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# Five years of low code CASE STUDY

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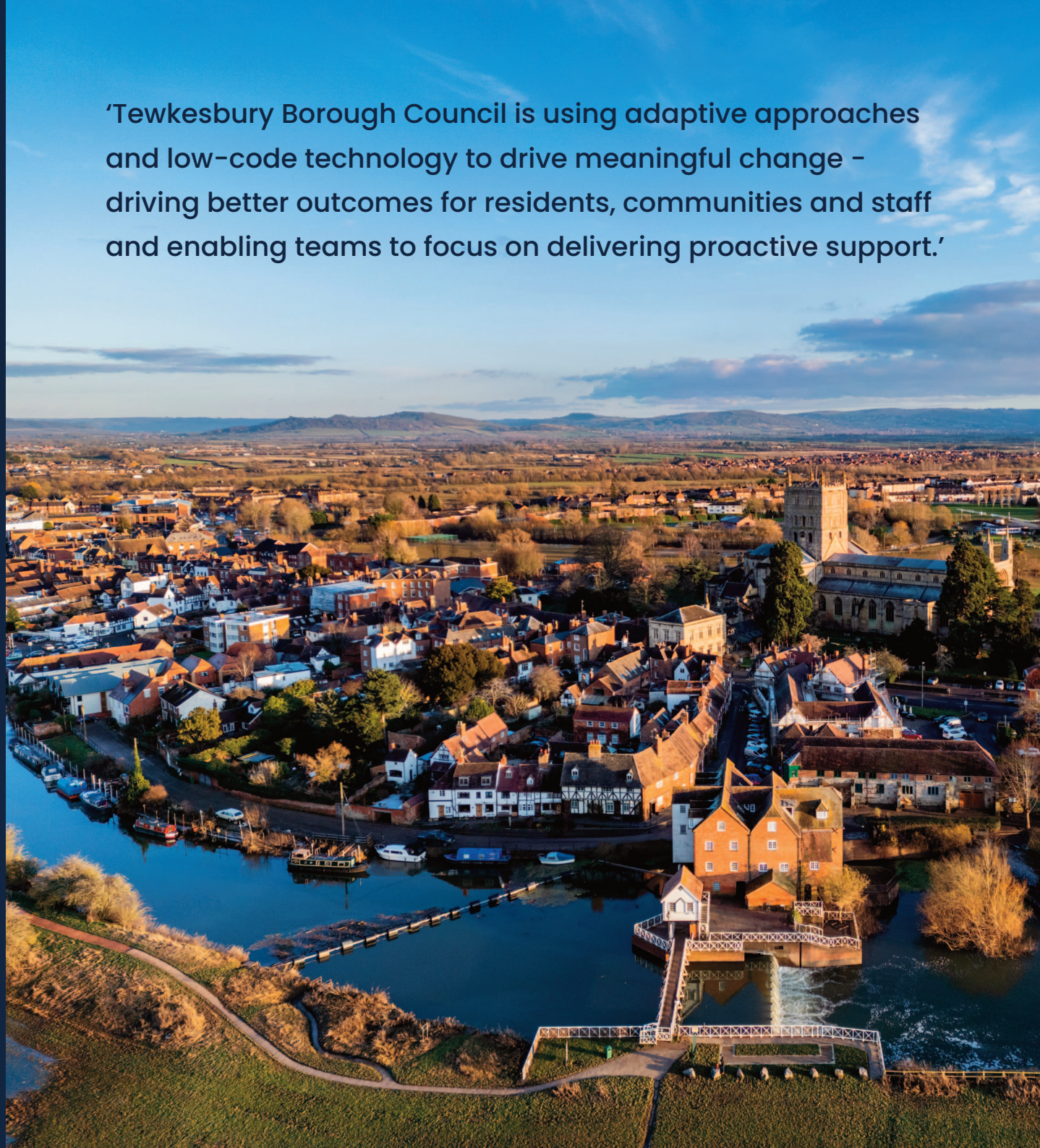
This case study shows how low-code tools can quickly transform and improve public services, giving the highlights from our journey over the last five years.

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At the heart of our digital transformation journey is the ambition to deliver online services of such high quality that residents, businesses, and communities choose to use them.

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‘Tewkesbury Borough Council is using adaptive approaches and low-code technology to drive meaningful change – driving better outcomes for residents, communities and staff and enabling teams to focus on delivering proactive support.’



# How the low-code platform has delivered meaningful digital change

## The transformation team

**Our team was established in 2020 – providing the council with specialist skills and experience to transform the way the council delivers services and manages demand.**

Over the past five years we have made a significant impact through leveraging digital capabilities – shifting us from being a demand-heavy, reactive organisation, to one which is proactive, listens and engages with users, and uses data to inform service design.

The team brings together unique technical, digital and project management skills. with the clear objective of helping the council to deliver services to its communities in new and innovative ways. Without these expertise we would be unable to develop bespoke systems for our residents and services and instead would be reliant on costly 'off the shelf' systems and contractors to help implement solutions. We also have digital represented at Leadership Team, through our Director Transformation and Associate Director IT, Digital and Cyber – this means digital is embedded in strategic decision-making, and not just an afterthought.

Understanding our customers' needs and prioritising their experience sits at the heart of our approach, further supported by the visions in our digital strategy –

**'Maximising our digital capabilities and fostering a collaborative culture to deliver outcomes that support the people and strengthen the communities of Tewkesbury Borough'**



# Five years of low code **CONTINUOUS IMPROVEMENT**

**At the heart of our digital transformation journey is the commitment to constantly improving our digital services.**

Every system built with Liberty Create is treated as a living solution, and regularly reviewed and updated to stay efficient, user-friendly, and meet changing needs.

We proactively look for ways to make things better and carry out system reviews when needed.

## Low code in action

**These case studies show how low-code tools can quickly transform and improve public services.**

Custom digital solutions were rolled out across key areas – from bulky waste and missed bin reporting – to HR processes and tracking planning applications.

Tewkesbury Borough Council has saved a significant amount of time and money, whilst making services better for both residents and staff.

This strategic digital transformation, driven by user needs and improved internal teamwork, replaces outdated data systems and sets a new standard for public service delivery.

## Building for now and the future



These updates show our commitment to providing **flexible, high-quality services** that evolve with the **needs of residents** and our staff.



By making **ongoing improvement** part of our digital strategy, we ensure each system works well today and is prepared for **future innovation**.

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## Bulky waste

In 2021, our bulky waste collection service faced several challenges:

- **No online booking** meaning that customers had to call to schedule collections.
- **Limited capacity** – only 14 collection slots available per day, with up to three items each, leading to long wait times.
- **No recycling** – everything went to landfill.

Undertaking a review and introducing an online offering revolutionised that service and the environmental impact, whilst also boosting efficiency.



## Our aims



**Introduce online self-service** with online booking



**Minimise waiting times** with streamlined processes



**Enhance customer communication** with automated updates for customers about their bookings



**Promote recycling:** offer recycling options and reduce environmental impact



**Increase efficiency** and revenue with a new pricing structure to boost income for the council and improve overall service delivery

## The results



**60% of collections are now booked online**, with significant time savings, due to the new digital service



**An online booking system including a calendar and shopping cart** for customers to add items, giving a transformed customer experience



**Automated messaging offering timely updates** to customers via text and email, alongside real-time booking data – improved communications



**Collection lead times reduced to under one week**, addressing long waiting times – improved customer offer



**70% of collected items are now recycled**, marking a substantial shift away from using landfill – environmental benefits



**Collections increased by 79% and income rose by £57,828 (261%)** in the first year – compared to 2019/20, thanks to successfully launching a new pricing structure – service growth and revenue increase



**Time taken to develop**

**8 weeks**

Adapted bulky waste accelerator to fit processes

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## Missed bins

**The previous process for reporting missed bins was inefficient and time-consuming.**

Poor communication between collection crews and Customer Services left customers without timely updates or clear explanations. Crews manually logged missed collections, which Customer Services then reviewed – taking up to 14 hours each month. With paper print-outs then used by crews for return collections. This led to delays, increased admin workload, and customer frustration.

The Liberty Create digital platform and the introduction of in-cab technology were used to transform the process.



## Our aims



**Enhanced customer experience** with online reporting and clear reasons for missed collections



**End to end integrations** to reduce manual work and errors



**Automated email updates** to keep customers informed



**Improved crew – Customer Services communication** for faster resolutions

## The results



**46% fewer missed bin reports**, showing a more efficient process



**Real-time digital dashboard** – accurate logging by Ubico and fewer errors



**800 hours saved** for Customer Services team through reduced administration



**Fewer follow-up calls**  
Automated email updates, saving time for both customers and Customer Services



**Faster customer updates** – instant responses via online and phone reporting



**Time taken to develop**

**14 weeks**

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## Complaints

**The previous system handled 190 complaints every year but was inefficient. Officers were spending too much time formatting responses, with inaccurate reporting adding to the workload.**

With no alternative ways for residents to raise concerns, all issues were treated as formal complaints, which led to higher numbers of complaints and unnecessarily lengthy responses.

In response to new legislation further iterations were made to the system to reflect the changes. Feedback was also sought from users and improvements made making it easier for managers to collaborate on complaint responses.

The new system, built using Liberty Create, was essential to streamline reporting, improve data accuracy, and offer more flexible ways for residents to engage.



## Our aims



**Introduce an online form for residents** to easily submit complaints, concerns, or comments



**Efficient reporting** with automated report generation to save time



**Simplify processes** with clearer case tracking and automated alerts to reduce delays



**Enable collaboration** allowing all relevant teams to see and work on complaints at the same time



**Streamline processes** making it easier for staff to track cases and see due dates



**Meet legal requirements:** Update the system to follow new legislation and better serve residents

## The results



**89% reduction** in time taken to produce reports



**42% fewer complaints** received - freeing up staff time



**Increased access** for services to work on concerns together



**Proactive communication** has reduced the number of responses being chased



**Reduction in time** spent responding to complaints



**Improved data capture** to help track the remedies to each complaint



**Increased visibility for customer services team** meaning they can provide updates to customers where required



**Time taken to develop**

**8 weeks**

Initially built by Netcall and adapted by in-house developer.



**Fewer follow-ups needed** thanks to automated alerts

# Five years of low code **CASE STUDY**

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## Land charges

**Previously, the lack of a structured system for submitting local land charge search requests led to:**

- **Significant time** spent by officers formatting and processing submissions.
- **Limited capacity**, with only one dedicated administrator.
- **Difficulties in tracking** responses from other departments.

A new low-code online process was introduced to standardise submissions, reduce manual workload, and improve consistency.

Departments can now respond directly within the platform, keeping all information in one place and making progress easier to track.

### Our aims



**Streamline submissions**  
with a structured online form



**Improve teamwork**  
with a central response system



**Increase efficiencies**  
with automated and streamlined processes



**Improve workflow efficiency** for our Local Land Charges Administrator

### The results



**75% quicker local land charges searches**, easing team workload with faster processing



**Smarter working**  
– All responses now handled in one system. Improved visibility and coordination



**Standardised online forms** reducing manual formatting and errors



**Better use of resources**  
The new system helps our small team work more efficiently



**Over £99,000 cost savings** – since the system launched, showing strong value for money



**Time taken to develop**

**12 weeks**

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## Freedom of Information (FOI)

**FOI requests were previously managed through an outdated system that accepted submissions online or by email through customer services. While it was functional, the system was inefficient.**

- Requests could only be sent to one team at a time, causing delays when more than one team needed to respond.
- Teams were large and spread across departments, so emails were often missed or overlooked.
- Reports had to be created manually, which took up time.
- Legal advice was handled outside the system, so there was no clear record of it.

These issues made it hard to respond within the required 20 days and showed the need for a more efficient system.



### Our aims



#### Promote collaboration:

Enabling multiple teams to work on the same FOI request, for faster, joined-up responses



#### Reduce workload:

Automate tracking and reporting to reduce admin and free up officer time



#### Simplify FOI submissions:

Gather key info upfront to make submissions clearer and easier to manage



#### Improve communication:

Restructure groups to better align with council departments and reduce unnecessary emails

## The results



#### 92% reduction in time taken producing quarterly reports

Time efficiency frees up staff for other tasks



**Multiple departments**, now able to deal with a single FOI at the same time, making it easier to meet the 20-day deadline through better teamwork



#### New tools to reject requests

when the information is not held by Tewkesbury Borough Council - saving time, resources and improving efficiency



#### 25% improvement in average response times

for FOI requests



**Clearer replies** due to improved formatting of responses ensuring a more professional reply each time



#### Legal advice fully integrated

into the system, making it easier for other staff to step in if needed, creating a full audit trail for internal reviews



Time taken to develop

10 weeks

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## MyHR

**The MyHR project set out to modernise HR processes by replacing dated, paper-based systems with a simple, self-service online portal.**

Developed entirely in-house using the Liberty Create platform, MyHR has made a big difference – saving officer time, improving efficiency, and helping us plan better across the organisation.

This transformation has delivered real, measurable benefits and made day-to-day work easier and improved everyday working for our teams.



## Our aims



**Replace manual processes** with a modernised system to improve timekeeping, leave and absence



**Standardise processes:** use the same procedures across HR to reduce admin and inefficiencies



**Bring data together** to store all HR records in one place to improve reporting and insights



**More efficient working** New digital tools help staff, managers and the HR team save time

## The results



**Centralised portal** for staff to easily access timekeeping, leave, and absence records in one place



**816 hours of officer time saved** each year by automating tasks



**£18,000 cost saving** by developing MyHR in-house



**HR data is centralised and consistent**, across all departments, improving record keeping and audit trails



**Time taken to develop**

**24 weeks**

Timesheets and annual leave: 12 weeks  
Sickness and phased return: 12 weeks



**Simple for staff to use** Staff can manage their time, leave and absences through a self-service portal

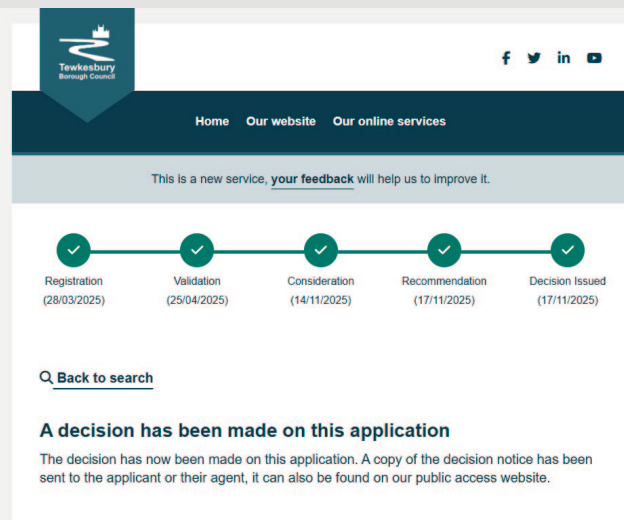
# Five years of low code CASE STUDY

## Planning application tracker

**70% of all enquiries to the planning support team related to application updates. This meant less time for handling more complex cases which slowed down decision-making.**

To address this, a real-time application tracker was developed using Liberty Create. Following funding from MHCLG (formerly DLUHC) to take part in their Pathfinders scheme. This integrates with back-office systems to display key dates and automatically update application progress.

People can now search by reference number, parish, or address to find applications they are interested in. The tracker also sends automated updates by text or email, making the process more transparent and cutting down on routine calls.



### Our aims



**Automated updates** help reduce the number of calls from customers requesting progress updates



**Keep people informed:** options for customers to sign up for automatic updates, reducing the need for follow-up calls



**Greater transparency:** improves the understanding of the planning process so people know what to expect



**Online self-service and tracking** for customers to monitor planning applications online

### The results



**Reduced calls** to the planning team. Average of 116 page views per day on the application tracker



**Improved decision-making** as officers now have more time to focus on complex cases



**Over 2000 customers signed up** for the self-service automated updates by text or email



**Fewer general enquiries** as more information is readily available online



**Time taken to develop**

**12 weeks**



**Relationships built** with councils on the pathfinders programme

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## Room bookings

**The traditional way of booking rooms was slow and time consuming.**

Requests had to be made using a paper diary, often leading to multiple emails to confirm one meeting.

To address this and reduce admin work, an automated room booking system was needed.



### Our aims



**Develop an automated system,** that is user-friendly



**Make booking more efficient and seamless** by collecting all information at the start, including refreshment and equipment requests



**Track usage automatically** enabling monitoring and billing of partners based on their contracts



**Centralised system** a single system to manage room bookings, room layouts and any extra requests

### The results



#### **Over 350 staff hours saved**

since the launch, by using automated bookings allowing officers to focus on more important work



#### **Over £11,500**

of officer time saved since the new system launched



#### **Reduction in follow-up emails**

due to a clear, intuitive booking form that collects all the required information upfront creating a better user experience



#### **Breaking down silos:**

custom dashboards let services manage bookings, refreshments, and IT equipment all in one place



**Time taken to develop**

**10 weeks**

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## **Staff safety register**

**The Staff Safety Register is a big step forward in safeguarding officers during their visits to the public.**

Developed by the Transformation team and the Environmental Health team, it replaces the old spreadsheet with a central, user-friendly platform.

Staff can now quickly log potential hazards, including any person or address that may pose a risk.

The system is easy to use, secure, and meets legal requirements such as GDPR.



### **Our aims**



**Accurately record risks**  
ensuring that all risks encountered by officers are recorded so quick action can be taken



**Rapid safety checks** for staff before site visits



**Accurate and up-to-date records:** maintain GDPR-compliant safety records



**Keep managers informed**  
with automatic reminders for new entries or reviews



**Reduced admin** by streamlining how information is recorded

### **The results**



**Staff safety information managed more effectively**  
enhanced information recorded and managed



**Boosted operational efficiency** and created a safer working environment



**Risk information held centrally** and easily accessible to all relevant staff



**Clear safety focus to protect staff** showing the council's strong commitment to staff safety



**Time taken to develop**

**4 weeks**



**Automated alerts keep managers updated** on new or changed entries - stronger oversight

# Five years of low code **CASE STUDY**

## Garden waste renewals

**The previous garden waste system was slow and confusing for staff to use.**

It was difficult to track which customers had received sticker licences, when the stickers were issued, or even how they were purchased.

To solve these issues, the process was moved into Liberty Create, to find a faster and more user-friendly system, using low-code tools.



### Our aims



**Automate the process** by replacing manual steps with a digital system



**Protect data** by reducing reliance on spreadsheets and manual data handling, to keep data safer



**Save time** by making the process more efficient to free up staff time

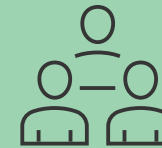


**Improve customer experience** by offering self-service using an email link on the website or mobile phone

### The results



**Easy for staff to view customers with sticker licences**, and see when and how they were purchased



**Staff can quickly track renewals**, using a clear, user-friendly dashboard that makes finding information easy



**Customers get timely reminders** each year, automatically sent using securely stored contact details



**Sticker services are easy to manage** through a simple email link, accessible on both the website and mobile devices



**Time taken to develop**

**4 weeks**



**86% of customers renewed online**

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## Data requests

**Previously, there was no online system for people to submit data requests, these were dealt with by email which led to additional administrative burden when collecting information from services and tracking due dates.**

With statutory deadlines it was important we could ensure that all information was being collected in relation to each request and that this was being sent within the deadline.

An online system was developed to address these challenges.



### Our aims



**To provide an online option** for people to submit requests



**To have automated reminders** for services



**Implement a centralised portal** to collect the information for each request



**More efficient working** with new digital tools to track cases freeing up officer time



**Meet legal legislation** by accurately reflecting response times for different types of requests

## The results



**Fewer follow-ups needed** due to automated alerts



**Smarter working** with all information collected in one centralised system



**Improved data capture** to understand what data requests are received



**Over 88 hours saved** from process administration each year



**Better customer experience** by improving the approach taken to requests



**Time taken to develop**

**10 weeks**

# Five years of low code **CASE STUDY**

## Your feedback

**Previously, the only option for residents to raise concerns with us was to log a formal complaint. This was leading to an increased number of complaints being received and lengthy replies having to be written by managers.**

The team introduced the '3Cs' to include Compliments, Comments and Concerns, so residents have more options when providing feedback to us.

As one of the first systems launched using Liberty Create, we recently gathered feedback from users and made further iterations to the system to help resolve customer queries at initial point of contact. The changes also ensured all information is captured in the form and that case specific clarification emails can be sent through the system keeping all records together.

## Our aims



**Introduce clearer ways**  
to raise concerns



**Get a greater understanding** of  
customer queries



**Improve response times**



**Improve collaboration**  
between services



**Provide more upfront information** on council  
services

## The results



**42% reduction** in complaints



**19% reduction in follow up**  
phone calls to customer  
services



**39% reduction** in  
enquiries to services due  
to upfront information  
provided



**All feedback**  
going to  
**correct service**  
area



**Time taken to develop**

**3 weeks**

# Five years of low code CASE STUDY

Improvements were made to our waste and report a problem systems using Liberty Create. Previously, reporting processes were disjointed with information being collected and emailed and contractors receiving paper records to complete jobs. The lack of overview of cases made it difficult to provide updates to residents where requested.

## Report a problem

Time taken to develop - 12 weeks

The previous process for residents reporting problems such as graffiti, grass cutting issues and overflowing waste bins was disjointed. Paper job sheets were printed for contractors and as a result there was limited information passed back to our customer services team. A lack of proactive communication left customers without timely updates.

## Bin orders

Time taken to develop - 4 weeks

Previously, residents were only able to order bins by calling the customer services team, there was no online offering. Paper job sheets were printed for crews to deliver the bins which lead to information not being correctly updated. There was also limited communication with customers around when their bin would be delivered, this coupled with delays in deliveries lead to follow up calls requesting more information.

An online system was developed for customers to self-serve to order bins and changes were made to the customer services view of cases.

A new contractor was also appointed in 2025, the system built in Liberty Create was amended further to integrate with their route optimisation software.

## Assisted collections

Time taken to develop - 3 weeks

Those residents unable to put their own bins kerbside are able to request an assisted collection by calling our customer services team. However, there was no process in place to review those receiving an assisted collection resulting in inaccuracies in the dataset and inefficiencies for crews. Contractors stored risk assessments separately and it was difficult for the customer services team to know when these had been completed and when residents had started receiving the assistance with their collections.

## Our aims



**Integrated data systems**  
to ensure there is one source of truth



**Automated email updates**  
to keep customers informed



**In-cab technology**  
for crews to receive job information and to provide updates in real time



**Online offering**  
for residents to order bins online



**Improve communication**  
with contractors and customer services

## The results



**Better access to information**  
for customer services



**29% Fewer follow-up calls** in the first three months due to automated updates



**Improved delivery times** by around five days on average



**Faster customer updates**  
instant responses sent when crews update the case



**Cleansed data sets**  
that are now reliable

# Quick spin systems

The functionality within our low-code platform allows us to develop systems quickly using drag-and-drop components, and pre-built modules where necessary instead of writing extensive lines of code.

**This enables us to deliver systems in days or weeks rather than months.**

The benefits of this are significant, it allows us to respond to immediate bottlenecks or emergencies.



## Planning culling system

**Built in a day** this solution recorded information taken off planning files during a project to migrate our Local Land Charges Register to Land Registry



## Household Support Fund System

Built to record residents eligible for food vouchers - and when they have claimed them. This was a quarterly project with iterations made to streamline the process

**Initial build:** 1 week

**First revision:** 2 weeks

**Robotic Process Automation (RPA)**

**integration:** 2 weeks



## Shift management system

**Built in a few hours** as a solution to record hours worked and resource available during a project to migrate our Local Land Charges Register to Land Registry



## Emergency response system

**Built in three days** to log actions and decisions made during a cyber incident



# Benefits of low code

Our low code digital platform has transformed the way we deliver council services by providing, integrated, flexible solutions. The ability to develop bespoke solutions and bring a consistent and standardised approach to our customer facing systems allows services to be tailored customer needs, whilst fostering a culture of innovation and continuous improvement internally.

Integrations with back-office systems further enhances efficiency, creating a consistent approach that drives better outcomes for both staff and residents.



## Integrations with Converse

telephony system to join up case records and call information



## Ability to adapt systems

built on the same platform by other councils to speed up development



## MyDashboard

gives staff centralised access to their service cases



**Functionality to build bespoke solutions** to meet service and customer needs



## Faster delivery of functions

systems can be developed quickly where needed



## Collaboration

across councils



## Standardised payment options

across all processes



## Ability to integrate with back office systems

streamlining processes

