



Mansfield District Council

methods

Mansfield District Council

Digital Consultancy Partner

Challenge

Mansfield District Council had recently created a Transformation Programme and appointed Methods as Digital Consultancy Partner to help define its digital transformation journey and develop a digital transformation programme of work.

This work was to shape the delivery of services aligned to the Council's Transformation Programme and the achievement of its Digital by Design vision and goals.

The Council's approach to Digital by Design was driven by the need to improve services and reduce costs but most importantly by their commitment to more effectively and efficiently meet the needs of customers.

Solution

Methods refreshed the council's Digital Strategy defining:

- A clear vision
- Missions & objectives
- Digital principles for delivery

Reviewed the ICT service's ability to support Digital Transformation including assessing current technology. Conducted User Research and assessed the offering to customers via Customer Services and other customer facing departments.

The team developed a Digital Roadmap for delivering the strategy and built a high-level business case for investment in corporate technologies such as a CRM/ Digital Platform through a technology options analysis and the use of a financial benefits model.

Why did Mansfield District Council select Methods?

The Council selected Methods as its Digital Consultancy Partner based on Methods:



Experience of delivery in Local Government and ability to demonstrate success with similar projects for other clients.



Ability to provide skills and additional capacity to accelerate delivery.



Focus on co-production and knowledge transfer to ensure that clients are upskilled and equipped to deliver sustainable change.

Digital Strategy & Roadmap

Methods delivered:



A refreshed Digital, and Customer Access Strategies



An achievable, prioritised Digital Roadmap



A Digital Services Technology Platform Evaluation & Business Case



Review of ICT Services, the current technology and hosting



User Research of key services and training of the internal team

Digital Training

Methods provided training to the internal team to transfer knowledge and equip them with the skills to deliver sustainable digital transformation.



Digital Training included:

- Service Design
- User Research
- Change Management
- Benefits Management



Ongoing success

Methods continues to act as a critical friend to the council's Digital Programme team and have provided consultants to support them with the design and build of digital services.



Critical friend support to the to embed knowledge transfer and support delivery



Methods led **Service Design** in Licencing and Environment Health



Methods are working with the council to design and build a digital Taxi Licencing service and upskill the internal team



“Really enjoyed working with you, you're unlike other consultancies, you provided expertise and challenge in a really friendly and constructive way. You understood what we were trying to achieve and a have challenged us to think differently and move at pace...”

Hayley Barsby, Chief Executive

Results

Mansfield District Council now has a clear vision for the delivery of digital transformation, a high level Digital Strategy that provides structure, is easy to communicate and that the council will be able to measure progress against.

Methods have helped the council:



Identify the scale of savings that can be made from digital transformation



Which services are likely to deliver the biggest savings



Digital Platform that would best support transformation for their organisation

The council's Digital Team has been formed and trained on digital skills including:



Service Design



User Research



Agile project management

Methods is currently engaged to support the council to design and build digital services on the Jadu Continuum platform.

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