

Local Government Digital Services Discovery and Delivery Planning

Service description details



Local Government Digital Services Discovery and Delivery Planning

Methods' Digital Services Discovery & Delivery Planning for Local Authorities delivers accelerated discovery, opportunity identification, prioritisation and planning for digital services that improve customer experience and reduce cost. We make clear, achievable recommendations based on our experience with other councils, helping you unlock the digital change you want to deliver.

What is the Service

Digital services can transform your interactions with users (including customers and staff), enabling the creation of great services that people want to use and that cost less to deliver. We work with local authorities to analyse their services, identify opportunities for digital transformation and plan how they can be delivered. Our service enables councils to develop an agreed approach to improving digital services, building a flexible, prioritised backlog of services for redesign

What can it do for you

We use our extensive sector knowledge to help Local Authorities to identify opportunities to digitally transform services, define benefits, agree a tailored service design approach based on best practice and build an achievable, prioritised digital delivery backlog to implement improved digital services.

Clear recommendations based on our experience with other councils are developed to help you move forwards and unlock the digital change you want to deliver including factors such as governance, project and programme management, benefits and change management, indicative financial benefits as well as technical considerations.

We identify your readiness for digital change and provide practical advice about how to address gaps in your current digital approach, including identification of key roles and responsibilities.

Service Features

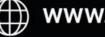
- 1. Can be delivered organisation wide or service area/department specific
- 2. User research and service discovery to understand issues and opportunities
- 3. Prioritised service catalogue of processes suitable for digital redesign
- 4. Identify opportunities for digital service/technology patterns, components and libraries
- 5. High-level cost benefit analysis to quantify digital service opportunities
- 6. Defines approach and backlog, for service design and implementation
- 7. Plan, setting out the optimal, prioritised sequence for digital delivery
- 8. Identifies of how technology can be used to deliver services
- 9. Defines digital services project, governance, structure, resourcing, roles and accountabilities
- 10. Agile collaborative delivery, co-production, coaching, knowledge and skills transfer

Service Benefits

- 1. Applies learning from local government and public and private sectors
- 2. Experience of local government service design and technology enablement
- 3. Identifies opportunities for digital services and high-level cost/benefits
- 4. Identifies opportunities for cost and efficiency savings and benefits realisation
- 5. Provides prioritised view of how to digitally transform your organisation
- 6. Defines an achievable delivery plan tailored to circumstances and ambitions
- 7. Uses knowledge, tools/ templates to accelerate discovery and planning
- 8. Benefits/value-led approach to digital services delivery planning/change
- 9. Upskilling and transfer of digital transformation skills to inhouse teams
- 10. Local Government expertise and understanding of Cloud/Digital platforms

Contact details





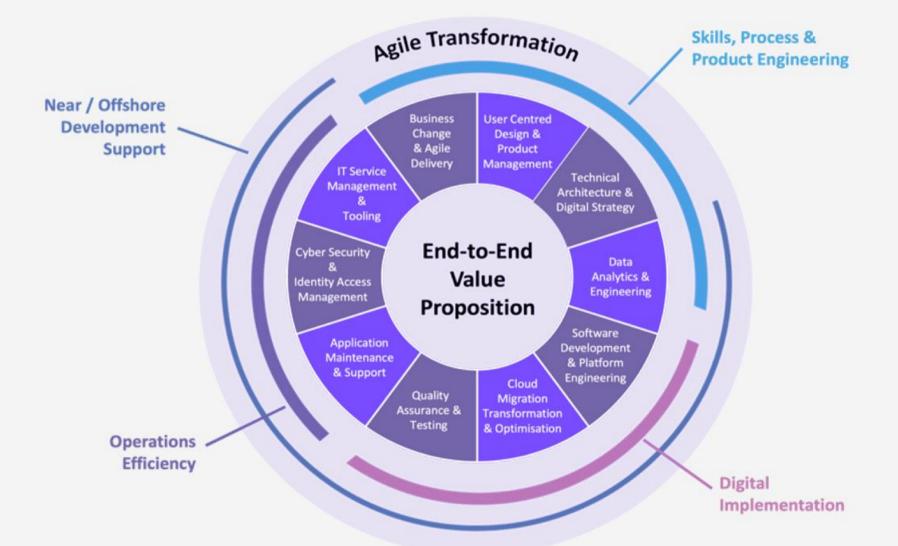
End-to-end transformation and innovation experts

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.

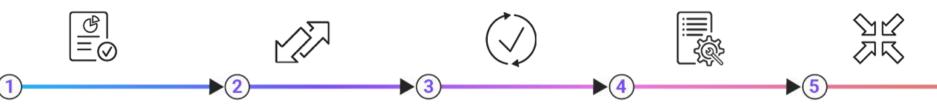
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



Understand Requirements

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

Protect Team Availability

Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

Work Synergistically and Innovatively

Drawing from our past experiences, we can frequently recommend optimal delivery methods and/ or alternative solutions which will deliver benefits (or costsavings) over time

Service Scope

Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

Review/Agree Engagement

After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements



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.

Environment

We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Investment in Talent

We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Volunteering

We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Diversifying our Supply Chains

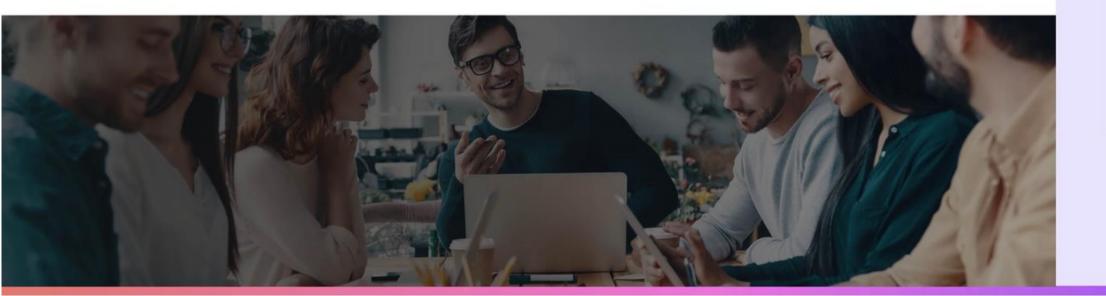
We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Staff Wellbeing

We offer career paths and continue to enhance our PDP processes, and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Safeguarding Services

We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers



Customer stories



Stopped a Central Goverment 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 decisionmaking using digital and Al 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

