

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



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Emerging Technologies Team





New and Emerging Technologies

The former process



Swindon Council website showing the 'Apply for free school meals' form. The page includes a navigation bar with 'Home', 'Online Forms', and 'Apply for free school meals'. The main heading is 'Apply for free school meals About this form'. Below this, there are sections for 'Form requirements' and 'Privacy Notice'. A 'Apply this form' button is visible at the bottom.

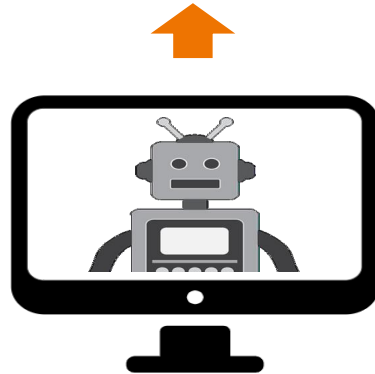
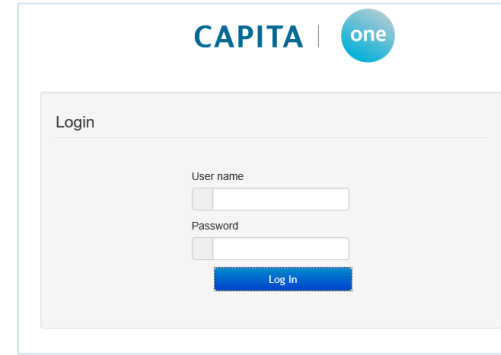
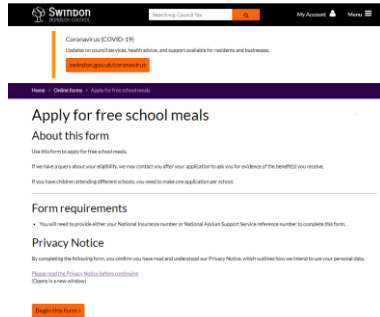
Eligibility Checking System (ECS) website. The header includes 'Department for Education' and 'United Kingdom Government'. A central announcement states: '09/10/2020 - 09:50 - The ECS is working as normal. Single NASS checks can now be checked.' Below the announcement is a 'Welcome' section with a photo of corn cobs and a 'Log In' button.

CAPITA | one login page. The page features a 'Login' section with input fields for 'User name' and 'Password', and a 'Log In' button.



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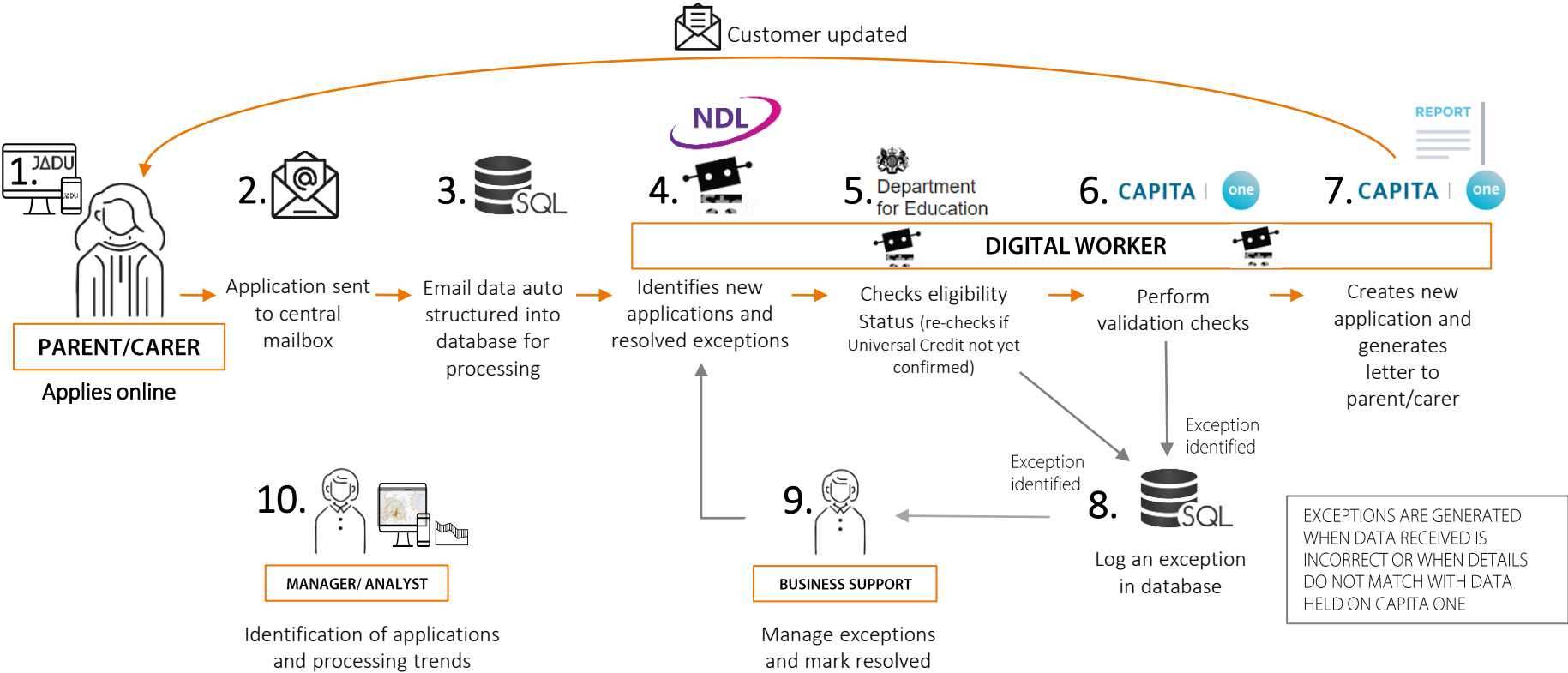
Automating the process



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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

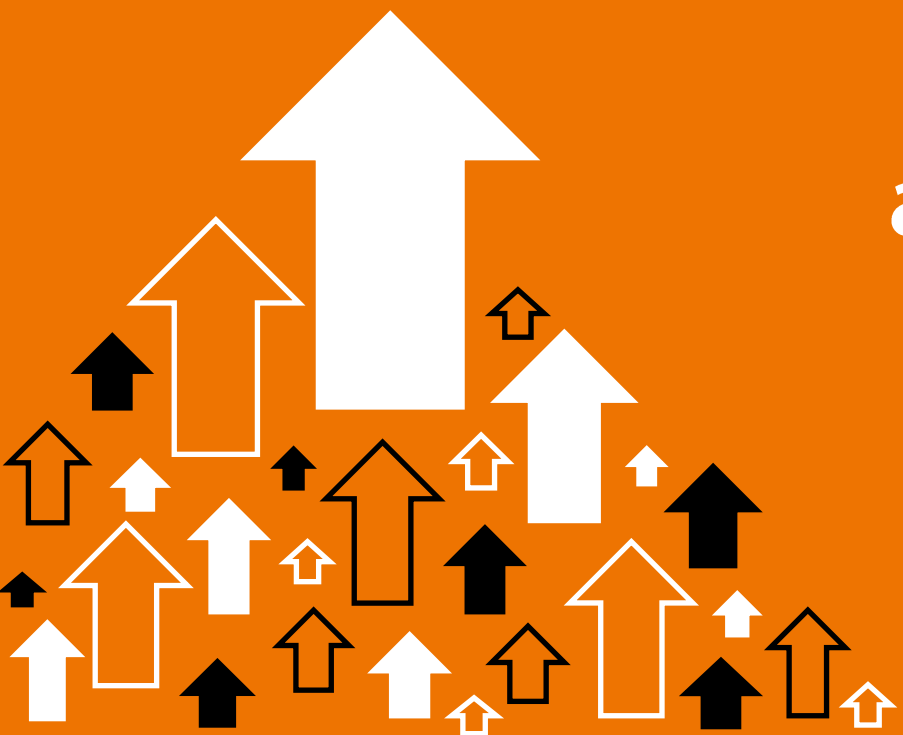


STAY HOME
ESSENTIAL
TRAVEL ONLY
SAVE LIVES

Developing new technology in unprecedented circumstances

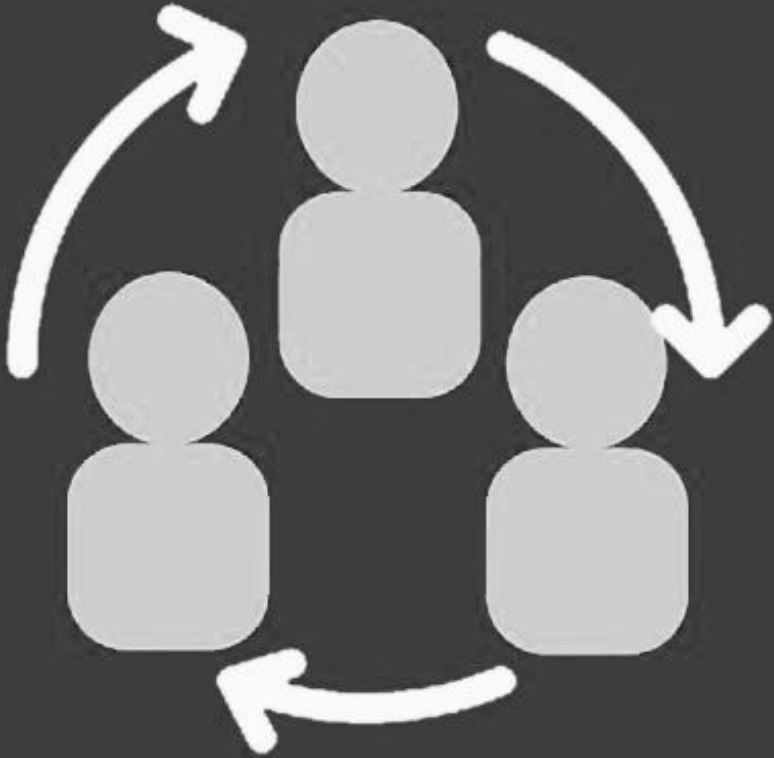
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2000% increase in applications received during lockdown

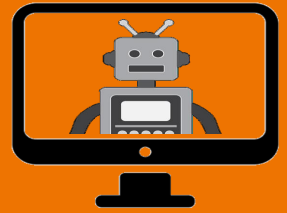
~20% of which were re-applications for existing claimants.



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



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Recognition of the work and our collaboration

NDL Community Awards 2020

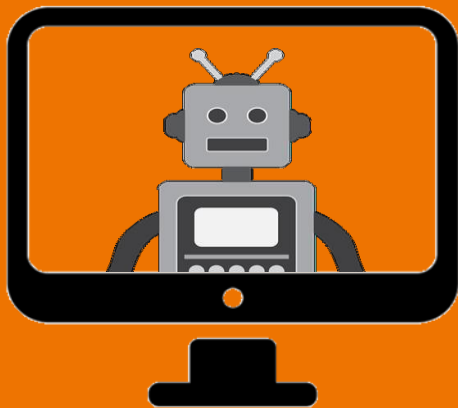
Winner - *Changing Lives Award*

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What we learnt





Thank you

Questions welcome

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Thank you

www.swindon.gov.uk

