



# Transforming UK Local Authorities

"The work with Ad Esse to promote culture change within the Contact Centre has been a great success. Their approach has been practical and based on simple principles, which really got the team thinking about what really matters. It also challenged the team to think about doing things differently and not just following complex and sometimes cumbersome processes just because that's the way we have always done it."

**Ron Springer, Contact Centre Manager at Newham Council**



## Your Challenges

As a Local Authority, your customers rely on the vital services you provide. Despite a frequently changing political environment, there is always one constant; a desire to deliver great customer services to everyone in need. Balancing efficient services and great customer experience with costs, time and effort is a challenge for any organisation. This is made even more difficult when you consider an environment with constantly changing regulations and compliance. The most successful Local Authorities are those who have created a true customer focus; providing services designed around the specific needs of those they serve, and transforming their culture, processes and systems to support them. By increasing your efficiency, you ultimately reduce costs and have more free time across your teams to focus on the public.



**John,**  
Head of Adult  
Social Care



**Rhiannon,**  
Director at  
Ad Esse

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"I'm under a lot of pressure to stay on top of regulations and I want to make a real difference to my community, but my team are disengaged and I'm answering endless complaints. I want to push my team to strive for perfection, but people are resistant to change. I've already spent a lot of time trying to make improvements, but nothing makes a big enough impact or lasts very long."

"We understand what you're going through - a lot of our Local Authority clients are in the same boat. By getting teams, systems and processes working together towards a common purpose, you can easily stay on top of regulations and make a real impact on your community and workforce."

We create a solid foundation for you to empower staff and truly deliver customer-centric services, creating a happier engaged workforce and improving customer satisfaction.

For long lasting sustainable benefits, we transfer skills to your staff and involve them in the process; giving them skills, tools, knowledge and confidence to continue to deliver improvements, long after our engagement is complete."

## Get in touch

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# Client Story



## East Sussex County Council:

### Introducing 5S in adult social care

We recognise the importance of improving the environment within which processes operate, as well as the processes themselves. When embarking on a transformation of their Adult Social Care services, East Sussex County Council identified issues that showed them this need to change their environment. As part of the wider transformation, we introduced 5S, a Lean tool used to create order and enable easy identification of waste and any abnormalities within the working area. Roll out of 5S with a number of teams across Adult Social Care formed part of the roll out of Lean Foundation across the department, which also included use of Information Centres.

### Results & ROI

- A more effective and productive working environment
- A significant reduction in stationery being ordered, saving both time and money
- Fewer interruptions for staff permanently based in the office
- A significant reduction in errors being made, for example using out-of-date letters/leaflets

### How Ad Esse helped

A programme was established to implement 5S across all the teams in the Adult Social Care department. To initiate the activity, we held a half-day workshop with each team to train them on the principles of 5S and how it fits in the application of Lean Thinking. This included seeing examples of the impact of 5S, brainstorming examples from their own office and devising possible solutions. 5S comprises a series of actions:

1. Sorting the necessary from the unnecessary
2. Setting items in the most appropriate order and place
3. Shine - 'clean' the office environment
4. Standardise - developing standards, systems and procedures to maintain the first three stages
5. Sustain by developing check and self-audits and continuously improving standards



**I found the 5S exercise to be an excellent team activity. Everyone thoroughly enjoyed being involved in the 'ceremonial' de-cluttering of the Social Care Direct office and in deciding where to relocate what was left. This resulted in two 'mountains' of out-of-date paperwork and unused equipment and provided a surprising amount of space to place close at hand and clearly labelled all the things needed for the team to work even more efficiently."**

Wendy Shirvani, Social Care Direct Manager



**"Working with Ad Esse to establish visual management for the Revenues and Benefits teams has exceeded our expectations. The Information Centre has empowered the teams to take ownership of their own performance in the pursuit of perfection. Creating time for busy managers to stand back and think."**

Chris Bradley, Head of Commercial Development at East Hampshire District Council

**"The Information Centre and problem-solving discussions started a conversation that needed to be had [and] the Information Centre has opened our eyes to new ways of working."**

Louise, Revenues Manager at East Hampshire District Council

### Key Stats

- 50% reduction in budget monitoring cycle time
- 44% reduction in the number of budgets monitored across the year
- Council tax collection rate increased by 1.5%
- Average call waiting time down to 1.15 minutes from 4.06 minutes
- 50% reduction in abandoned calls

### Why choose Ad Esse?

We're masters of change helping organisations with a social purpose transform the way they work to create a long-lasting impact on the people who need it most. We are focussed on continuous improvement and work with your frontline staff, as well as senior management. Our team have experience within the sectors we serve and we base all our work on Lean principles, adapted & refined for Local Authorities.