

Cumbria County Council

**Automation
in Cumbria
using Blue Prism**

Hi, I'm Dave!

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- Cumbria
 - 6,769 km² (2,614 sq mi)
 - Total Population ~ ½ million
 - Pop Density 74/km² (190/sq mi)
 - 24.3% population > 64yrs
 - 3rd largest area, 7th smallest population



Where we came from

- Our Service Centre and Digital Team
- Many processes inherited from other departments
- Many incoming requests for services
- Begun as a project with a third-party RPA Provider in 2019

A New Team

- With the old processes taking less time staff were released from processing and able to interact with service users
- With the project coming to an end, more automations and support for the existing automations was needed

Intelligent Automation

- Our RPA provider helped to recruit a team of four
- All new to RPA
- Backgrounds are from education, project delivery, work planning and traditional web development

First Steps

- While our partner supported the first four automations, the new team took on support and development roles
- We expanded to the Fire Service and Library Services
- We expanded upon and took over support of the automations

Slipped Invoices

Handles >£100,000 of transactions

>1500 slips a week both internal purchases and funded schools

Manual process involved laboriously scanning original invoices in a central team

The latest version now removes the need for printing and scanning – saved >1000kg paper in 3 months

Staff no longer need to spend all day attaching stickers to printouts

Next Steps

- Cumbria has some big changes ahead:
Local Government Reorganisation
- Intelligent Automation for One Council
becomes IA for Two Unitary Authorities
- Early engagement with the LGR project on
report production and ongoing work with
Project Team

Thank you



Serving the people of Cumbria