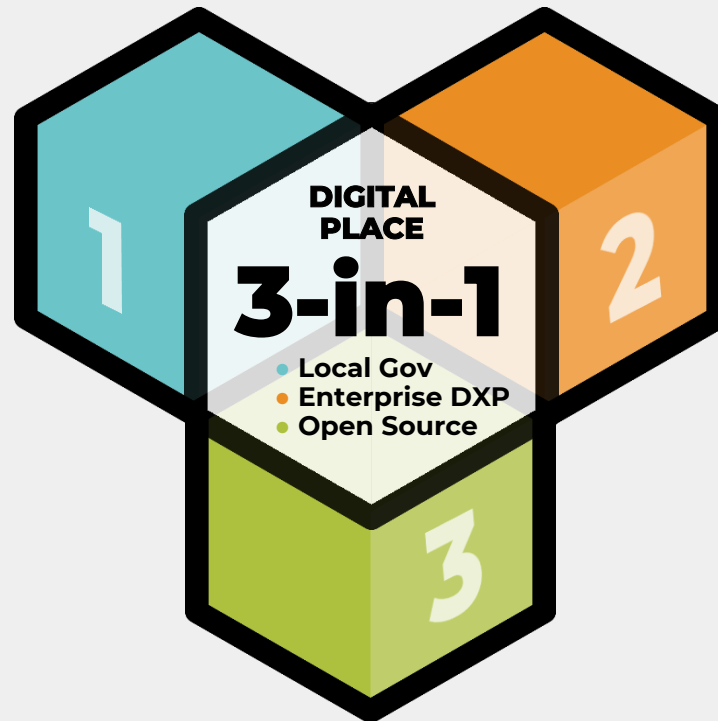
- Bespoke code
- Build anything
- Exact specification
- Open source
 - Supplier independent (non-proprietary)
 - Limited scalability
 - Expert dependent
 - Very expensive to build & maintain

Digital Council 3-in-1 Platform

Making it much easier and faster for Councils to create a better digital place

LOCAL GOV PLATFORMS

- Easy to build transactional services
 - Affordable • Familiar
- Proprietary code • Functionality constrained
 - Inside-out, process-centric
- Low ability to develop place-based services
 - Low investment in customisation & content personalisation tools
- Integration often depends on custom code



ENTERPRISE OEM PLATFORMS

- Large & complex enterprise platforms
- Extensive range of tools & services
- High general tech investments
- Proprietary code • Very expensive to tailor
- Difficult to meet LG specifications
- Requires premium technical consultants
- Costly to maintain & scale

OPEN SOURCE DEVELOPMENT

- Bespoke code • Build anything • Exact specification • Open source
 - Supplier independent (non-proprietary) • Limited scalability
 - Expert dependent • Very expensive to build & maintain

Digital Council 3-in-1 Platform

Making it much easier and faster for Councils to create a better digital place

LOCAL GOV PLATFORMS

- Easy to build transactional services
 - Affordable • Familiar
- Proprietary code • Functionality constrained
 - Inside-out, process-centric
- Low ability to develop place-based services
 - Low investment in customisation & content personalisation tools
- Integration often depends on custom code



ENTERPRISE OEM PLATFORMS

- Large & complex enterprise platforms
- Extensive range of tools & services
- High general tech investments
- Proprietary code • Very expensive to tailor
- Difficult to meet LG specifications
- Requires premium technical consultants
- Costly to maintain & scale

OPEN SOURCE DEVELOPMENT

- Bespoke code • Build anything • Exact specification • Open source
- Supplier independent (non-proprietary) • Limited scalability
- Expert dependent • Very expensive to build & maintain

Digital Council 3-in-1 Platform

Making it much easier and faster for Councils to create a better digital place

LOCAL GOV PLATFORMS

- Easy to build transactional services
 - Affordable
 - Familiar
- Proprietary code
- Functionality constrained
 - Inside-out, process-centric
- Low ability to develop place-based services
 - Low investment in customisation & content personalisation tools
- Integration often depends on custom code



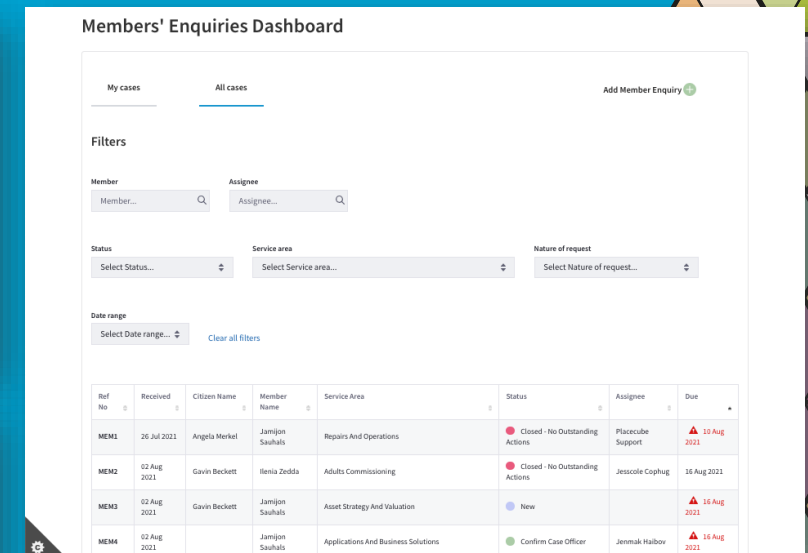
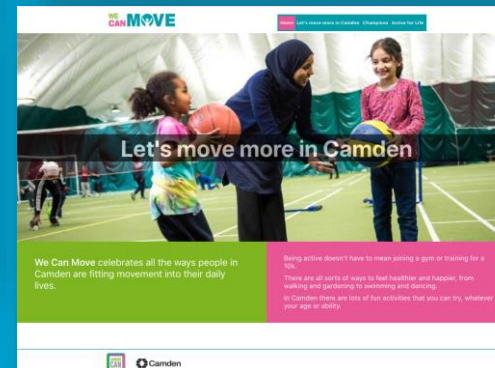
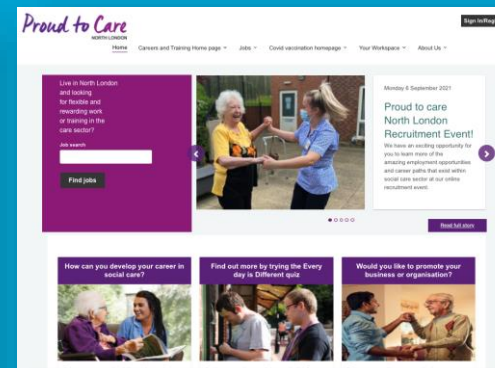
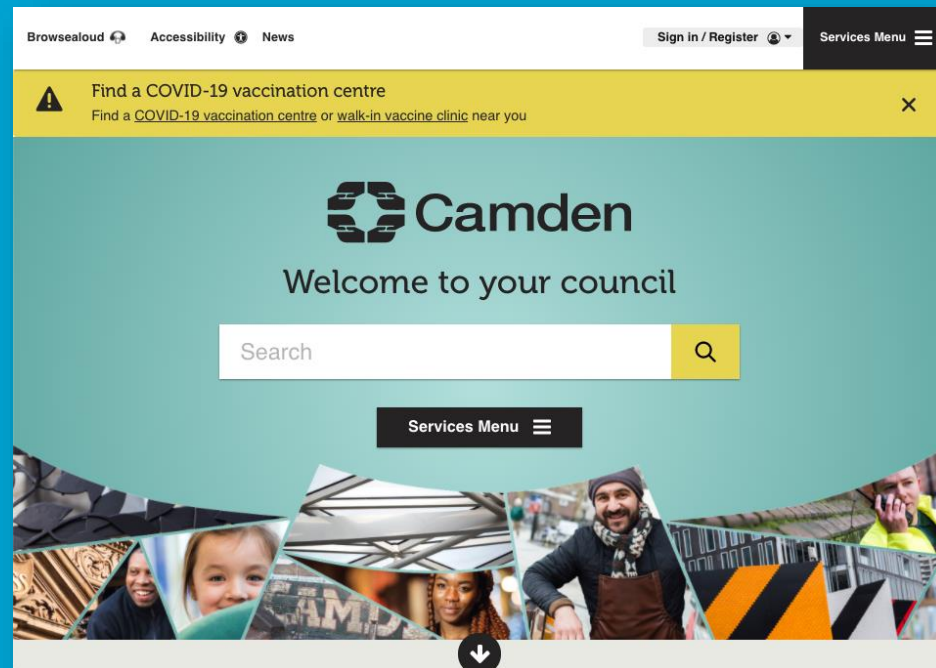
ENTERPRISE OEM PLATFORMS

- Large & complex enterprise platforms
- Extensive range of tools & services
- High general tech investments
- Proprietary code
- Very expensive to tailor
- Difficult to meet LG specifications
- Requires premium technical consultants
- Costly to maintain & scale

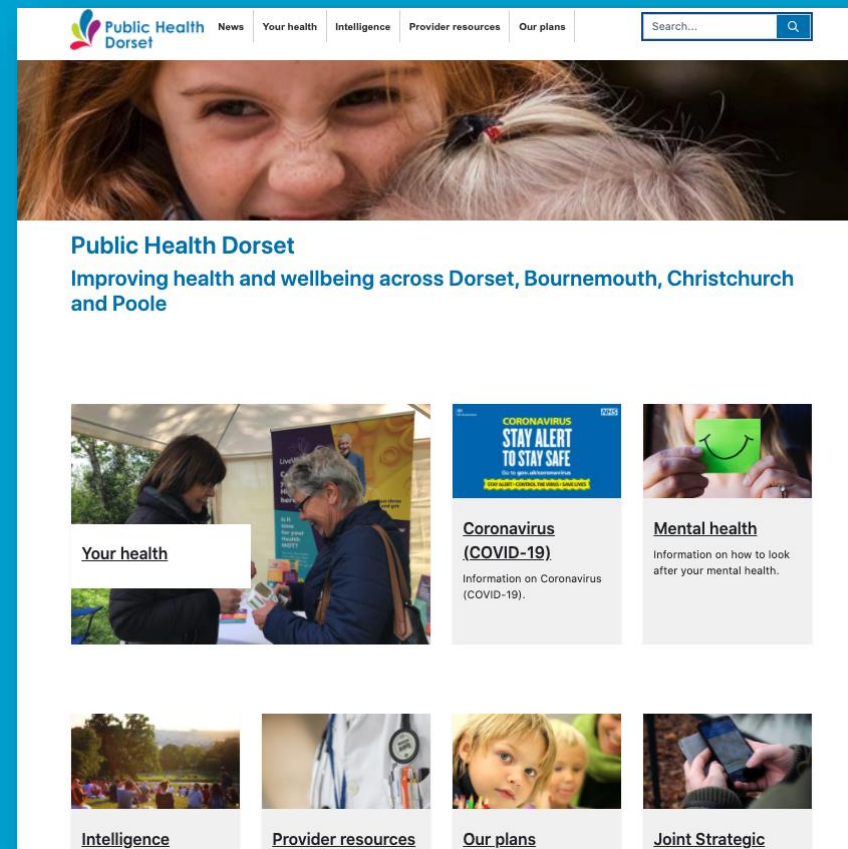
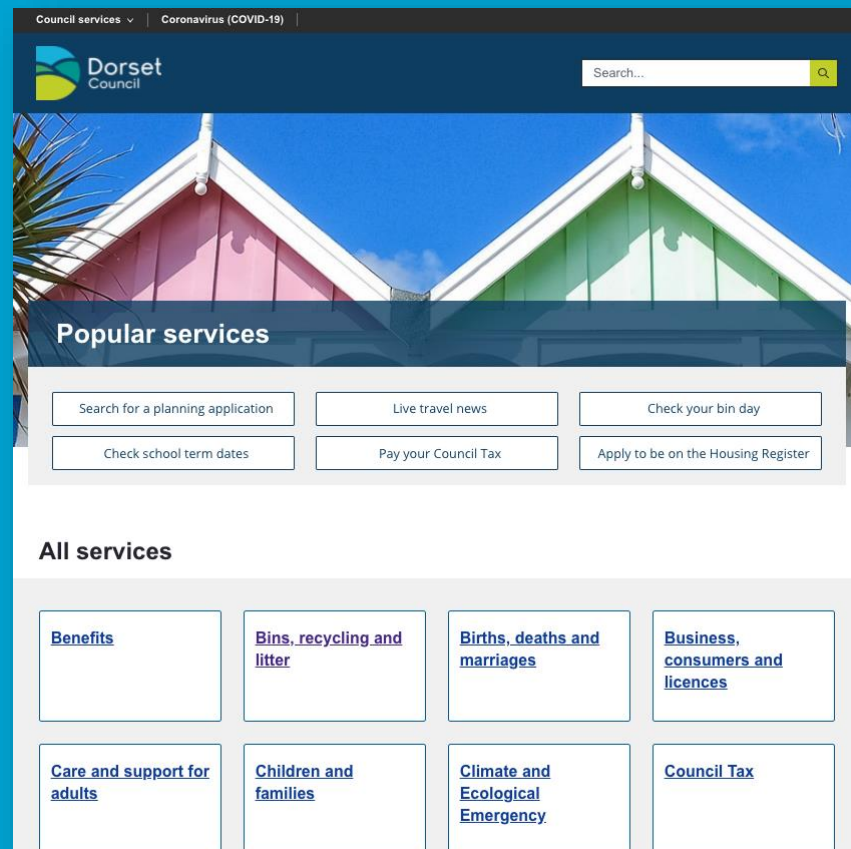
OPEN SOURCE DEVELOPMENT

- Bespoke code
- Build anything
- Exact specification
- Open source
- Supplier independent (non-proprietary)
- Limited scalability
- Expert dependent
- Very expensive to build & maintain

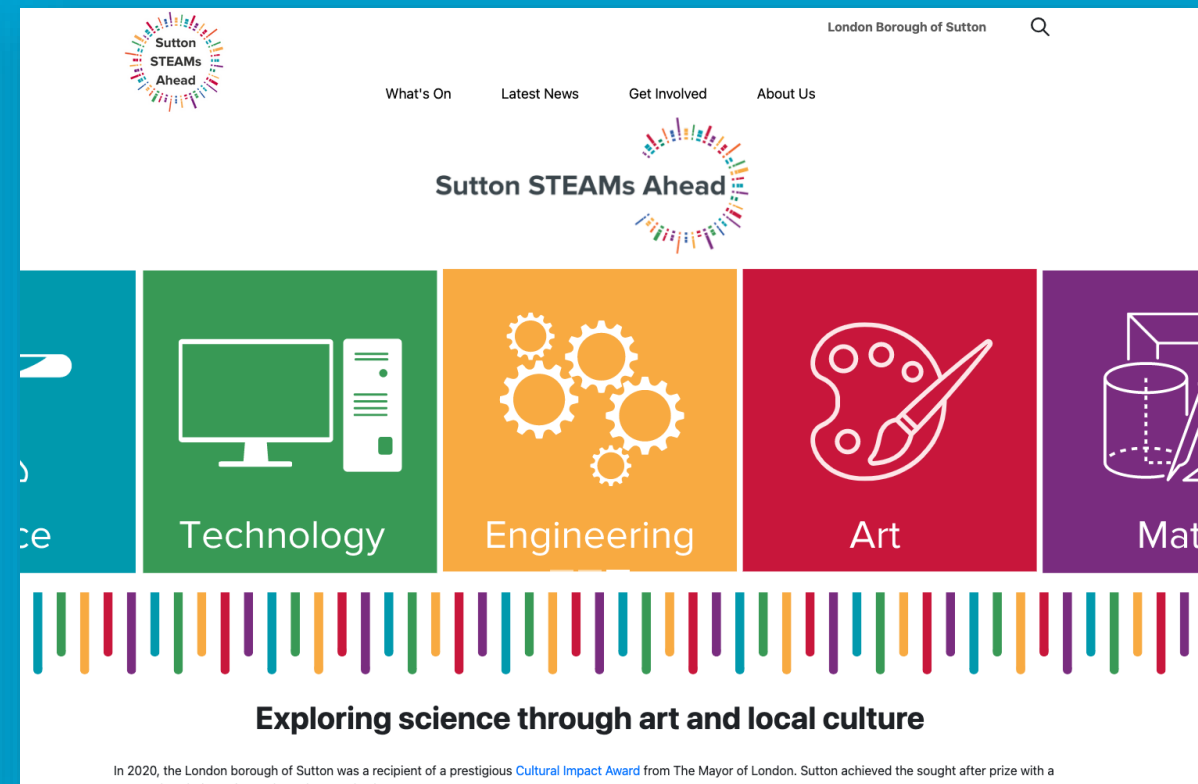
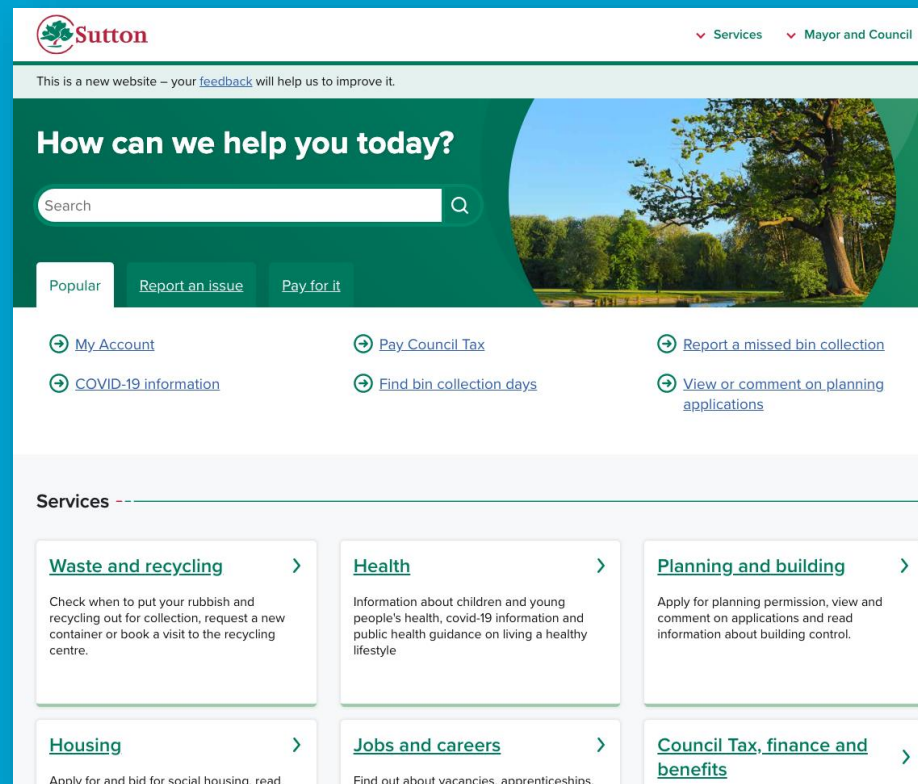
How our customers use Digital Place



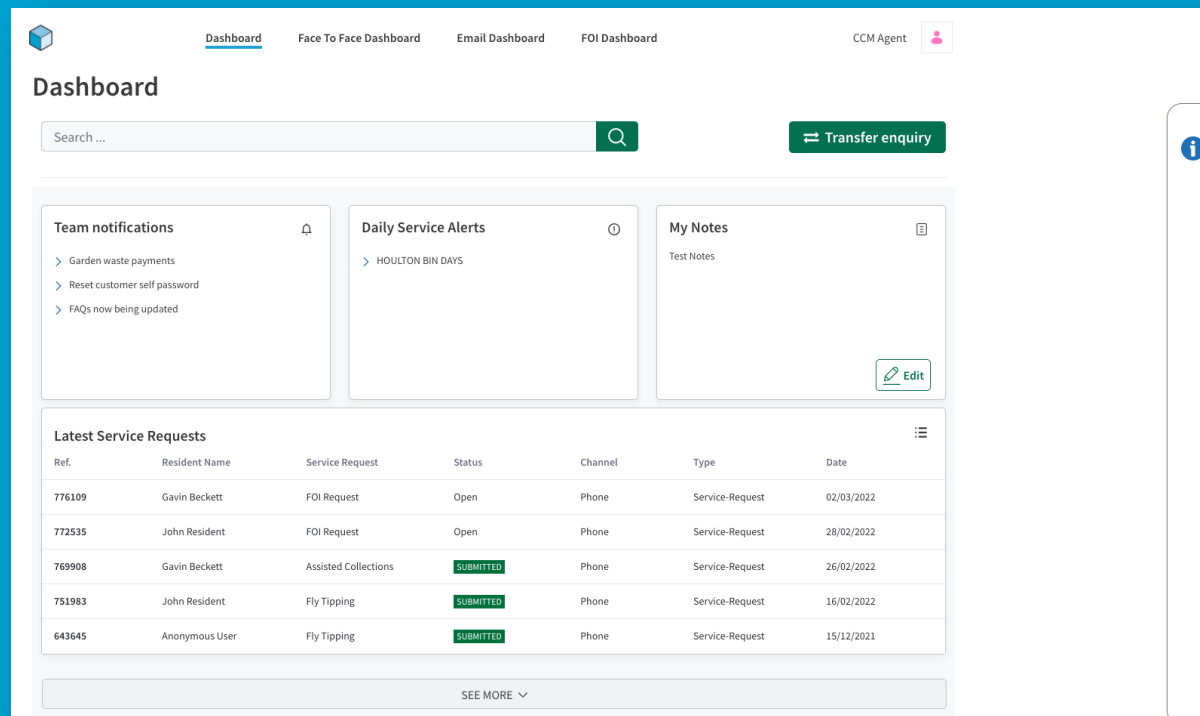
How our customers use Digital Place



How our customers use Digital Place



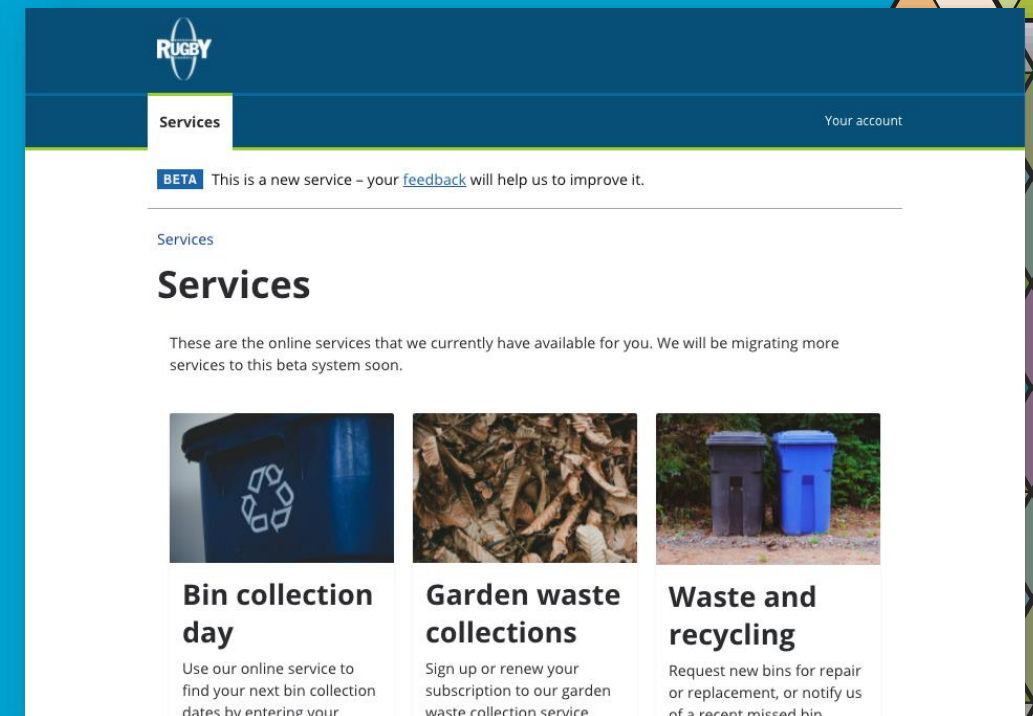
How our customers use Digital Place



The dashboard shows a navigation bar with links to Dashboard, Face To Face Dashboard, Email Dashboard, and FOI Dashboard. The user is logged in as a CCM Agent. The main content area includes a search bar, a 'Transfer enquiry' button, and three panels: Team notifications, Daily Service Alerts, and My Notes. Below these is a table of Latest Service Requests.

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

SEE MORE ▾



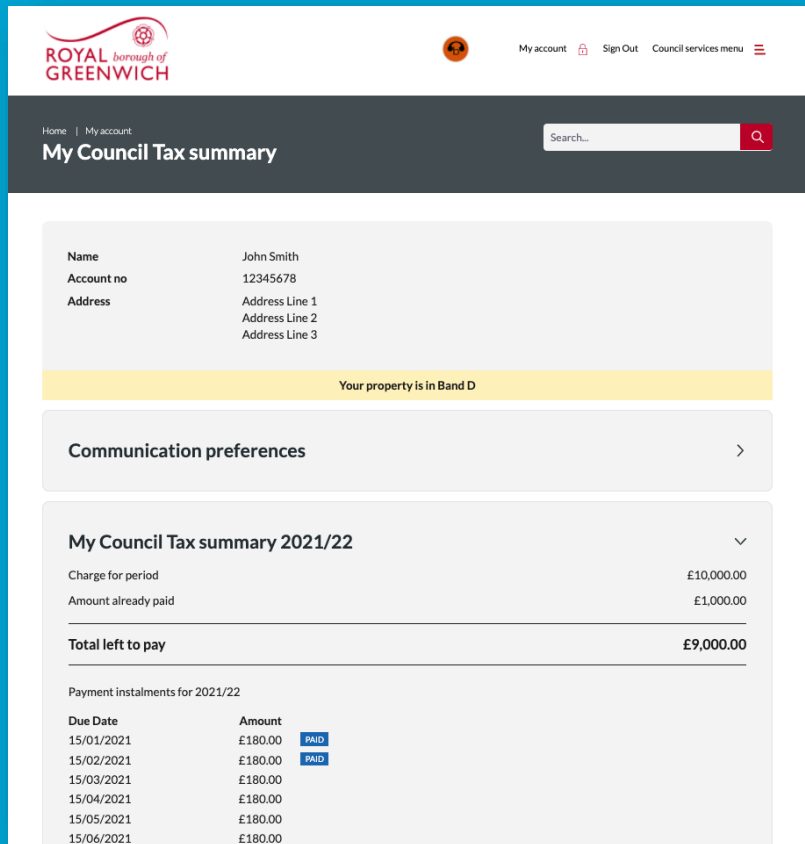
The Services page features a 'BETA' banner indicating a new service. Below the banner, there is a section titled 'Services' with a description and three featured services: Bin collection day, Garden waste collections, and Waste and recycling.

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

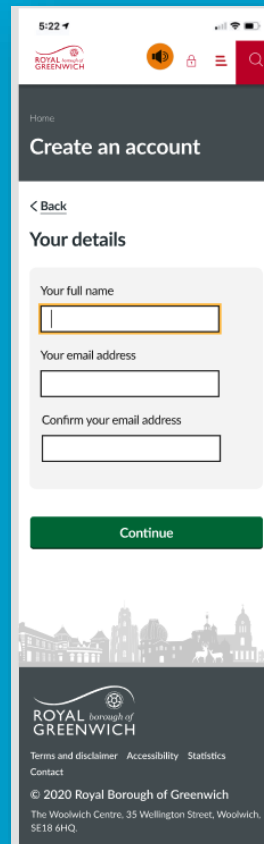
Communication preferences >

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

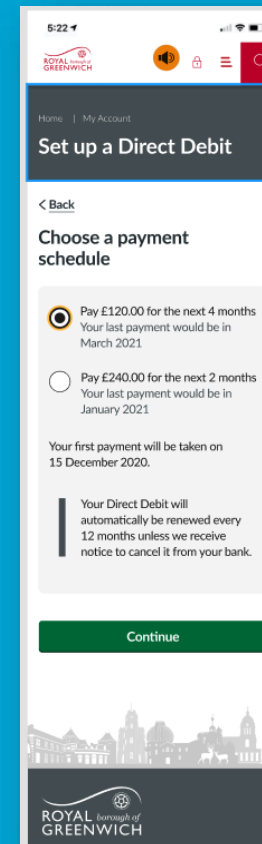
Confirm your email address

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

Customer Care Dashboard Matthew Test CC Leader

Customer Care - Stage 1 Customer Care - Stage 2 Customer Care - Stage 3

All cases My cases Add Customer Care - Stage 1

SNAPSHOT

- 2 Pending allocation
- 1 Pending assignment
- 2 Review data
- 2 Response sent
- 1 Closed with outstanding actions

FILTERS

Case Ref	Date Submitted	Date Due	Requester	Owner	Status
CC6	07 Dec 2022	14 Dec 2022	Tom Blue	Placecube Support	Pending Allocation
CC11	18 Jan 2023	25 Jan 2023	Sam Blue	Matthew Test CC Leader	Review Data

Bulky Waste Dashboard Mary Test BW Leader

All cases My cases Add Bulky Waste

SNAPSHOT

- 1 Data Review
- 1 Allocate Collection Date
- 1 New

FILTERS

Status: Select Status... Date range: Select Date range... Case Ref: Case Ref... Assignee: Select Assignee...

Citizen name: Citizen name... Citizen address: Citizen address... Only show overdue cases: ON

Clear all filters

How our customers use 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 >

- Information
- Select person to add to tenancy**
- Eligibility checks
- Request evidence
- Upload evidence
- Review evidence
- Submit for enhanced checks
- Enhanced checks
- Review enhanced checks officer re
- Arrange appointment
- 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

 GOV.UK

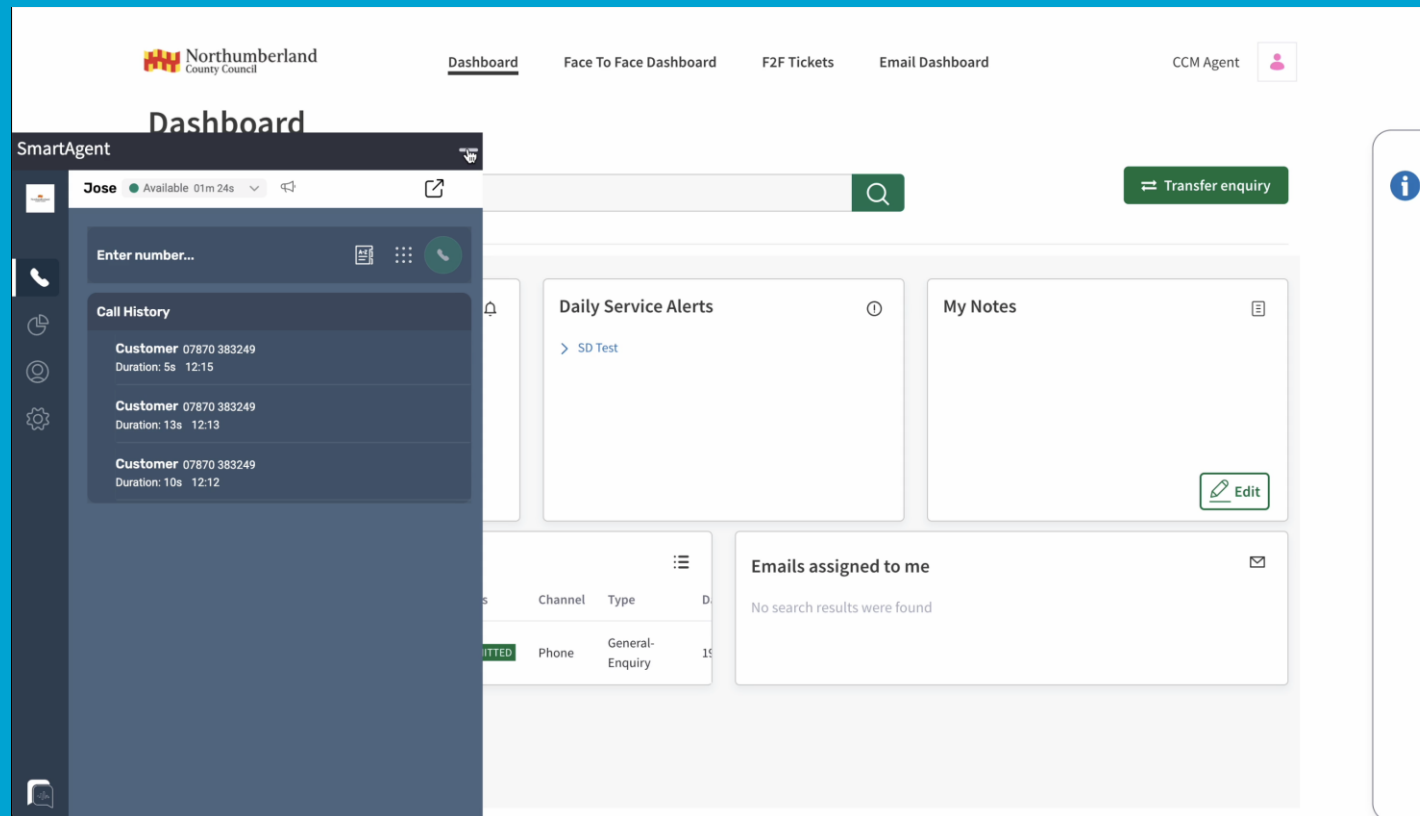
 London Borough of Redbridge

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

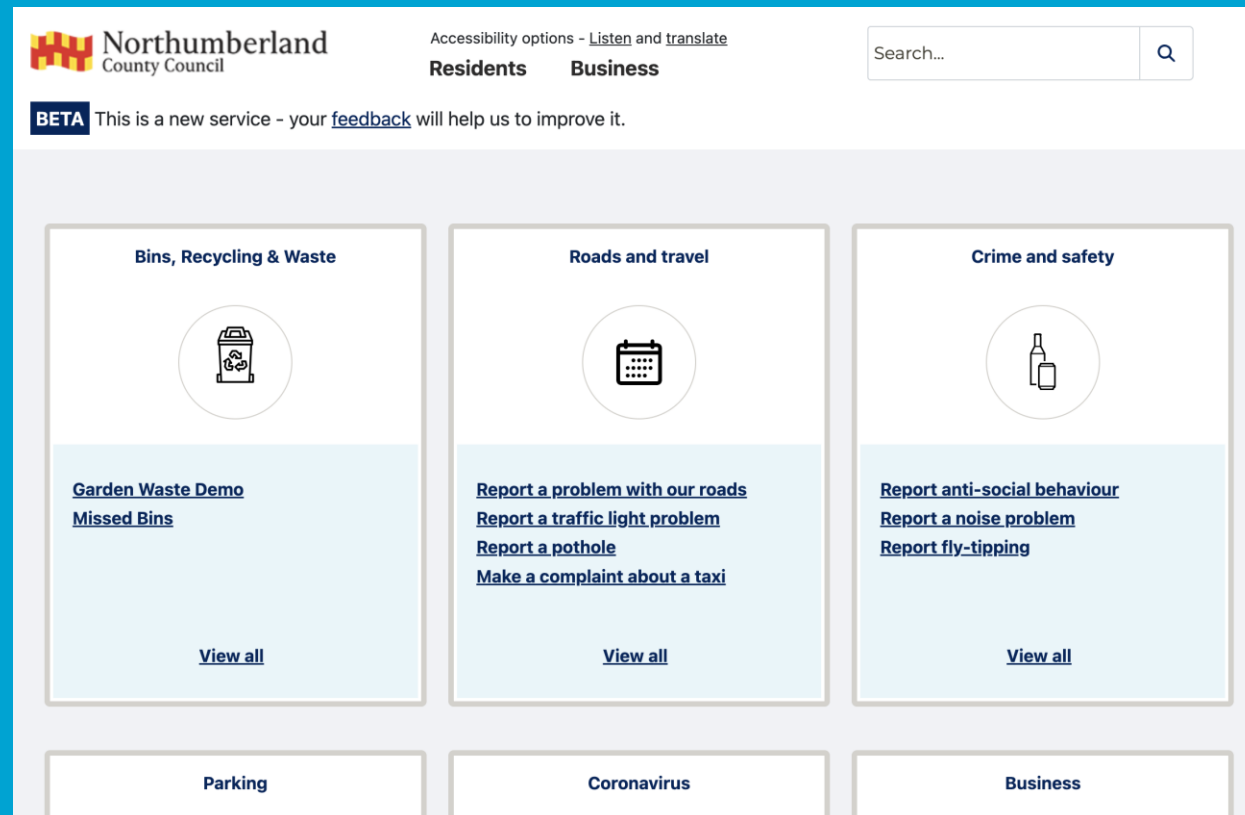
[Feedback](#)
[Terms of use](#)
[Leader's blog](#)
[Maps](#)

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

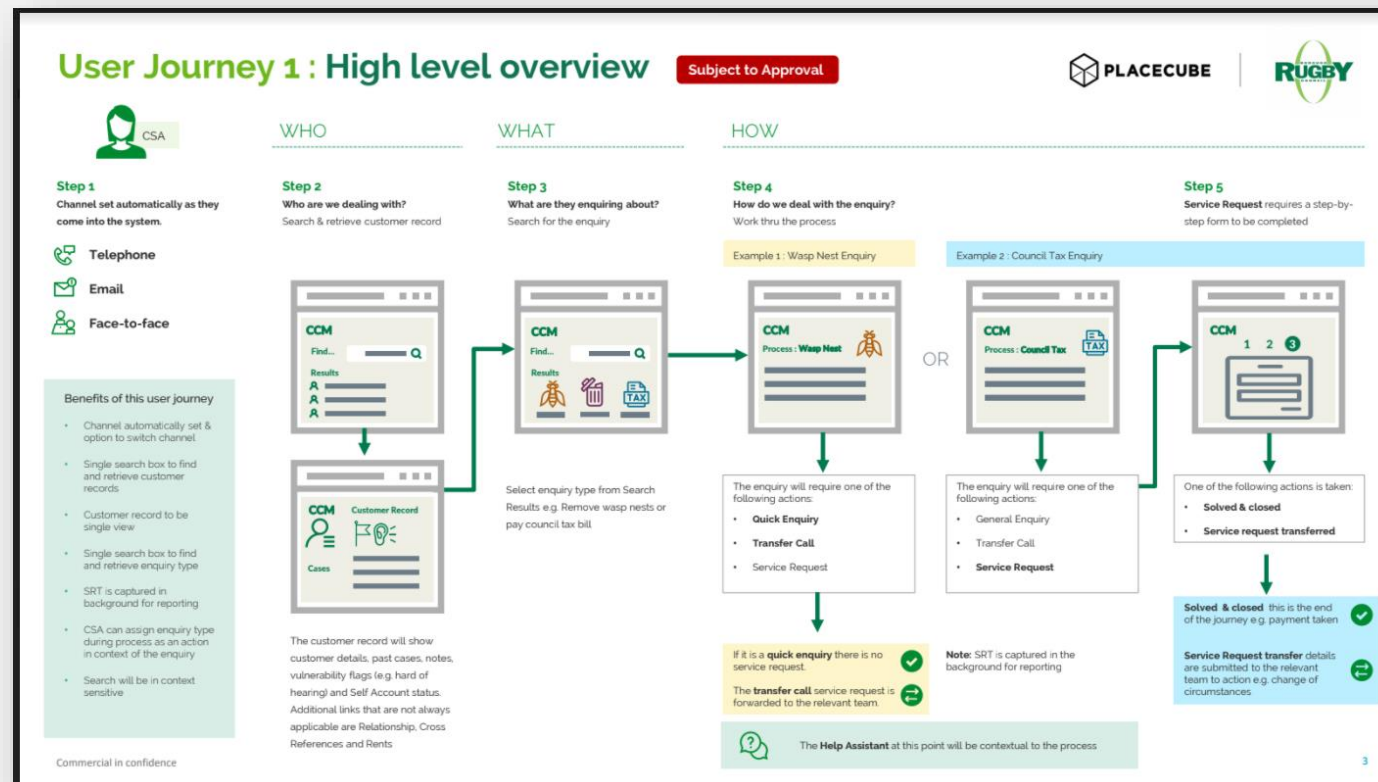
How our customers use Digital Place



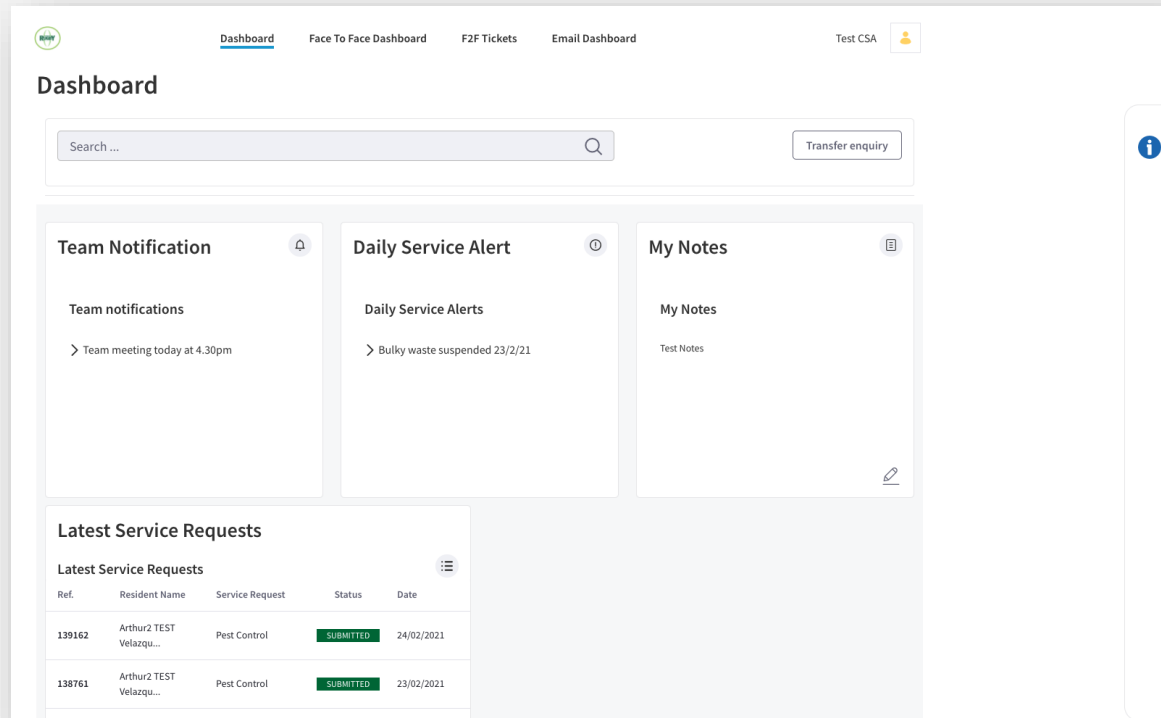
How our customers use Digital Place



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

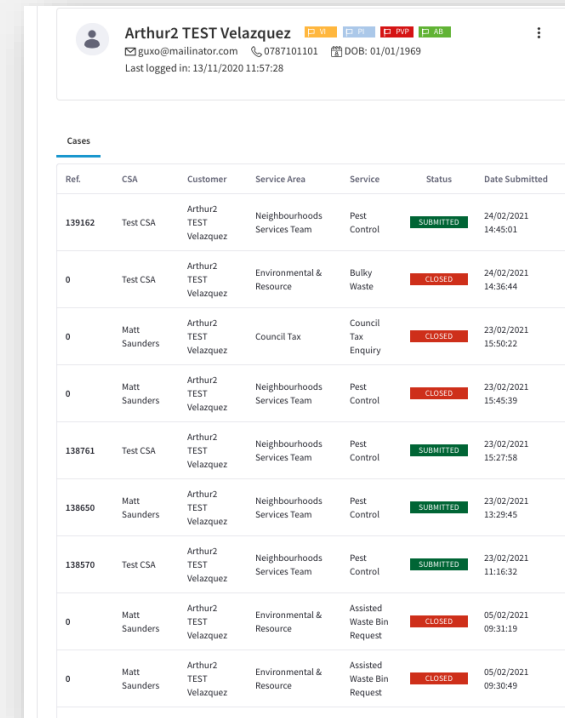


We designed and built the first iteration of CCM, and went live in summer 2021



The dashboard interface for the Customer Contact Management (CCM) system. It features a top navigation bar with links to Dashboard, Face To Face Dashboard, F2F Tickets, and Email Dashboard. The main content area includes a search bar, a 'Transfer enquiry' button, and three primary sections: Team Notification, Daily Service Alert, and My Notes. The Team Notification section shows a message about a team meeting. The Daily Service Alert section shows a message about suspended bulky waste. The My Notes section is currently empty. Below these sections is a 'Latest Service Requests' table.

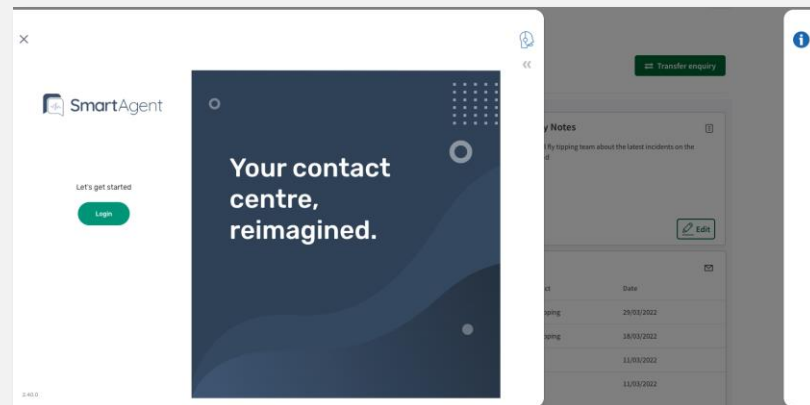
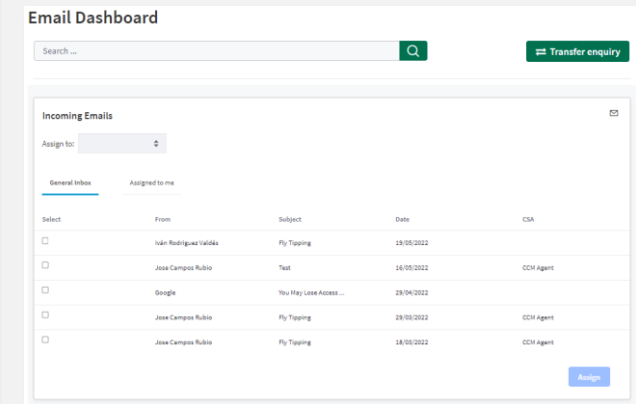
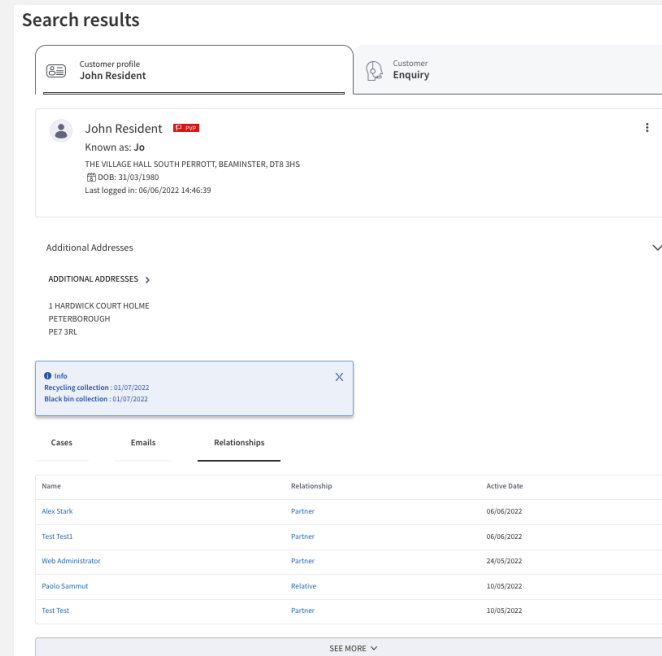
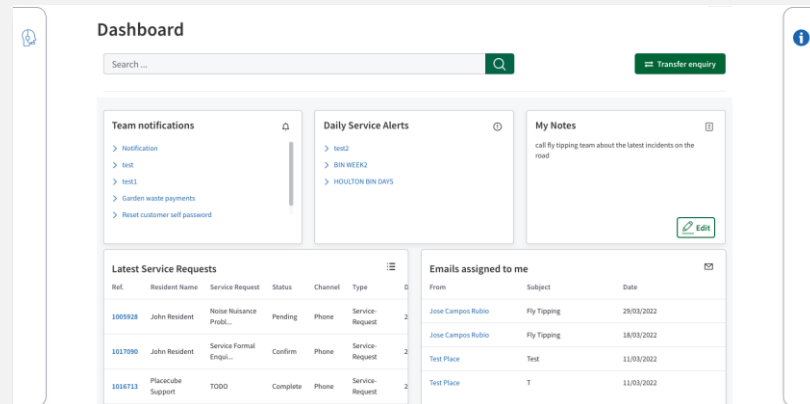
Ref.	Resident Name	Service Request	Status	Date
139162	Arthur2 TEST Velazqu...	Pest Control	SUBMITTED	24/02/2021
138761	Arthur2 TEST Velazqu...	Pest Control	SUBMITTED	23/02/2021



The 'Cases' page in the CCM system, displaying a list of service requests. The user profile at the top shows Arthur2 TEST Velazquez, with contact details and login information. The table below lists various cases with their reference numbers, customer details, service areas, and statuses.

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



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



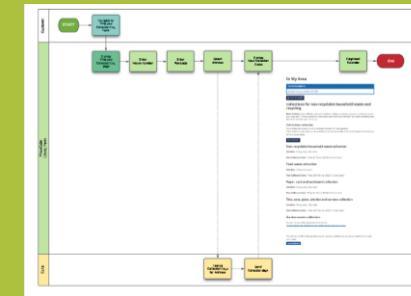
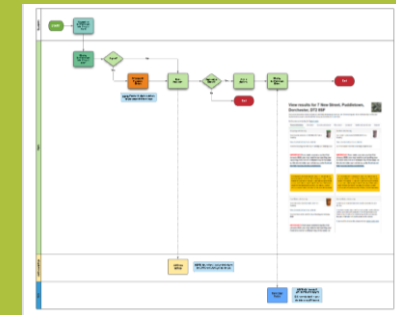
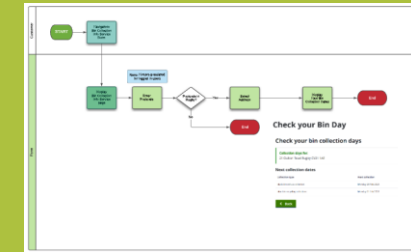
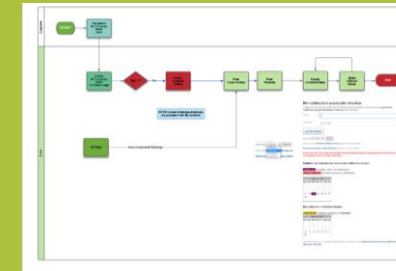
Low Code Waste Services

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



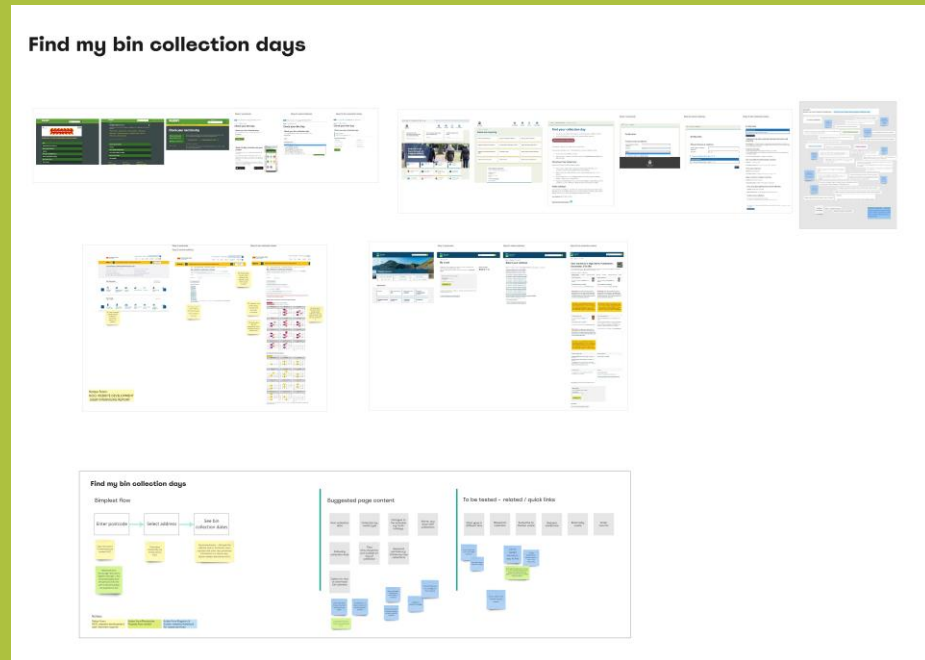
Low Code Waste Services

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

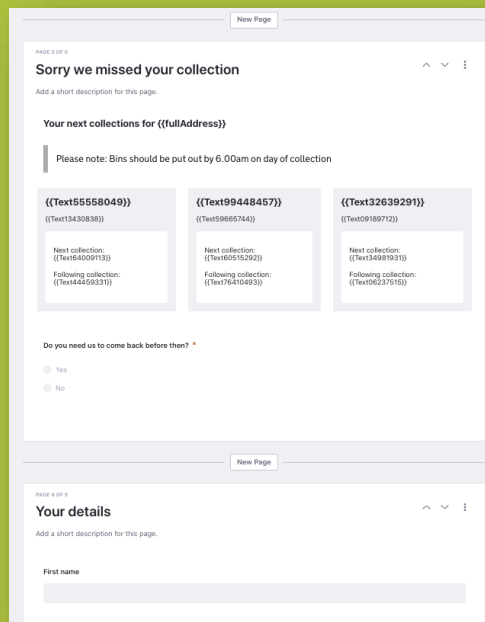


Low Code Waste Services

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



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: {{Text5558049}} {{Text13430838}}	Next collection: {{Text99448457}} {{Text59665744}}	Next collection: {{Text32639291}} {{Text09189712}}
Next collection: {{Text44091933}}	Next collection: {{Text50575292}}	Next collection: {{Text44091933}}
Following collection: {{Text44459331}}	Following collection: {{Text76470483}}	Following collection: {{Text06327915}}

Do you need us to come back before then? *

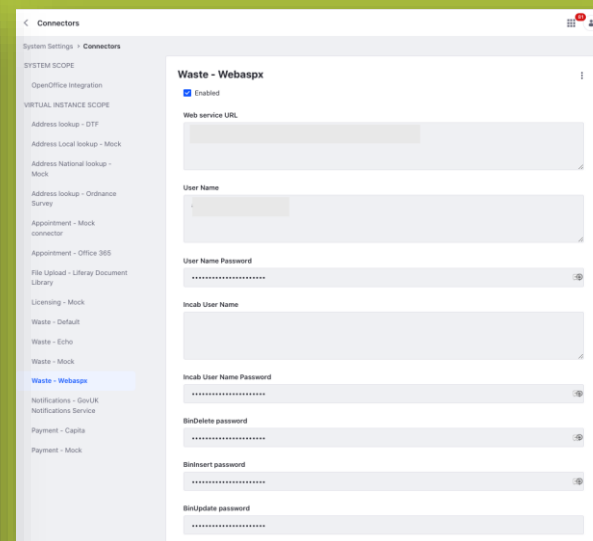
☐ Yes

☐ No

Your details

Add a short description for this page.

First name



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 - Webaspx

Notifications - GovUK

Notifications Service

Payment - Capita

Payment - Mock

Waste - Webaspx

Web service URL

User Name

User Name Password

Incub User Name

Incub User Name Password

BinDelete password

BinInsert password

BinUpdate password

Low Code Waste Services - Phase 2

Commercial Waste & Traded Services



	2023						
	Jan	Feb	Mar	April	May	June	July
			Sprint 0 & 1	Sprint 2 & 3	Sprint 4 & 5	Sprint 6 & 7	Sprint 8
Project Approval & Funding		Project Approved	Funding released				
Inception & Mobilisation			Supplier contracted, team mobilised				
Product & Delivery Management			Continuous product backlog definition, refinement and management, sprint planning, reviews and retros, ownership of prioritisation process and co-ordination of final deliverables publication				
User Research			User Research gathering, review, analysis and input to wireframe development		User Testing, iterative support for prototype evaluation and guidance for development team		
UX Design			UX designer familiarisation with the problem area, wireframe development		UX Design, wireframe to clickable prototype creation and guidance for development team		
Technical Architecture			Technical Architecture definition		Contributing to story writing and TA oversight		
Development				Develop Reminders/Renewals/Customer Communications features from phase 1 backlog		Develop traded services capabilities and example services e.g. Commercial Waste	

Cube Community

Join a community that's constantly innovating and create better public services.

INNOVATION WITH COUNCILS

NEW CUBES ADDED

- Customer Contact Management (CRM)
 - Case Management Cube
 - Council Tax Cube
 - Waste Services Cubes
- Taxi License Application Cube
- Capita One Revs & Bens Integration Cube
 - Telephony Integration Cube
 - Directories Cube
- GOV.UK Pay Integration
- Whitespace Integration



INNOVATION FROM LIFERAY

NEW CUBES ADDED

- Low Code App Builder (Objects)
- No-code Front-end Management
- SEO And Accessibility Checker (Page Audit)
- Shared Asset Libraries
- OpenGraph Support
- DocuSign Integration
- Chat Integration
- Ecommerce



Digital Place is not a static or proprietary product. It is a modern, open source platform that is constantly iterating. Our customers benefit from strategic investments made by Liferay and Placecube's product development function working with customers who have embraced our commitment that 'the public sector never pays twice'.



Customer Contact Management

Rugby → Dorset → Northumberland
→ North Northamptonshire



Case Management

Camden → Lisburn & Castlereagh
→ Babergh & Mid Suffolk