

Nicola Hesketh  
Project and Information Coordinator

**Our Ref: FOI5316/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709266 / 01827 709587**  
**E-mail: [FOImailbox@tamworth.gov.uk](mailto:FOImailbox@tamworth.gov.uk)**

[Name Redacted]  
T-Impact  
99 Park Drive,  
Milton Park,  
Abingdon

16<sup>th</sup> August 2018

Dear [Name Redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act, please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

*I am writing to you under the Freedom of Information Act 2000, to request the following information from your Information Technology and or Procurement departments.*

*We seek to learn “if and how Robotic Process Automation and Artificial Intelligence is used within your organisation”.*

*To make responding easier we have constructed two options for your response:*

- 1. An online form using Survey Monkey: <https://www.surveymonkey.co.uk/r/BXR5CPM>*
- 2. An enclosed PDF with editable fields and free form text for you to complete*

**The response to your request as follows:**

**Please see attached completed PDF**

#### **IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)**

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Tamworth Borough Council. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

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For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the General Data Protection Regulation 2018.

Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator

## FOIR - Public Sector RPA use and adoption with exemption clauses

### Freedom of Information Request

**T-Impact Ltd are surveying every local Authority in England, Scotland and Wales to understand if, and how you are using Robotic Process Automation (RPA) technology, seeking to discover if Authorities are realising the benefits to enable better public services for less cost.**

**When you have completed the survey, T-Impact we will send you both a summary of the survey and we will make available a "hard copy" of your responses so that you might publish this data for future FOIR inquiries.**

**This Freedom of Information request in the form of an online survey that should take less than twenty minutes to complete.**

**We sincerely hope using this form will help to satisfy this request with the least amount of effort.**

**The surveys also allow the Council to input the statutory paragraphs required whether or not the Council holds the information, how to submit and internal review, complain etc.**

**T-Impact LTD seeks to help local governments tackle the challenges of automating essentials practices in a efficient and cost effective manner. Identifying councils with need is the first part of that journey.**

**This Survey is also provided in PDF form, so that authorities can answer offline as necessary.**

**Please feel free to use either online or offline versions and return the PDF version to either [Phil.Beresford-Davis@t-impact.com](mailto:Phil.Beresford-Davis@t-impact.com) or [Russ.Boreham@t-impact.com](mailto:Russ.Boreham@t-impact.com). We also will answer any questions pertaining to this survey.**

\* 1. Which Authority do you represent?

2. Please provide an email address for PDF of your answers.

3. If you are unable to respond to this survey, please upload any documents explaining the reasoning, details on how to appeal and any other related information that you believe is relevant.

Choose File

No file chosen

4. Please enter any text regarding FOIR that you wish to be declare such as reasons for not responding to this Survey, details of the appeal process etc. Please feel free to input here any comments. (Max 20,000 words)



## FOIR - Public Sector RPA use and adoption with exemption clauses

### Definition

#### **RPA Definition**

**Robotic process automation (RPA) refers to software that can be easily programmed to do basic tasks across applications just as human workers do. For example, local authorities are automating processing of applications from web forms (direct debits over web, waste garden subscriptions etc.).**

**The objective of the questions on this page is too ascertain if and how far you have progressed using AI and Robotic Process Automation (RPA)**

\* 5. Has the Authority published a plan for using Robotic Process Automation (RPA)

- a) No - We have no current plans to do so
- b) No - Not yet, it's at least 12 months away
- c) No - It is going to happen soon
- d) Yes - We have published a draft outline
- e) Yes - We have a fully published approach to RPA
- f) Yes - We have both plans and implementation in process
- For offline PDF responses, please enter appropriate value (a,b, c etc).

\* 6. Has the Authority published a plan for using Artificial Intelligence

- a) No - We have no current plans to do so
- b) No - Not yet, it's at least 12 months away
- c) No - It is going to happen soon
- d) Yes - We have published a draft outline
- e) Yes - We have a fully published approach to AI
- e) Yes - We have both plans and implementation in process
- For offline PDF responses, please enter appropriate value (a,b, c etc).

\* 7. How many areas in the Authority are considering using RPA?

- a) None - The Authority has no insight or plans for RPA
- b) None - The Authority has plans with no action as yet
- c) None - The Authority is interested in learning more
- d) Some - Less than 2 Robots
- e) A Few - Less than 6 Robots
- f) More than 10 Robots, less than 20
- g) Lots of RPA, more than 20 Robots
- For offline PDF responses, please enter appropriate value (a,b, c etc).

\* 8. If applicable, where is the Authority on its journey with RPA?

- 1) Considering
- 2) Researching
- 3) Piloting
- 4) Deployed a single project/process
- 5) Deployed multiple projects/processes
- 6) Scaling Enterprise-wide
- 7) Retiring Solutions
- 8) Ad-hoc usage (transitioning data or systems)
- 9) End User Computing type deployments
- 10) No plans
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).

\* 9. If applicable, what Automation products are you considering reviewing?

- 1) Automation Anywhere
- 2) Blue Prism
- 3) Epiance
- 4) Infosys
- 5) Jacada
- 6) Kryon Systems
- 7) Lexmark (Kofax Kapow)
- 8) Nice
- 9)OpenConnect
- 11) Pegasystems
- 12) Redwood Software
- 13) UiPath
- 14)WorkFusion
- 15) Xerox Services (Soon to be Conduent)
- 16) None
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).



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Business Case

\* 10. What areas within the Authority are currently using RPA? (Please select as many areas as appropriate)

- |   |   |
|---|---|
| <input type="checkbox"/> 1) Revenue and Benefits                  | <input type="checkbox"/> 8) Leisure and Sport     |
| <input type="checkbox"/> 2) Care Support and Housing Services     | <input type="checkbox"/> 9) Licensing             |
| <input type="checkbox"/> 3) Planning, Environment and Waste       | <input type="checkbox"/> 10) Regeneration         |
| <input type="checkbox"/> 4) Transport, Parking and Streets        | <input type="checkbox"/> 11) Environmental Health |
| <input type="checkbox"/> 5) Libraries, Culture and Heritage       | <input type="checkbox"/> 12) Trading Standards    |
| <input type="checkbox"/> 6) Schools and learning                  | <input type="checkbox"/> 13) Business Rates       |
| <input type="checkbox"/> 7) Registration and Bereavement Services | <input type="checkbox"/> 14) None                 |
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).



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Benefits and Budgets

11. What RPA benefits have been realised?

- |  |  |                                     |   |                                     |   |   |
|--|--|-------------------------------------|---|-------------------------------------|---|---|
|  | a) - 50%<br>deterioration<br>(Very Poor) | b) - 25%<br>deterioration<br>(Poor) | c) - Zero<br>Improvement<br>(disappointing) | d) + > 25%<br>Improvement<br>(good) | e) + > 50<br>Improvement<br>(very good) | f) + > 100%<br>improvement<br>(excellent) |
|--|--|-------------------------------------|---|-------------------------------------|---|---|

Quality Improvement

For offline PDF responses, please enter appropriate value (a,b, c etc).

Speed of Service

For offline PDF responses, please enter appropriate value (a,b, c etc).

Reduced Costs

For offline PDF responses, please enter appropriate value (a,b, c etc).

Return on Investment

a) - 50% deterioration (Very Poor)	b) - 25% deterioration (Poor)	c) - Zero Improvement (disappointing)	d) + > 25% Improvement (good)	e) + > 50 Improvement (very good)	f) + > 100% improvement (excellent)
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For offline PDF responses, please enter appropriate value (a,b, c etc).

Customer Satisfaction

     

For offline PDF responses, please enter appropriate value (a,b, c etc).

Employee Satisfaction

     

For offline PDF responses, please enter appropriate value (a,b, c etc).

Staff Retention Rates

     

For offline PDF responses, please enter appropriate value (a,b, c etc).

Staff Absence Rates

     

For offline PDF responses, please enter appropriate value (a,b, c etc).

Staff Efficiency

     

For offline PDF responses, please enter appropriate value (a,b, c etc).

\* 12. How much RPA/AI budget for this Financial Year do you have?

\* 13. How much budget has been invested on the RPA investments to date?

\* 14. How much money has been returned on the RPA investments to date?





## Service Improvements

15. If RPA has been deployed, has Robotic Process Automation enabled the means to provide more services with the same or less staff?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion
- For offline PDF responses, please enter appropriate value (a,b, c etc).

16. If RPA has been deployed, has Robotic Process Automation enabled the Authority to do more work for less monetary expenditure?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion

For offline PDF responses, please enter appropriate value (a,b, c etc).

17. If RPA has been deployed, has Robotic Process Automation enabled the means to redeploy staff to other value add activities?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion

For offline PDF responses, please enter appropriate value (a,b, c etc).

18. if applicable, what challenges to Automation have you experienced?

- |   |   |
|---|---|
| <input type="checkbox"/> a) Workforce resistance            | <input type="checkbox"/> e) Education and Enabling of workforce |
| <input type="checkbox"/> b) Business process mapping errors | <input type="checkbox"/> f) Management resistance               |
| <input type="checkbox"/> c) End to End process flow gaps    | <input type="checkbox"/> g) Public or Partnership resistance    |
| <input type="checkbox"/> d) Organised workforce rejection   | <input type="checkbox"/> h) No deployment thus No opinion       |
- For offline PDF responses, please enter appropriate value (a,b, c etc).



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### Partnerships

\* 19. Does the Authority have an RPA partner and if so who?

\* 20. When does the current RPA partnership arrangement end?

\* 21. Are you planning additional RPA projects in the next 3-6 Months?

- Yes
- No
- For offline PDF responses, please enter appropriate value (Yes, No).

22. Please provide an email address for the area responsible for Process Automation within the Authority?

\* 23. If T-Impact Ltd were to run a series of Local Government RPA 20K Hackathons, would you be interested in learning more? (£20,000 to the Winning Authority)

Yes

No

For offline PDF responses, please enter appropriate value (Yes or No). If yes, please provide contact details.



## FOIR - Public Sector RPA use and adoption with exemption clauses

### Investment and Return

\* 24. What is your preferred commercial model for deploying RPA?

a) Time & materials projects

b) Fixed-price projects

c) Revenue-share model

d) Risk & reward

e) Cost per transaction

f) RPA-as-a-Service (e.g. monthly subscription)

g) No viewpoint at this moment in time

For offline PDF responses, please enter appropriate value (a,b, c etc).

\* 25. What cost size of cost saving do you require from RPA?

a) > £10,000

e) > £1 MM

b) >£ 50,000

f) > £10 MM

c) >£100,000

g) No viewpoint at this moment in time

d) >£500,000

For offline PDF responses, please enter appropriate value (a,b, c etc).

26. Would a Cloud based - low cost model be of interest?

Yes

No

For offline PDF responses, please enter appropriate value (Yes or No).



FOIR - Public Sector RPA use and adoption with exemption clauses

Thank you for completing our survey

**We sincerely hope that filling out this survey was not too onerous. We plan to publish the outcomes from the answers provided. if you would like to discuss your ranking or require any further information. Please do not hesitate to contact [Phil.Beresford-Davis@T-impact.com](mailto:Phil.Beresford-Davis@T-impact.com) or [Russ.Boreham@T-impact.com](mailto:Russ.Boreham@T-impact.com).**

**We are one of the UK's leading software agnostic Robotic Process Automation businesses. We offered the world's first RPA subscription model, incorporating process design, solution design, build, deployment for a single monthly fee. We have delivered several successful RPA engagements for Local Councils and are seeking additional information to understand where we might leverage our success elsewhere in local government.**

**Thank you once again.**

**If you are interested in an 8 step guide to deployment of Robotic Automation see <https://www.t-impact.com/robotic-process-automation-guide-d> or the our whitepaper on local government and RPA see <https://www.t-impact.com/robotics-success-government-guide>**