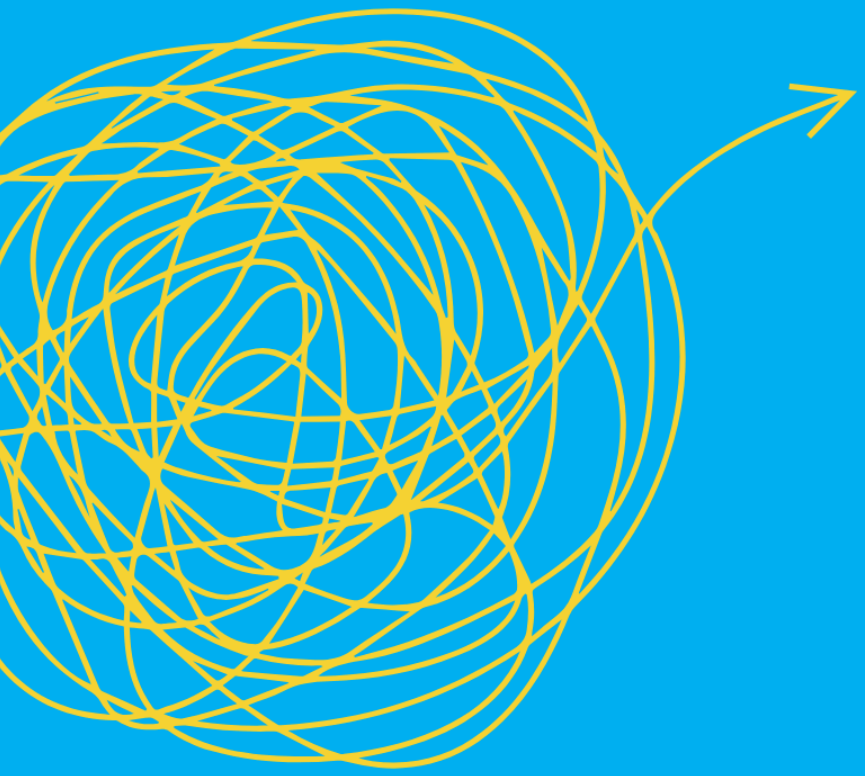
Relational Service Transformation for Cloud Transition

G-Cloud 15



We help public services make progress on messy problems using agile approaches that improve services quickly

Basis.
changing the change

Service Description

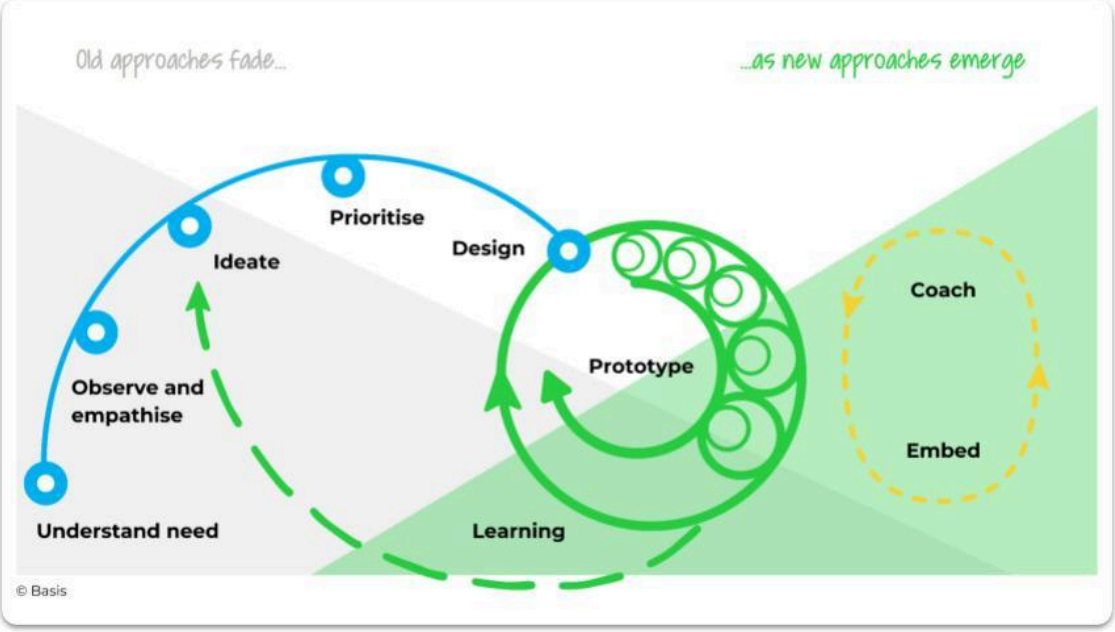
Relational services put residents front and centre, solving their problems swiftly, simply and respectfully. Designing services in a relational way is powerful for increasing organisational effectiveness, achieving smarter savings and delivering more meaningful outcomes for residents.

Many services *want* to work more relationally but are still designed around transactional thinking with efficiency metrics and rigid processes. Relational working requires a redesign not just at the point of help but of the delivery team and wider organisation. Ensuring all three promote an environment for relational services to thrive is essential.

To support this, Basis provides a multidisciplinary team to help you design and implement more relational services within cloud-based environments. We are experts in relational service design, pioneering the method and helping dozens of organisations improve their service delivery.

Our support covers every stage of the Design Council's Double Diamond from discovering and defining service needs to developing and delivering solutions. This support can be provided at multiple levels, including individual services, wider programmes and the organisation itself.

As visualised below, our approach involves working *with* you rather than for you. We include members of your staff in the delivery team so that they are involved at every step of the project, building their capability along the way. Over time, we shift into more of a coaching role as your team embeds the new approach, promoting long-term sustainability.



Features

- Hands-on service transformation from discovery through implementation
- Multidisciplinary team of highly skilled change experts working alongside your service staff, building their skills and confidence in relational service design
- Testing solutions in a safe environment so that we know what works in practice, not just in theory, before scaling to the rest of the service
- Working in the open so that there is transparency and regular feedback opportunities for key stakeholders
- Flexible scoping based on your needs and budget

Benefits

- Rapid progress in a short period of time, delivering value to residents quickly
- Knowledge transfer so that relational service design skills are embedded in the organisation
- Long-term sustainability of changes through coaching and evaluation mechanisms that promote ongoing learning
- Improved service delivery and organisational effectiveness resulting in better outcomes and smarter savings

Brief description

Basis provides a multidisciplinary team to design and implement relational, cloud-based services. We help organisations move beyond transactional processes to put residents first, increasing effectiveness and delivering meaningful outcomes. As experts in relational design, we support the organisational redesign necessary for these services to thrive.

Introduction to Basis Ltd

We help public services tackle messy problems. We pioneered the use of Agile as a means of transforming services in the public sector. In the last 10 years, we've helped hundreds of services to improve outcomes for real people, quickly. Our peers and clients have recognised our approach and results. For seven years running (2019-2025) we have been identified as a

leading management consultancy working in the Public and Social Sector by the Financial Times.

Our services have a wide range of applications for cloud-based services. We help our customers to understand service user needs, to design services that meet those needs using an Agile approach, and to support teams and leaders to embed those services beyond our intervention. We recognise that many public services, particularly in health and social care, continue to require relational interactions, as not all service needs can be met through digital solutions. We help customers to design coherent, end-to-end services that encompass both the relational and digital components.

Effective 'click and mortar' public services meet the needs of the many and not just the few. These public services promote the adoption of cloud-based services; a small amount of support during early interactions can empower service users to transact online in the future.

Online delivery and facilitation

All of our services can be provided in person, or online; we are experts in virtual facilitation. Working online we have:

- Facilitated over 10 online Impact Sprints with social impact organisations and local authorities to understand the impact of COVID-19 on their communities and coordinate their response quickly
- Supported people and organisations to turn their events and training into online engagement ranging from – REN21 a Think Tank focussed on global renewable energy policy, Stockholm School of Economics EMBA programme, a coaching programme in Virginia (US), and youth engagement for Generations for Peace (Amman, Jordan)
- Designed and facilitated a global conference for the Alliance for Child Protection in Humanitarian Action attended by over 500 delegates
- Built the capacity of teams in local government, UNESCO, Unicef and the UN Disarmament Directorate to run virtual events with international participation

Get in touch



All of this is probably best talked through and we are keen to do so. Let us know when works for you, and we'll book in a call.

E-mail: comms@basis.co.uk

Call: 0203 239 2407