# Robots Can Make A Difference

Kurt Frary, Head of IT

# Digital Strategy

Increase the use of modern technology

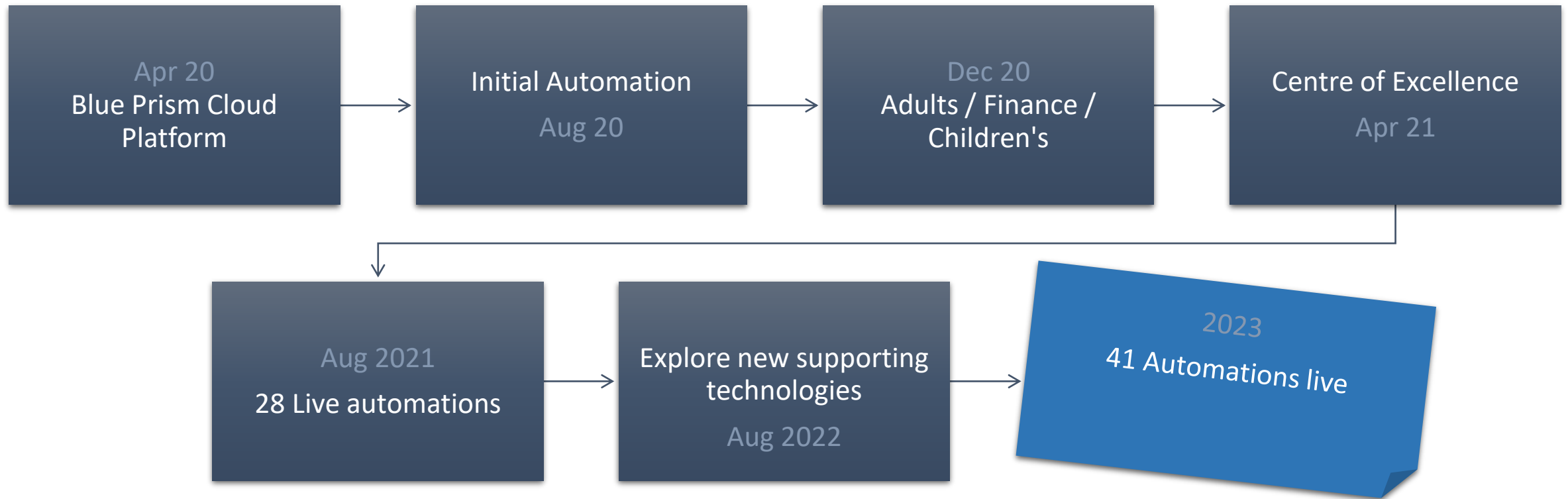Exploit our investment in enterprise level technology using Intelligent Automation

# Strategy

- Robotic Process Automation provides a way of automating a user workflow by mimicking a user's actions.

- Digital Services work with Business teams across the authority to identify processes where there is a clear, tangible benefit in developing automation.

- A team of four technical staff to exploit opportunities and develop automations. (+ Business Analysts).

# Timeline

| | | | |
|---|---|---|---|
| **Apr 20**<br>Blue Prism Cloud Platform | Initial Automation<br>**Aug 20** | **Dec 20**<br>Adults / Finance / Children's | Centre of Excellence<br>**Apr 21** |

| | | |
|---|---|---|
| **Aug 2021**<br>28 Live automations | Explore new supporting technologies<br>**Aug 2022** | **2023**<br>41 Automations live |

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# Finance
## *Direct Payment Support Service (DPSS)*

- Each month, the DPSS Payroll team make payment to carers, via the EPS payroll system.

- To update these details on HMRC, data is exported data into a spreadsheet. A convoluted process then manually updates the record to HMRC. This takes a team of **six people, five days** to complete the process each month.

| Solution | Automation of the data entry of records to HMRC. |
|---|---|

| Benefits | • Automation moved a 20 min process down to 4 mins<br>• An improvement in data quality due to the reduction in manual processing |
|---|---|

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# Automation Spread

| Finance | Digital Services | Adults Social Services | Children's services | Community and Environmental Services |
|---------|------------------|------------------------|---------------------|--------------------------------------|
| 8 | 20 | 4 | 3 | 6 |

# Digital Services

- New IT service requests – individuals create new requests, e.g., access to new software.
- A manual process then arranges for the request to be processed, approved, and actioned.
- This is time consuming, mistakes are made, or requests delayed.

## Solution

- Automation of the request process.
- The RPA receives a request, sends for approval, actions the request updating the backend active directory/ groups, and sends an email back to the requestor giving a status update.

## Benefits

- A much slicker, prompt service.
- 45,000 events have been processed since the RPA went live.
- Improved data quality actioning the request.
- Works 24/7.
- Realised a 2 x FTE saving.

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# Children's Services
## *Personal Education Plans (PEPs)*

- Weekly children's plans are downloaded from an external website and are added to a child's record on the Liquidlogic social care system.

- For each individual record, there is a 27-step manual process taking approx.3 mins to complete each.

- 250 records updated each month, taking 12 hours a month to process.

**Solution**

- Automating the manual, intensive and repetitive process requiring no decision making or human touchpoints.

- A Product Definition Document mapped out the 27-step process, and a new RPA was built to replicate the manual process.

**Benefits**

Automation saved an estimated 8 hours per month of manual processing, freeing up time for a person to work on other key tasks.



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# Adult Services
## *Records Management*

- Electronic records have never been deleted from Liquidlogic (LAS) despite a large number being past their regulatory 'retention to' date.

- For paper files relocated to off-site storage, a large amount of information required to be updated within LAS. No resource was available to update this manually.

- Some historic information was not updated in LAS when files were moved or destroyed.

### Solution

A suite of RPAs:

- Extract future retention dates from LAS and join this with debt information held on an individual. With use of a scanner colleagues can quickly check and add future retention to a box/file without having to look each one up individually in LAS.

- Close the reference to an open paper file in LAS when the paper file has been destroyed.

- Close the paper file in LAS and add a new paper file reference when the file has been moved to a different location/ box.

- Complete destruction of the electronic record in LAS where retention criteria has been met.



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# Adult Services
## *Records Management (continued)*

**Benefits**

- Improved Records Management data and better compliance with GDPR

- Significant resource saving through not having to manually update information

- Future retention – 180 staff days, approx. £30k equivalent cost avoidance

- Closing reference to open paper files - 0.77 fte for a year, £28k equivalent cost avoidance.

- Updating location change – 45 weeks of work.  £24k equivalent cost avoidance

- deletion of electronic record – 11,000 saved hours work,  £211,500 equivalent cost avoidance.

- These are savings for one off 'catch up' activities there will be ongoing annual savings as these processes are run.



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# Community Environmental Services
## *Highways Utility Searches*

Before construction starts on a Highways scheme a detailed land search needs to take place to ensure that it is safe to commence.

- This search is a manual – entering location details on a third-party website and extracting the necessary data for analysis

- Consideration was given to outsourcing this work to a third party, at a cost of £20 per search

**Solution**

Automating the process of searching for a location, via a third-party website, and extracting/ transferring the data for analysis by Highways.

**Benefits**

- Significant resource and cost avoidance benefit – now no business need to outsource the process to a third-party.

- Since the RPA went live in December 2022 3,189 searches have been performed. If given to a third-party this would have cost £63,780.

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# What next?



Artificial Intelligence

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✉ Kurt.Frary@norfolk.gov.uk

🐦 @Kfrary

in www.linkedin.com/in/kurtfrary/