T·IMPACT
Digital Transformation Experts

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 thestatutory 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 or Russ.Boreham@t-impact.com. We also will answer any questions pertaining to this survey.

* 1. Which Authority do you represent?

[dropdown]

[   ]

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)

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| 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   ○ d) Yes - We have published a draft outline

○ b) No - Not yet, it's at least 12 months away   ○ e) Yes - We have a fully published approach to RPA

○ c) No - It is going to happen soon   ○ 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)

☐ 1) Revenue and Benefits	☐ 8) Leisure and Sport
☐ 2) Care Support and Housing Services	☐ 9) Licensing
☐ 3) Planning, Environment and Waste	☐ 10) Regeneration
☐ 4) Transport, Parking and Streets	☐ 11) Environmental Health
☐ 5) Libraries, Culture and Heritage	☐ 12) Trading Standards
☐ 6) Schools and learning	☐ 13) Business Rates
☐ 7) Registration and Bereavement Services	☐ 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% deterioration (Very Poor)	b) - 25% deterioration (Poor)	c) - Zero Improvement (disappointing)	d) + > 25% Improvement (good)	e) + > 50 Improvement (very good)	f) + > 100% improvement (excellent)
Quality Improvement	○	○	○	○	○	○

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

[ ]

	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)
Speed of Service	○	○	○	○	○	○

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

[ ]

	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)
Reduced Costs	○	○	○	○	○	○

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

[ ]

	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)
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)

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?

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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?

☐ a) Workforce resistance   ☐ e) Education and Enabling of workforce

☐ b) Business process mapping errors   ☐ f) Management resistance

☐ c) End to End process flow gaps   ☐ g) Public or Partnership resistance

☐ d) Organised workforce rejection   ☐ 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.

[ ]

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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).

[_____]

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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 or 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