

# Digital transformation approach Becoming a high performing organisation



Clare Evans – AD Transformation

## About Tewkesbury Borough

- Gloucestershire district
- Predominantly rural, spanning 160sq miles.
- Small authority (ranked 257 of 309 English authorities)
- Poorly funded – low council tax
- Third fastest growing district in the country
- New administration May '23



## Transformation – where we've come from

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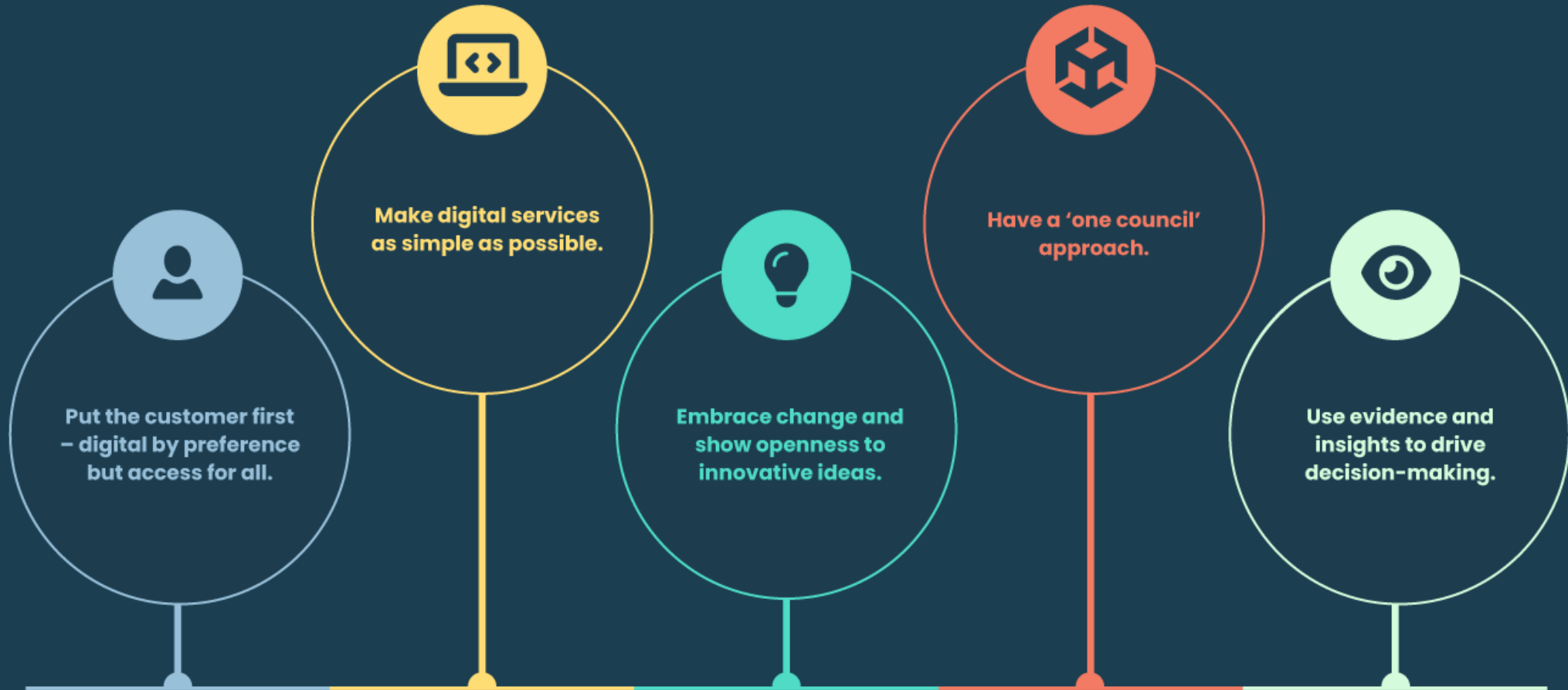
### **Prior to 2020:**

- Lots of improvement and efficiency projects – no resource to deliver.
- Single developer!

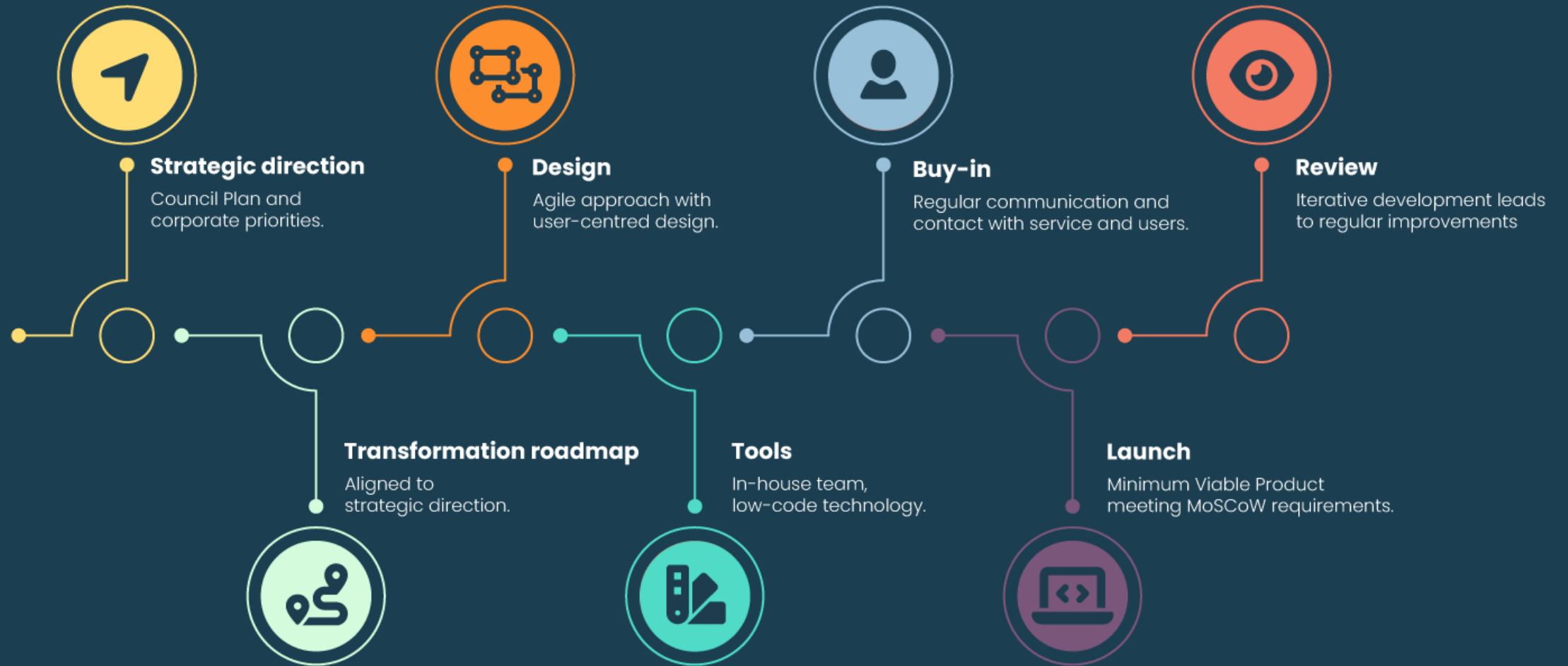
### **2020– Creation of the business transformation team:**

- Bringing together unique skills including project management, business analysis, front-end design and developers.
- Customer-led not technology -led.
- User experience a priority
- Empowered team supported by senior leadership and members.
- Big impact across the organisation

# Digital declaration principles



# Operating model



## What results have we seen so far?

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**Reduction in  
unnecessary  
customer contact**



**Increased income**



**Transformed  
customer experience**



**Time savings  
in producing  
performance reports**



**Knocking out ad-hoc  
software and reducing  
reliance on the  
legacy systems**

## Some of our challenges

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- Working in an agile way
- Recruitment
- Demands on the team
- Keeping up with the speed of tech growth

## What's next?

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### **2024 – becoming a High Performing Organisation**

Simplicity, good governance, data and insights,  
continuous improvement.

We want to get to a better position – avoiding  
demand and solving problems before they happen!