

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

Reference Number:	4973
Author:	James Steele
Department:	Finance and Resources
Contact:	James Steele (Job Title: web manager, Email: james.steele@nottinghamcity.gov.uk, Phone: 01158763151)
Subject:	Robotic Process Automation #87
Total Value:	£424,019 (Type: Capital)
Decision Being Taken:	To approve: 1. The spend of £424,019 over 2 years which will be funded from the Digital Transformation Fund, to enable the council to design, build and deploy Robotic Process Automation; 2. The procurement and contract award with an RPA supplier in accordance with procurement processes; 3. The Acting Head of Process Improvement to sign a contract with the successful supplier.
Reasons for the Decision(s)	Robotic Process Automation or 'RPA' is one of the tools the Council can use to free up staff time from repetitive rules based activities and enable colleagues to focus activities that make a difference to our residents. The Customer Support Programme (with the support of its delivery partner) has already designed an 'Automation Factory' for the Council, including the tools, methods, governance and skill requirements to successfully deliver RPA solutions. Initial pilots developed in Adult Social Care, Children's Social Care, Commercial Waste and Leisure services have identified a capacity saving of 5.7 FTE. This funding will enable us to establish our Automation Team to design and deliver solutions that support the Customer Support Programme and the wider council. Discover and activity analysis (undertaken by the delivery partner with services) has already identified opportunities to deliver capacity of 21 FTE's across 27 processes through the use of RPA. There are significant opportunities utilise RPA, in addition to the opportunities that have already been identified within the Customer Support Programme. We anticipate that with the funding requested, we will be able to deliver capacity of 40 FTE through Robotic Process Automation over 2 years which will support the delivery of the savings in the Medium Term Financial Plan. The finance comments set out the detailed costs and savings associated with this project.

**Other Options Considered:** We could chose not to implement RPA across the Council and automate high volume, repetitive rules based tasks, however this would mean the Council would have to continue to resource these manually activities at a significant cost to the Council. Additionally the Council would not be able to utilise the benefits of RPA to support transformation activates and support the end to end digitisation of processes.

**Background Papers:** None.

**Published Works:** None.

**Affected Wards:** Citywide

**Colleague / Councillor Interests:** N/A

**Consultations:** Those not consulted are not directly affected by the decision.

**Crime and Disorder Implications:** N/A

**Equality:** EIA not required. Reasons: The implementation of RPA does not change policies, services or function.

**Any implications affecting IT:** Yes

**Relates to staffing:** Yes

**Decision Type:** Officer

**Executive Decision?** Yes

**£50,000 or more:** Yes

**Scheme of Delegation Reference Number or Other Source of Delegation:** Executive Board - Minute 29(3) Executive Board 20 July 2021

<b>Subject to Call In:</b>	Yes
<b>Call In Expiry date:</b>	30/06/2023
<b>Advice Sought:</b>	Finance, Procurement, Human Resources, IT
<b>Finance Advice:</b>	<p>Comments in a separate appendices.  Advice provided by Ceri Walters as Finance Co-ordinator (Head of Commercial Finance) on 12/05/2023.</p> <p>Advice documents: 2023 05 12 - DDM comments.docx</p>
<b>Procurement Advice:</b>	<p>Procurement Team will liaise across all client groups to ensure the procurement of RPA is carried out compliantly, also taking into account IT and DP requirements. We will work with the client group to ensure effectiveness and efficiency has been fully thought through to provide best value for the Authority.</p> <p>Advice provided by Louise Dobson (Business Support) on 03/05/2023.</p>
<b>IT Advice:</b>	<p>The IT Service supports the proposals contained within this delegated decision.</p> <p>The IT Service will continue to work with colleagues in Transformation on the usual chargeable project basis to support the delivery of Transformation projects within the broader context of the Council's IT environment. This will include ensuring that proposed solutions conform to the Council's technical standards, architecture and are supportable in the medium to long term through the Council's Technical Design Authority and Change Management processes. A key challenge that the IT Service will assist the Transformation projects with is ensuring that the implemented solutions are sustainable, which will be critical given the proposal to create temporary resources for projects' implementations.</p> <p>The Council will need to be mindful of the risk of developing 'shadow IT' functions, a risk that external consultants have identified within the Council, and this will need to be carefully managed by senior officers within the Council.</p> <p>Advice provided by Paul J. Burrows (IT Change, Projects &amp; Strategy Manager) on 10/05/2023.</p>

**HR Advice:**

The proposal sees to create and recruit to 2 x FTE RPA Developer Roles. These are new roles and will need to be evaluated to confirm the Grade. Given the specialised nature of the role the service should carefully consider where to source applicants for these roles to maximise the potential pool of applicants. Developing skills within the existing Developer resource will support this.

The roles are proposed on a 2 year fixed term basis. The service will need to consider potential costs if it is decided not to continue the roles beyond this. Employees with 2 years continuous service will accrue employment rights including redundancy entitlement.

Part of the rationale for the proposal is to deliver savings through efficiencies leading to FTE reductions. This proposal supports the wider Customer First programmes budget commitments agreed as part of the MTFP.

It should be noted that any resulting proposals that would place employees potentially at risk would be subject to a formal consultation process following NCC's restructuring principles.

Advice provided by Andrew Griffiths (Service Redesign Consultant) on 27/04/2023.

**Signatures:**

Mel Barrett (Chief Executive)

SIGNED and Dated: 23/06/2023