

# G-Cloud 14 Service Description

Change Management



## Change Management

Change Management as a Service comprehensively navigates organisational change complexities, leveraging proven methodologies, expert guidance, and tailored strategies. It ensures smooth transitions and transformations, maximising benefits realisation, mitigating risks, and minimising disruptions and resistance for successful implementation. Our tailored approach caters to diverse organisational needs, ensuring sustainable change outcomes.

## What is the Service

According to a study published by Forbes and McKinsey around 70% of transformation initiatives fail due lack of adequate change planning and management. Several studies cite that the typical delivery focussed approach fails to consider, account for and address the human element of change, and fails to understand the intrinsically linked relationship between effective change management and maximised and successful benefits realisation.

At Methods we are committed to addressing that change deficit. We want to enable organisations to realise their strategic goals and to take their employees and customers on a positive journey of transformation.

We can help you understand your readiness for change, assess the change required and the change capabilities needed to support it (including change roles and resources) and to build an achievable plan to deliver your change. We can then help you to implement your change either through our skilled team directly or through co-delivery and knowledge transfer, before helping you to embed your change, realise the planned benefits of change and ensure you have the capabilities to sustain the change benefits.

We have consultants experienced in running a range of change initiatives both for and with the public sector. We are practical and pragmatic making sure change feels real, understandable and achievable, integrating it as part of your change delivery, blending project/programme, benefits management and change management methodologies. We take theory, but apply pragmatism, experience, neuroscience, and human-centred design.

We provide practical Change Management skills, approaches, tools and knowledge transfer, throughout your entire change lifecycle, enabling the realisation of your benefits, and maximising your return on investment. Collaborating with your teams to assess, plan, communicate, implement and embed change through people-focused change integrated with your change delivery, we help you build sustainable change capabilities.

## What can it do for you

Public services are under more pressure and scrutiny than ever to provide better services more efficiently, whilst making significant savings. Managing and embedding change to fully realise your intended benefits and bringing your staff on the change journey is crucial to these challenges. Methods can support you through your entire change lifecycle, building a sustainable capability through knowledge transfer and accessible toolkits. We help you maximise the benefits of your planned changes, reducing delays, developing the behaviours and culture required to embed and sustain your change and increasing uptake of change by working with you to effectively identify, understand, plan, deliver and embed the changes required by your initiatives.

Our teams bring practical experience, advice and knowledge to help build your change capability. We collaborate with your teams to analyse, co-design, implement, enable and sustain change initiatives, building in knowledge and skills transfer as part of our core offering. Our people-centric focus, underpinned by relevant skills, tools and approaches support you to effectively engage with those affected to plan, communicate and embed the changes required by your organisation. Our practical and pragmatic approaches, based on evolving and leading change management methodologies, can be integrated into your project and/or programme management to ensure full alignment between the two.

## Service Features

1. Reduce resistance; use practical tools, best practice approaches
2. Maximise change benefits; involve people throughout the journey
3. Understand required changes; assess organisation's readiness for them
4. Define achievable, people-centred change; plan accordingly
5. Analyse stakeholders; tailor engagement plans to their interests
6. Manage stakeholder engagement; communicate change effectively
7. Embed required behaviours, culture for sustained change effectiveness
8. Integrate change management with project/programme management seamlessly
9. Develop sustainable change capabilities through knowledge, skills transfer
10. Provide skilled change resources to supplement delivery teams effectively

## Service Benefits

1. Reduce delays, disbenefits; effective change management avoids costly mistakes
2. Manage, communicate, embed change more effectively for seamless transition
3. Maximise change benefits, minimise delays, disbenefits for smoother implementation
4. Minimise employee dissatisfaction, resistance; enhance talent retention
5. Mitigate change-related service degradation; prioritize customer satisfaction
6. Address barriers to change proactively before implementation for smoother transition
7. Sustain change benefits; develop required culture, behaviours effectively
8. Develop internal change capability; reduce reliance on external support
9. Accelerate change delivery using skilled, experienced resources for efficiency
10. Increase likelihood of change adoption with clear communication, support

## Contact details



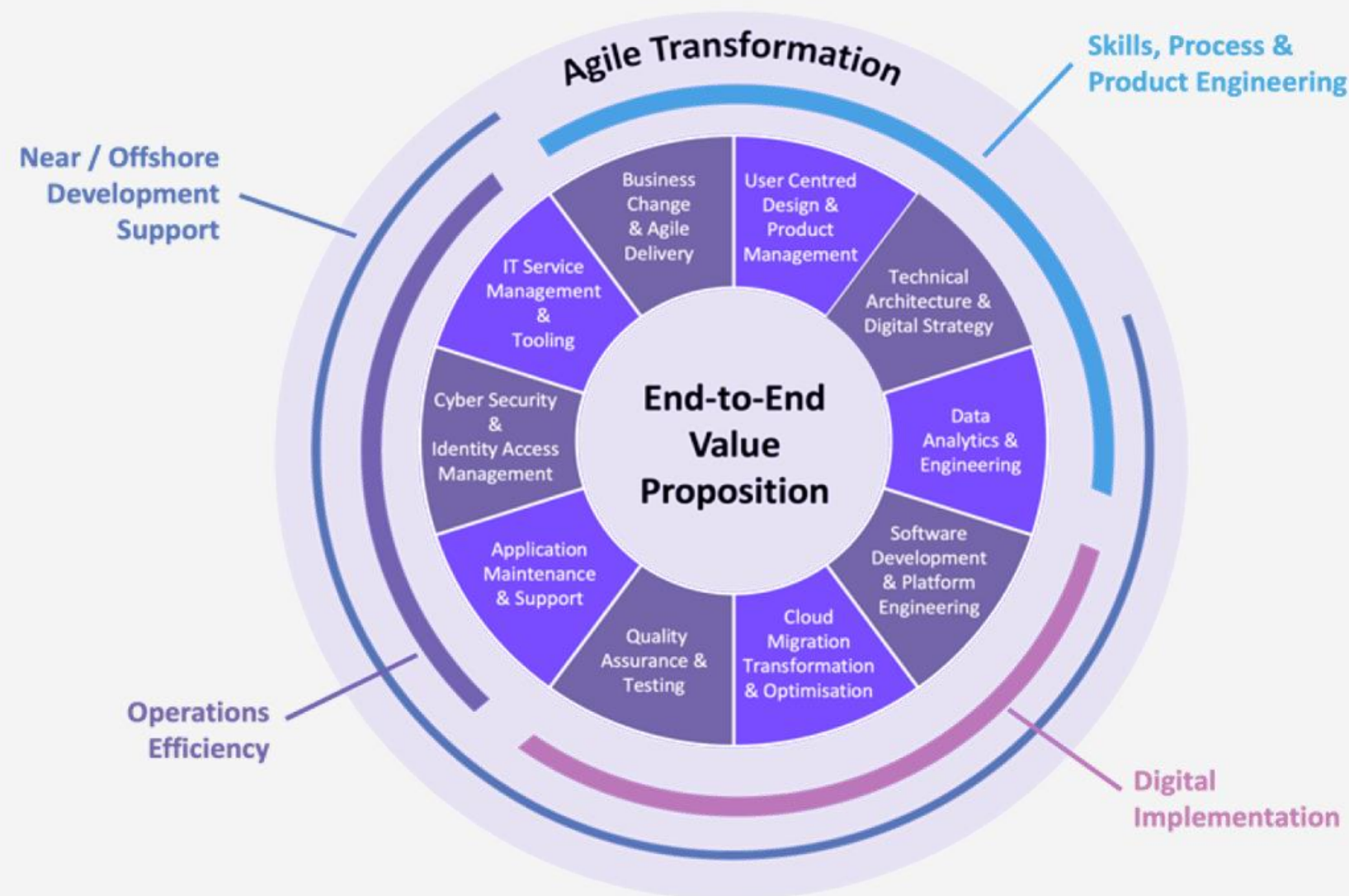
# End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

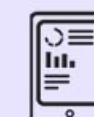
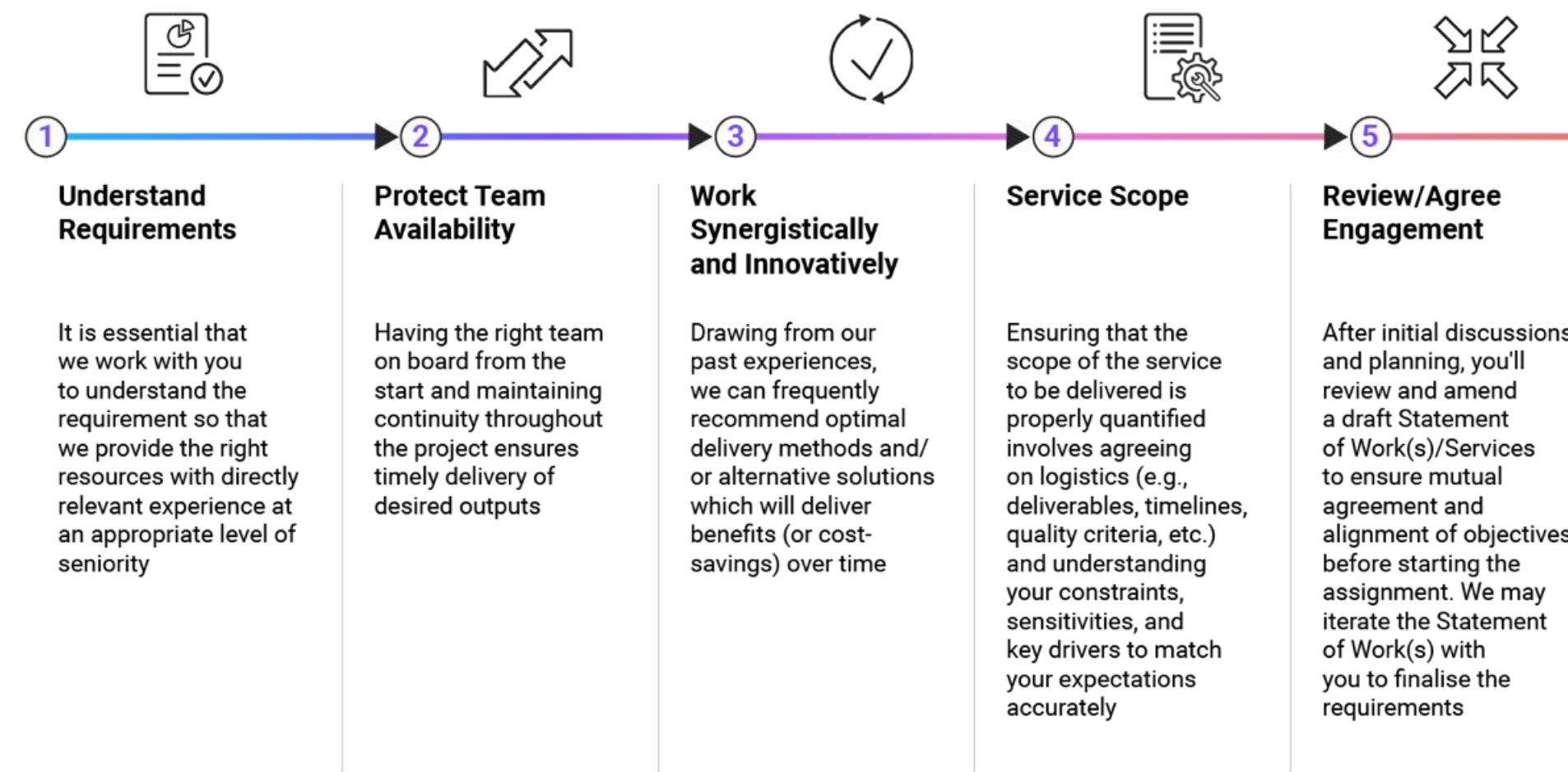
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



## Onboarding and offboarding process



### Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



### Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



# Customer stories



Stopped a Central Government high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS



Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE