



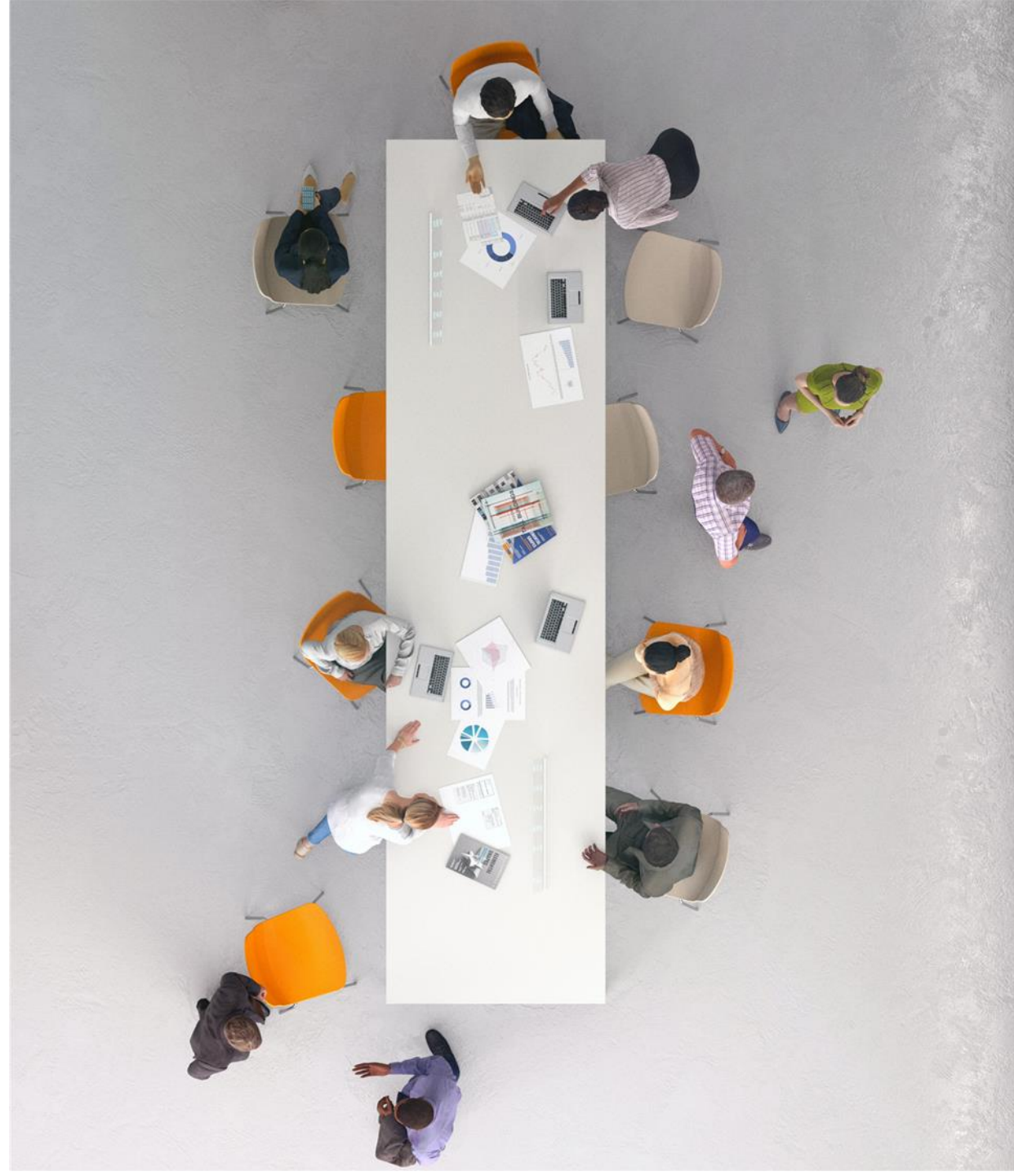
Tewkesbury Borough Council:
Business Transformation Team

A bit about us

- Our business transformation team came together in August 2020
- Corporate recognition that we didn't have capacity to deliver improvement projects.
- Procurement of new digital platform.
- The first task was to move all our processes from our original digital platform onto Liberty Create.

We have five principles that sit at the heart of what we do:

1. **Put the customer first** – digital by preference but access for all.
2. **Make digital services as simple as possible.**
3. **Support a culture change** which embraces new ways of doing things and shows openness to innovative ideas.
4. **Have a 'one council' approach** so that we are all pulling in the same direction.
5. **Use evidence and insights** to drive our decision making.



Our journey with Engage

- We initially saw Engage at the South-West Transformation group.
- We visited a neighbouring authority that was already using Engage to see how they were using it.
- Engage is the building block for us to work with teams and get them to really think about their process and identify the changes they could make.
- The visual way in which processes are shown in Engage helps teams to fully understand their processes and be a part of mapping it out-ensuring collaboration happens right from the start.



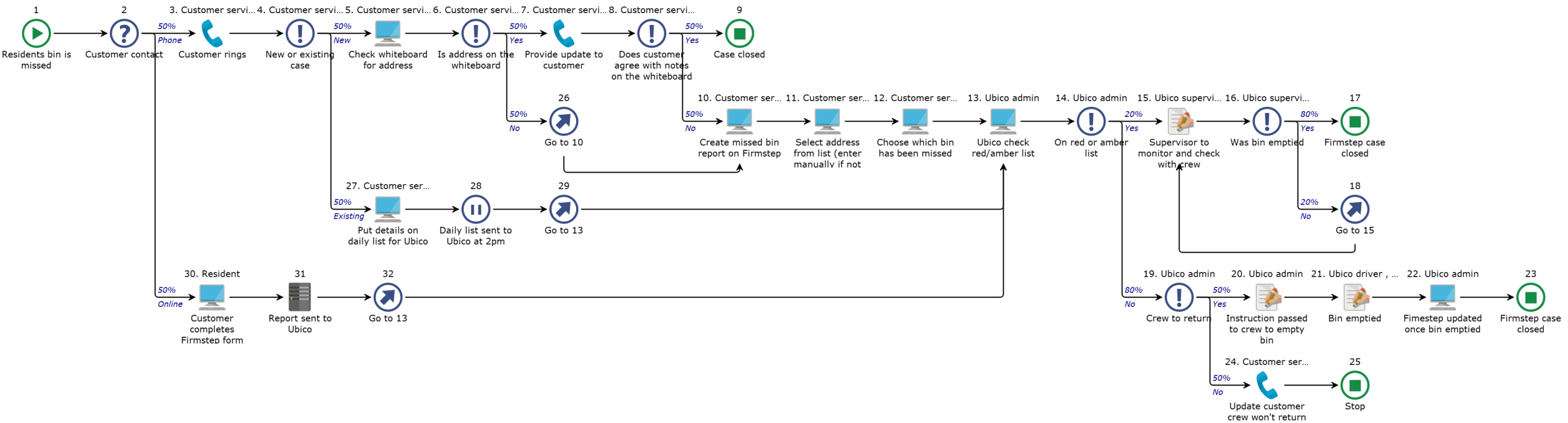
What we like about it

- Teams being involved from the beginning has more impact with the services we are working with
- The icons are meaningful - clearly showing where a step is manual or digital and where the breaks in the process are
- The visual nature of Engage makes it easy for services to relate to their processes
- We can use it to get meaningful analytics on a process
- It's really quick and easy to process map using engage
- There is the functionality to hold workshops with teams
- The people at Engage are really helpful, we have six monthly catch ups where we can get advice and guidance on how to use the software more effectively



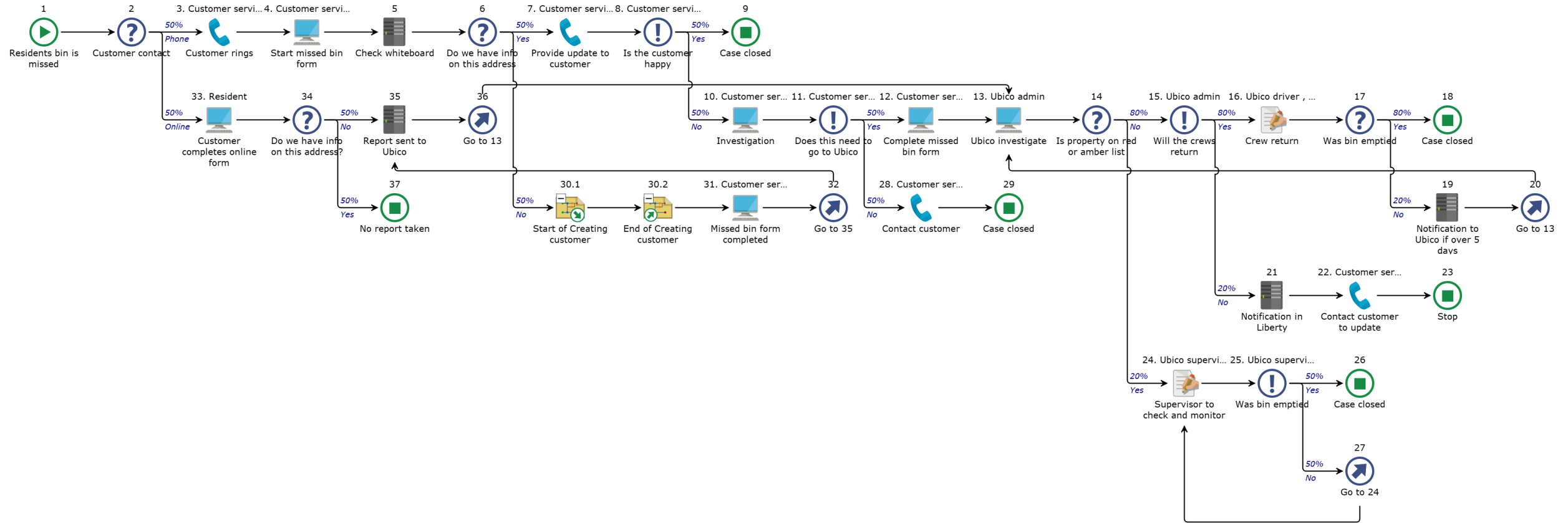
Our approach to creating an 'as is' process...

Missed bin: 'as is' process



Map out the **'to be'** process...

Missed bin: 'to be' process



Analysing a process

- Time spent on each step
- Time spent on the process as a whole
- Build in breaks can also show standard delays that form part of the process and delays due to high volumes of demand on the service.
- Cost of each stage of a process and for each role in the process.
- Total cost of the process
- Percentage of time saved, and costs saved worked out automatically.

Compare measures						
Compare		FOI quarterly reports as is	with opened process	FOI quarterly reports to be		
		FOI quarterly reports as is	FOI quarterly reports to be	Diff.	%	
Processing time		0d 06h 15m	0d 00h 30m	0d 05h 45m	-92.00	
Corporate services officer		0d 06h 15m	0d 00h 30m	0d 05h 45m	-92.00	
Lead time		0d 06h 15m	0d 00h 30m	0d 05h 45m	-92.00	
Break time		0d 00h 00m	0d 00h 00m	0d 00h 00m	0.00	
Total cost		95.81	7.67	-88.14	-91.99	
Relative throughput %		100	100	0	0.00	
					OK	

How we use engage for a more complex process with varying types of requests.