

## Change management programme

Derbyshire County Council



# Change management programme

**Hedra has helped Derbyshire County Council to embrace and implement a significant transformational change programme.**

## What was the challenge?

Six years ago, Derbyshire County Council (DCC) recognised that it had to embrace transformational change if it was to meet its future challenges within the constraints of limited budgets and conflicting business drivers.

In response, it established the DCC Putting People First - change management programme. The first phase was a £30m, four year programme of major projects to deliver a new infrastructure of systems and capabilities. Currently, there are around 20 major projects within the programme, embracing such topics as: CRM; information and data integration across agencies; document management and workflow; investments in infrastructure; CMS and a re-launched transactional web service and many others. Taken together, this programme will provide the enabling technology and infrastructure that DCC will require as it moves forward with the transformational agenda.

## How did Hedra support the Council?

Hedra has carried out many activities in support of the programme. These include:

- working with the Council to radically improve their front-office operations
- establishing the business case and related plans for expanding its pilot contact centre to 40 seats, including advice on organisational design; location and premises; service take-on sequence and pace
- helping to develop the requirements for the re-launched DCC web site and portal, with specific regard to the selection and implementation of a new Content Management System
- supporting the Multi-Agency Customer Contact Index (MACCI) as a major part of the DCC change programme
- developing a service redesign toolkit for DCC and launching a series of service redesign projects to take advantage of the capabilities provided through the investment projects.

## What was achieved?

Total independence – it was of vital importance to DCC that its chosen consultancy partner was able to act with complete independence. They needed a partner who would be able to provide objective advice at all times, focused on the best interests of DCC as a whole.

Strategic challenge – Hedra helped to build a focus on service redesign as a means of realising the benefits of the investments made in enabling projects.