



Telford & Wrekin are a Unitary council, with an Excellence status.

## **Stakeholder training**

Telford & Wrekin are transforming their services. They are not doing this by half either; for example to engage their grass roots staff and to exploit their latent knowledge and vision, 140 staff were trained to create, interpret and challenge process maps.

This alone resulted in the Transformation Programme receiving additional process maps - equating to a stunning 40% increase in pace.

## **Training & Mentoring**

A key goal of the Telford & Wrekin Transformation Programme is to be completely staffed by Telford employees. To achieve this, all Project Managers and Business Analysts received training and mentoring, accelerating them to a high level of proficiency in a short time.

The result is a highly motivated and vibrant Programme team, and a cool saving of over £700,000 per annum in contractor and consultants fees.

## **Business Process Management**

Telford deployed a custom designed Business Process Management tool on their Intranet to exploit the wide-spread stakeholder training. Any member of staff can now view any of the process maps, service level agreements, and other documents enabling them to contribute directly to the process.

With change controls on the business processes, the knowledge being gained will not be lost. The result is a focus on effective service and the avoidance of further costly change programmes in the near future.

With this focus on service delivery, stakeholder empowerment, training and mentoring, and Business Process Management, Telford truly has a change programme fit for an 'excellence' council.



**Stay focussed with  
Business Process Management**