

S40 (2)

Reply by email:

Telephone: 01636 655216/7

Email: freedom@nsdc.info

Your ref:

Our ref: **RFI-2016-1455**

16 December 2016

Dear S40 (2)

Request for information: RFI-2016-1455

Your request for information about business process automation has now been considered. The information held by the Council relevant to your request is set out below:

1 Do you have an organisation-wide strategy for BPA for the delivery of council services? If not, do you plan to develop such a strategy in the next 24 months?

No, and no plans for a strategy

2 Does each council directorate have its own strategy for BPA? If not, please can you indicate if they are in development?

No

3 Please can you list the top five business processes in your organisation by volume of transactions per annum and indicate which are fully automated, partly automated or not yet automated?

The top 5 are:

- | | |
|----------------------------------|--------|
| • Payments | Partly |
| • Waste management | Partly |
| • Council tax | Partly |
| • Development control (Planning) | Partly |
| • Benefits | Partly |

4 Please can you list the top five business processes in your organisation by total financial cost and indicate which are fully automated, partly automated or not yet automated?

This information is not available. Although we can identify system costs we do not apportion individual staffing costs of our customer services team who are usually the entry point for all of these transactions to specific transactions. Therefore we have never calculated the individual cost per transaction.

5 Have you conducted an organisation-wide audit to identify business processes which can be automated? If not, please can you indicate if you are currently planning such an audit and when it will be complete?

No and no

6 Have you identified the current council activities where the highest cost savings can be delivered through business process automation? If not, please can you indicate if you are currently planning such an audit?

No and no

7 Please can you indicate council services that will introduce or improve automation in the next year?

None

8 What budget has your council allocated to support business automation projects in the past two years? Please indicate any documents relating to the business case to support such a budget.

The Council do not have a specific budget for business automation projects

9 What is the job title of the person who is ultimately responsible for business process automation strategy in your organisation? We do not have anyone who does this.

This request has been handled under the Freedom of Information Act 2000.

This response refers to information held by Newark & Sherwood District Council and does not include information relating to the Council's housing stock or the management of that stock. This information is held by a wholly owned arm's length company, Newark and Sherwood Homes Ltd, which for the purposes of Freedom of Information, is classed as a separate public body. Newark and Sherwood Homes Ltd can be contacted via their website at www.nshomes.co.uk

Where provided, the direct contact details of individual Council officers must not be used for the purposes of direct marketing.

If you have any further queries or concerns about the information provided please do not hesitate to contact us. If we do not hear from you within 40 days, starting the day after the date of this letter, we will consider the request closed.

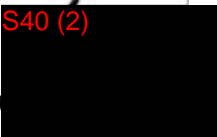
If following our response to your query you are still dissatisfied you have the right to request an internal review. This will be conducted by the Director of Safety or the Deputy Chief Executive who have not been involved with the request or complaint until this point. Should you wish to proceed to this stage please advise us quoting the reference number at the top of this page.

Should you be dissatisfied with the outcome of any internal review to the Council you have a further right of appeal to the Information Commissioner's Office, details of which can be found on the Information Commissioner's website www.ico.org.uk/

More details of this complaints process are available to view on our website at the following link:
www.newark-sherwooddc.gov.uk/yourcouncil/makingarequestforinformation/accesstoinformation-complaintsprocedure/

Yours sincerely

David Clarke

S40 (2)


Information Governance Officer