

Challenge

Swindon Borough Council have an ambitious transformation programme designed to enable the council to deliver significant savings over a 30-month period. A key focus of the programme is the exploitation of digital technology and new ways of working to enable the council to transform the way it operates and improve the way it delivers services.

Having invested in a digital services technology platform the council was faced with the challenge of exiting their legacy CRM and determining where they should focus to deliver digital transformation and savings.

Why did Swindon Borough Council select Methods?

Swindon Borough Council selected Methods as a strategic partner to support their digital transformation as we were able to combine digital transformation expertise with deep local government knowledge and a passion for public service improvement. By understanding the pressures and challenges within the sector and bringing experience from elsewhere, we were able to deliver value quickly and challenge the council to think differently.

Solution

Methods worked with Swindon's programme team, to review the CRM replacement project, providing expert advice and support to ensure it would meet its delivery date. Methods were then engaged to apply their local government digital transformation discovery

and blueprint methodology. This enabled the council to translate the ambition of the Swindon Programme into an achievable, prioritised digital delivery plan and methodology that balanced service improvement with cost reduction.

Delivery Planning & Prioritisation

Methods delivered:



An opportunities matrix identifying quick wins and opportunities for digital transformation



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A cost/ benefits model baselining current costs and sizing savings opportunities



A Digital Delivery Methodology for Service Design and agile delivery of digital opportunities



Training and support to the council's Digital Team on the Digital Delivery Methodology

Discovery & Service Design

In order to accelerate their digital programme the council needed an experienced team to work alongside their Digital Team, to undertake accelerated discoveries across 25 services to identify and quantify savings opportunities.

Swindon commissioned Methods to undertake the work collaboratively with the Digital Hub Team. This put the client at the centre of the engagement and provided the opportunity to further develop skills in discovery and service design.

Methods produced business cases for each service identifying a blend of digital opportunities, including:

- Application and reporting automation,
- Integration requirements and
- Fundamental business or process changes,

to drive operational outcomes and delivery savings.

Methods delivered:



Service Design discoveries across 25 service areas identifying how services could be transformed



25 Business cases setting benefits and quantifying the savings identified



Digital Delivery Plan profiling delivery and release of savings

Results

Methods worked collaboratively with the council to identify and provide business cases

Saving Opportunities approximately

£3million
as part of digital transformation

“We brought in Methods to give us a bit of a hand because we knew that we didn’t have all of the digital skills and the reason we chose Methods as our preferred partner, was we really wanted to develop some of those skills in-house, to develop them at pace. Working with Methods has felt absolutely like a partnership and one of the things I would say is that our successes have felt like their successes and vice versa.”

Sam Mowbray, Director of Performance, Organisational Improvement & Communications



Methods has recently been re-engaged to provide additional capacity to the council’s internal Business Improvement Team to accelerate the design and build of digital services to improve the councils internal business processes

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