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G-CLOUD 15



Discovery & Assessment Services

ESTABLISHED

2016

REFERRALS

100
%

WORD OF
MOUTH

SECTOR
EXPERIENCE

200+

YEARS
COMBINED

CERTIFIED

CE+

CYBER ESSENTIALS



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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Discovery & Assessment Services

Service Description

We help public sector organisations see what's possible – and get there.

BetterGov delivers digital strategy and transformation advisory services that turn ambition into action. We align technology, data, operating models, and investment to strategic outcomes – providing the clarity and roadmaps that enable confident decision-making. From current state assessment through to benefits realisation, we design strategies grounded in delivery experience.

Local Government: Independent review of operational effectiveness and strategic direction. Configuration quality, process effectiveness, user satisfaction, improvement opportunities. Lambeth: 79 pages and 28 recommendations on finance module. Bracknell: 50-page health check covering 7 areas with prioritised recommendations. Newham: 39-page strategic options appraisal for adults transformation.

Problem Investigation: CCS: £32.1B adult social care market analysis shaping national procurement strategy – 152 LAs surveyed, 47 Director interviews. Cabinet Office: 1,020 fields mapped across Government Commercial Function data systems. UK Parliament: Case management discovery for sensitive ICGS investigations; rostering discovery covering 850+ workers and 117 validated requirements.

Crown Dependencies: States of Jersey: 30 months as trusted advisor across government – from strategic options to operational implementation. States of Guernsey: 84 months embedded partnership across multiple transformation programmes.

Central Government: CCS strategic discovery – £32.1B market analysis informing national procurement policy. 152 English LAs surveyed, 47 Director-level interviews. We bridge the gap between digital ambition and operational reality. Strategy consultants who've implemented systems. Technical experts who understand policy. Programme managers who've delivered transformation at scale. Not PowerPoints that sit on shelves – roadmaps with governance, funding models, and delivery plans that survive first contact with reality.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Strategic Business Analysis (F-200-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

Full Programme Management: End-to-end programme leadership for complex transformation – governance design, board reporting, benefits realisation, risk management. Multi-workstream coordination.

PMO Services: Project office capability without permanent headcount – reporting frameworks, resource planning, financial tracking, dependency management.

Programme Setup & Governance: Business case development, spending control navigation, Gateway Review preparation, governance framework design.

Assurance & Compliance: Gateway Review support, IPA assurance preparation, spending control submissions, security assurance (IL3/IL4/SECRET), DV-cleared delivery.

Specialist Capabilities: Ministry of Defence (SC/DV cleared), Scottish Government, Parliamentary delivery, NHS programme management.

Exit & Transition: Contract exit management, knowledge transfer, service transition, supplier coordination.

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Honest Assessment

We tell you what's wrong, not what you want to hear. Lambeth: 79-page health check, 28 recommendations – not a glossy slide deck but a thorough analysis of what's broken and why. Our consultants don't depend on follow-on work, so our assessments are genuinely independent.

Strategic Options Analysis

When you need to decide between upgrade, replace, or optimise – we provide the evidence. Newham: 39-page options appraisal. UK Parliament: Case management discovery with clear platform recommendation and implementation pathway. Evidence-based decisions, not predetermined conclusions.

Multi-Disciplinary Assessment

Discovery isn't just technical. We combine user research, business analysis, technical assessment, and operational review. CCS: 152 LAs surveyed, 47 Director interviews. Cabinet Office: 1,020 fields mapped across complex data landscapes. The full picture, not just the obvious symptoms.

User-Centred Research

Systems exist to serve users. We engage practitioners, managers, service users, and senior leadership to understand needs and pain points. Qualitative and quantitative methods aligned to the Digital Service Standard. Different perspectives consolidated into actionable insights.

Prioritised Recommendations

Every assessment ends with prioritised recommendations – quick wins for immediate implementation, medium-term improvements, strategic changes. Clear ownership, realistic timescales, honest effort estimates. A roadmap you can actually follow, not a wish list.

Scoping & Rapid Assessment

Not every situation needs comprehensive discovery. We offer focused 1-2 week scoping to define the problem, and 2-4 week assessments for specific areas. Quick answers to specific questions, without the overhead of a full programme.

A3

BENEFITS

VISION → REALITY NO VENDOR TIES

We're not selling you a system - we're telling you what's actually wrong. No partnerships with vendors, no commission on recommendations. Genuine independent advice.

STRATEGY → DELIVERY ACTIONABLE OUTCOMES

Lancashire: 25 projects delivered. States of Jersey: 30 months from strategy to implementation. We design what we deliver - roadmaps that become reality.

100% WORD OF MOUTH

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Organisations find us because others recommend us.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Discovery & Assessment Methodologies	Expert	Digital Service Standard alignment, GDS-style discovery, user research, business analysis, technical assessment. Structured approaches that support service assessments and Gateway Reviews.
Central Government Platforms	Expert	UK Parliament: Case management, rostering, visitor systems discovery. Cabinet Office: Commercial data systems mapping. CCS: Market analysis and procurement strategy.
Social Care & Education Systems	Expert	Mosaic, Liquidlogic, Synergy, Eclipse, Capita One. Health checks, configuration reviews, options appraisals across all major platforms. We know what good looks like because we've implemented these systems.

A5

CASE STUDY

CLIENT SUCCESS

LB Lambeth

Challenge: London Borough knew finance module wasn't performing but couldn't identify root causes. Staff frustrated. Workarounds proliferating. Heavy reliance on manual checks, spreadsheets, and multiple systems.

Solution: 79-page comprehensive discovery covering Adults and Children's finance processes. 22+ stakeholder workshops. System analysis of Mosaic configuration, purchasing elements, payment cycles, financial assessments.

Outcome: Clear roadmap for finance transformation. 1,075 days per annum efficiency savings identified. Debt management improvements identified. Project plan with phased implementation. Foundation for informed investment decision.

CLIENT SUCCESS

Crown Commercial Service

Challenge: Crown Dependency government needed trusted advisor for digital transformation across health and social care. Multiple strategic decisions required - system selection, procurement approach, integration strategy.

Solution: Discovery engagement covering user research, requirements analysis, platform assessment. WorkPro platform evaluation against parliamentary needs.

Outcome: Clear platform recommendation with implementation pathway. Evidence-based decision on system direction. Sensitive requirements properly understood and documented.

CLIENT SUCCESS

Crown Commercial Service

Challenge: CCS needed strategic understanding of the £32.1B adult social care market to inform future procurement strategy and potential framework development.

Solution: Strategic Discovery Project. 152 English LAs surveyed, 47 Director-level interviews. Market landscape analysis, vendor positioning, strategic options appraisal. 49-page comprehensive report.

Outcome: Strategic recommendations accepted. Three intervention categories identified. Evidence base now informing national procurement policy.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS****■ Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ Constraints

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER****■ Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ Optional Add-Ons

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS****■ Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ Quarterly

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

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Digitally Driven, Socially Empowered

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