

Digital Transformation – Streamlining Free School Meal Eligibility

6th November 2020

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Emerging Technologies Team

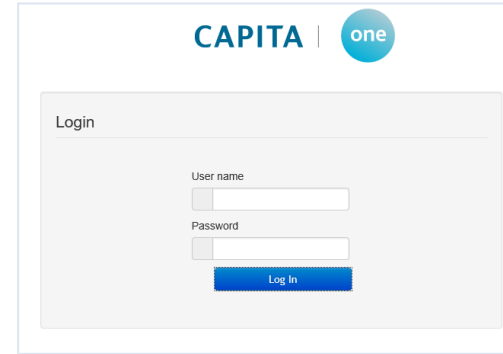
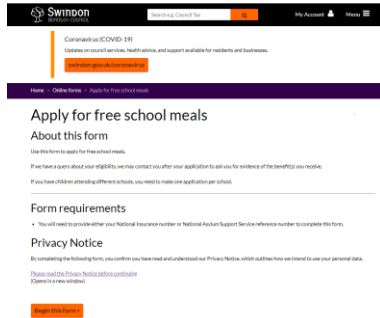


SWINDON
BOROUGH COUNCIL



New and Emerging Technologies

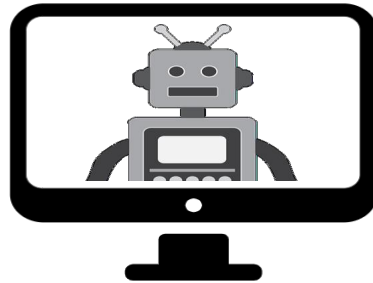
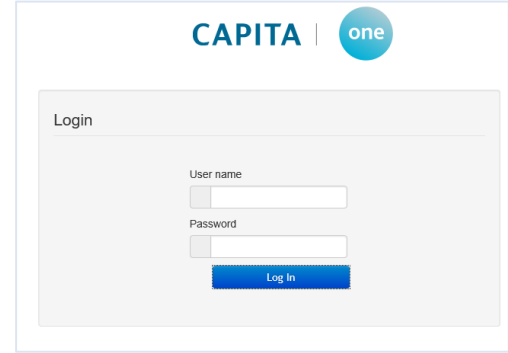
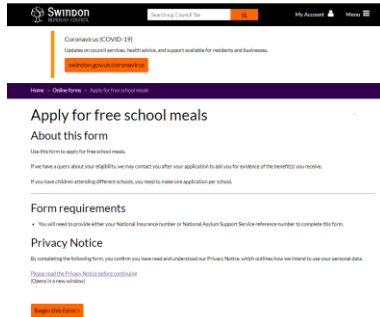
The former process



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Automating the process



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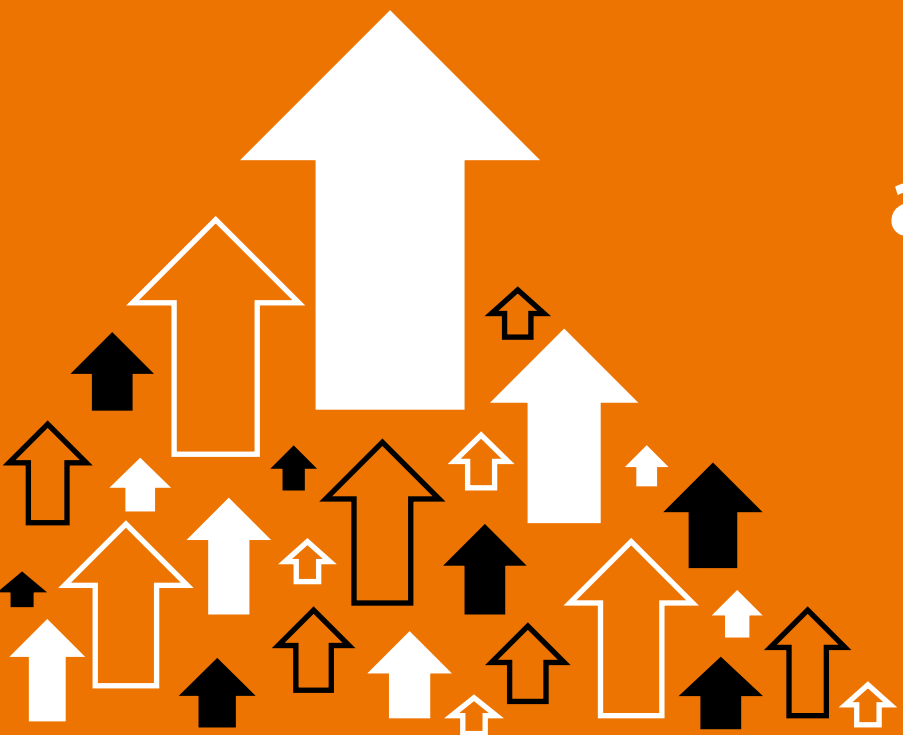


STAY HOME
ESSENTIAL
TRAVEL ONLY
SAVE LIVES

Developing new technology in unprecedented circumstances

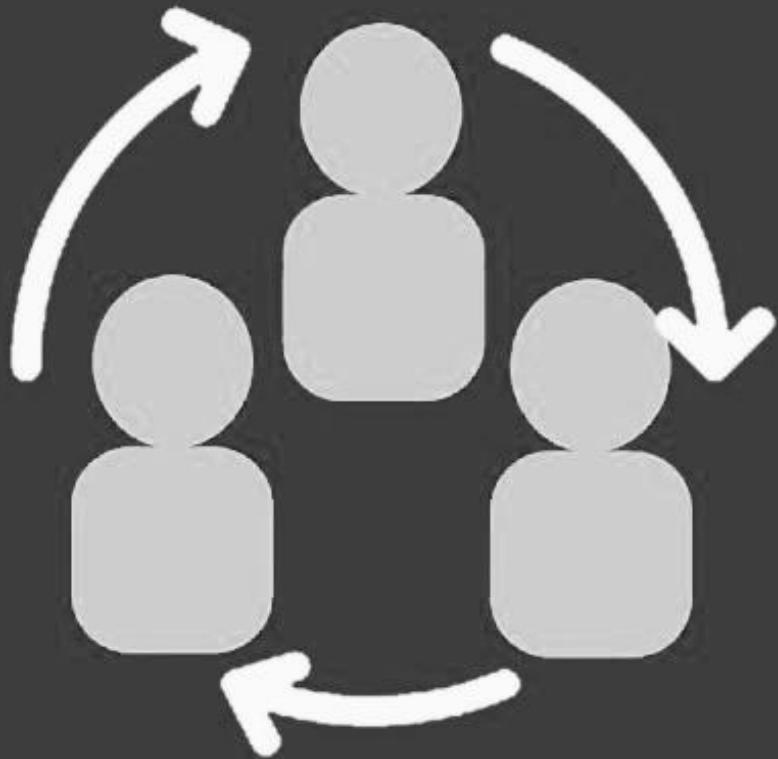
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2000% increase in applications received during lockdown

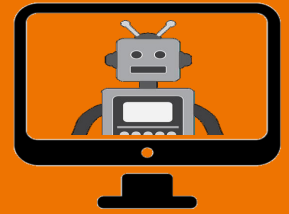
~20% of which were re-applications for existing claimants.



Accelerating delivery

- Flexible team roles
- Innovative solutions
- Rapid development cycles

What we achieved



98.3% efficiency

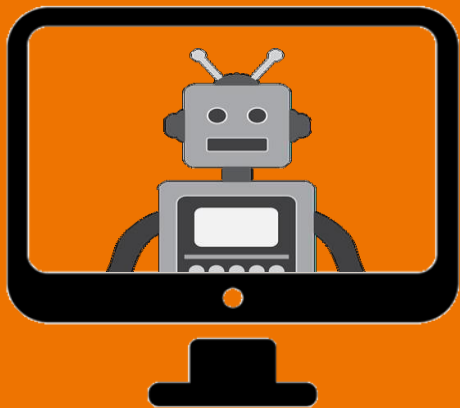
- Automated end-to-end process with 0 mistakes
- Capacity to manage spikes in demand
- Resource released
- Improved data security

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What we learnt





Thank you

Questions welcome

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Thank you

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