Digital Transformation – Streamlining Free School Meal Eligibility

25th November 2020

Sarah Talbot & Rhian Loveless

Emerging Technologies Team

Swindon Borough Council

About us

Sarah Talbot

Emerging Technologies Lead

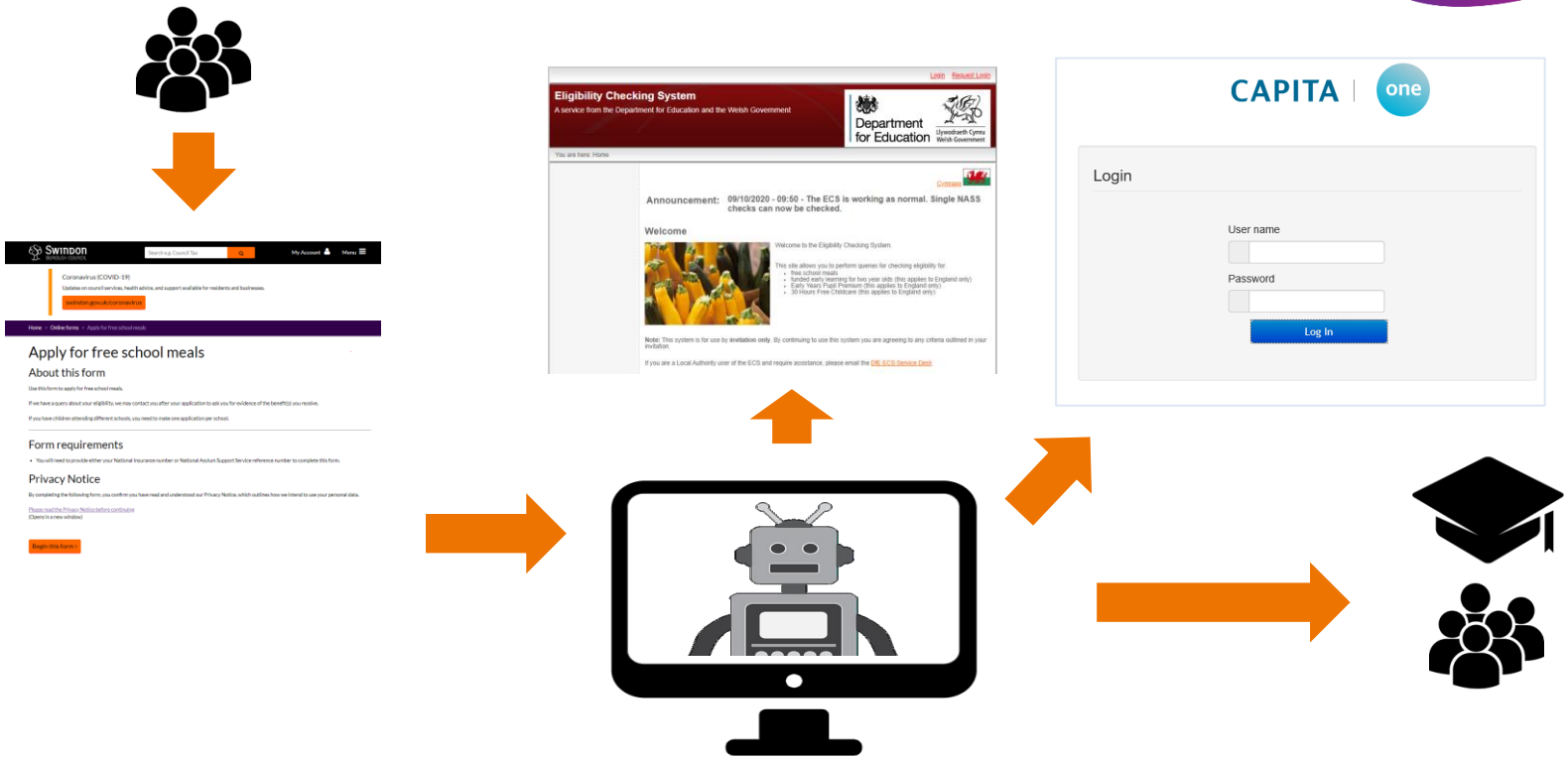
Rhian Loveless

Senior Business Analyst

New and Emerging Technologies

The former process

Automating the process



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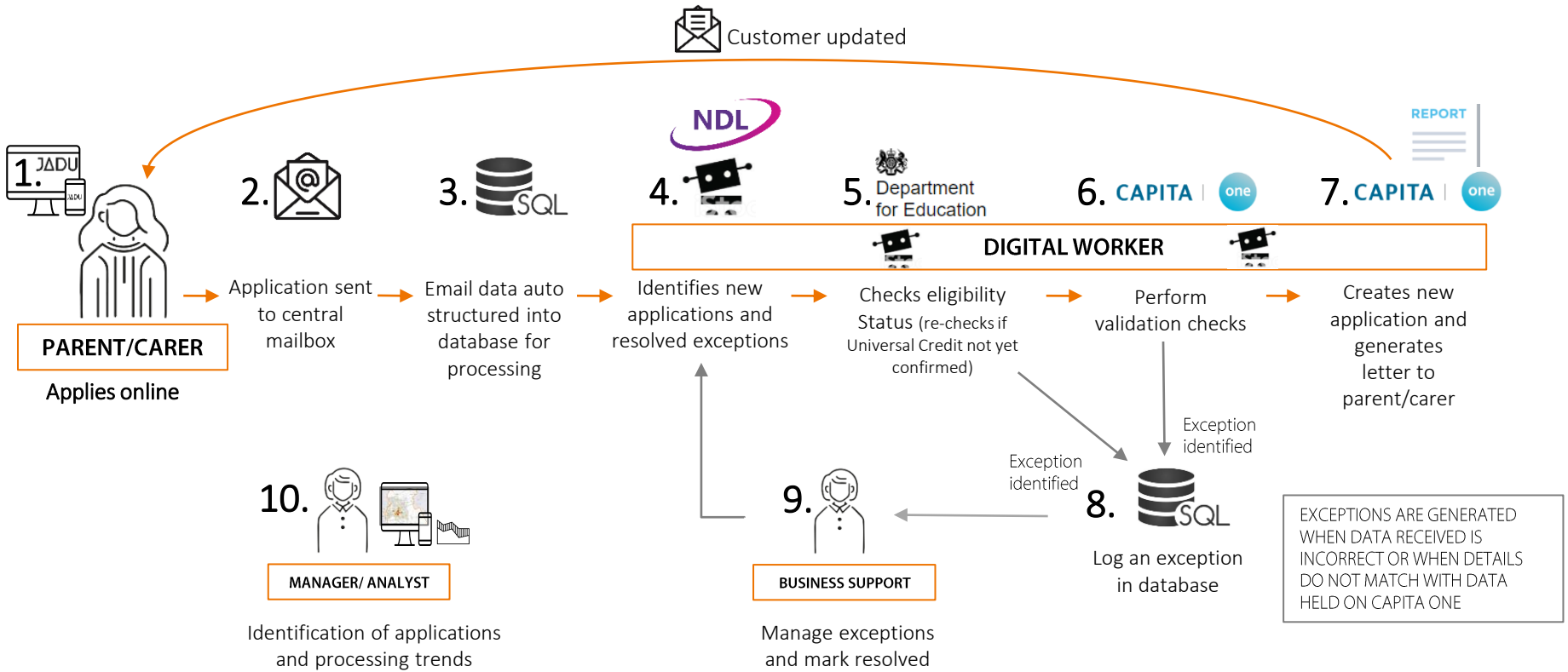
Digital Storyboard



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Emerging technology includes: Robotics process automation – including exceptions management, interpretation of email data from Jadu into structured data and integration of this into an intelligent data pipeline for analysis

Developing new technology in unprecedented circumstances

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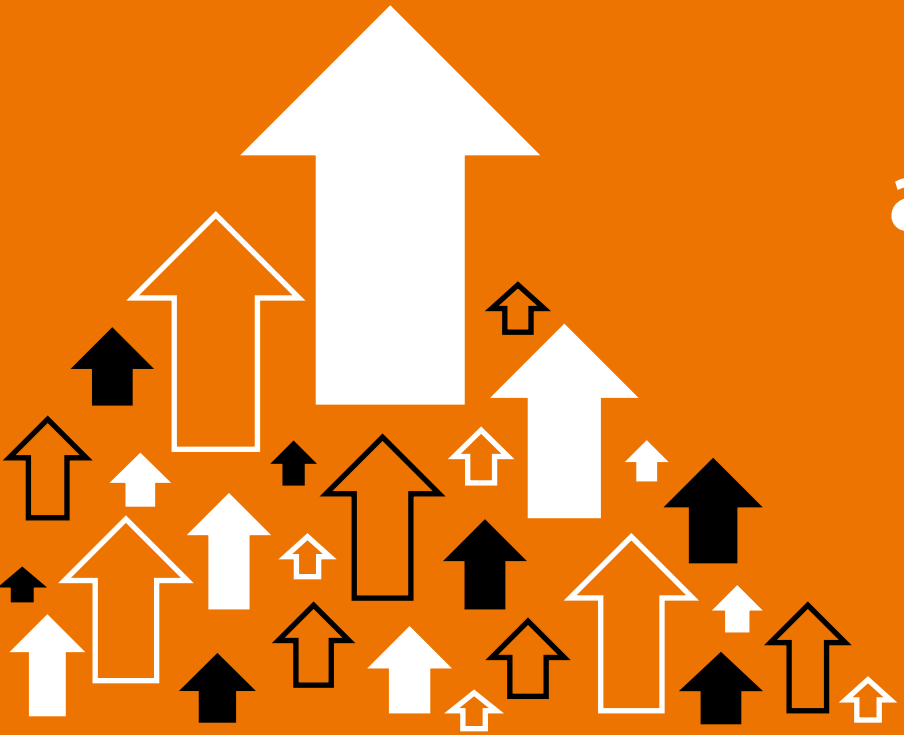


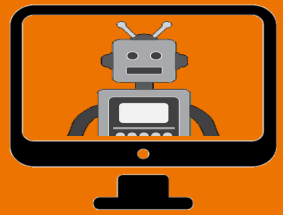
2000% increase in applications received during lockdown

~20% of which were re-applications for existing claimants.

Accelerating delivery

- Flexible team roles
- Innovative solutions
- Rapid development cycles

What we achieved



98.3% efficiency

- Automated end-to-end process with 0 mistakes
- Capacity to manage spikes in demand
- Resource released
- Improved data security

Recognition of the work and our collaboration

What we learnt

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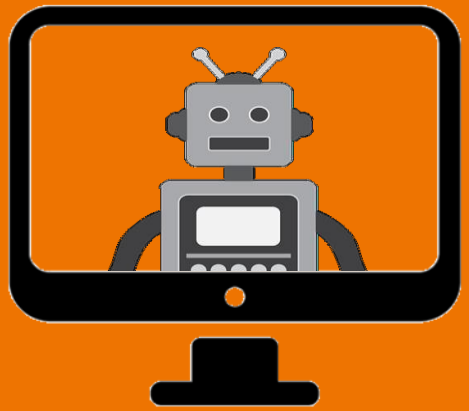

Thank you

Questions welcome

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Thank you

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