

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4274/NH/02
Please ask for: Nicola Hesketh
Direct dial: 01827 709 587
E-mail: FOImailbox@tamworth.gov.uk

[Name Redacted]

6th January 2017

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

The questions are as follows:

- 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?
- 2 Does each council directorate have its own strategy for BPA? If not, please can you indicate if they are in development?
- 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?
- 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?
- 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?
- 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?
- 7 Please can you indicate council services that will introduce or improve automation in the next year?
- 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
- 9 What is the job title of the person who is ultimately responsible for business process automation strategy in your organisation?

The response to your request as follows:

- 1 Yes**
- 2 No – corporate approach only.**
- 3 Can I make a payment (rents/council tax/sundry debts) fully automated**

Can I set up a direct debit – part automated

How much to I owe – part automated

What's my balance – part automated

Can I apply for (housing/benefits/discounts/licensing) – part automated

- 4 *We don't have all of this information.***
- 5 Yes – this ongoing.**
- 6 Yes – this is ongoing.**
- 7 Corporate self-service.**
- 8 Customer service and access strategy and resultant action plans.**
- 9 Head of Customer Service**

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.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting.

However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner. For information where the copyright is owned by Tamworth Borough Council details of the conditions on re-use can be provided on application to the contact below.

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 Data Protection Act 1998.

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