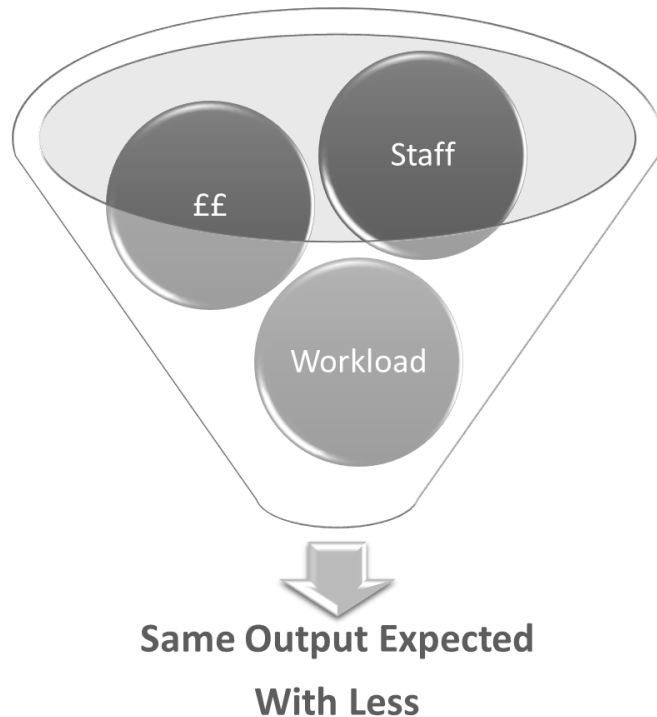


# Engage Process Analysis and Costing within Edinburgh Council

July 2020

# The Challenge We Face



## Financial Savings

- £41m worth of savings expected in 2019/20
- £150m savings expected by 2023
- Post Covid savings still to be defined

## Staff

- Reduced staff through transformation
- Vast amounts of knowledge lost

## Workload

- Same level of workload
- Increasing population means workload expected to increase
- Post Covid service delivery will change drastically



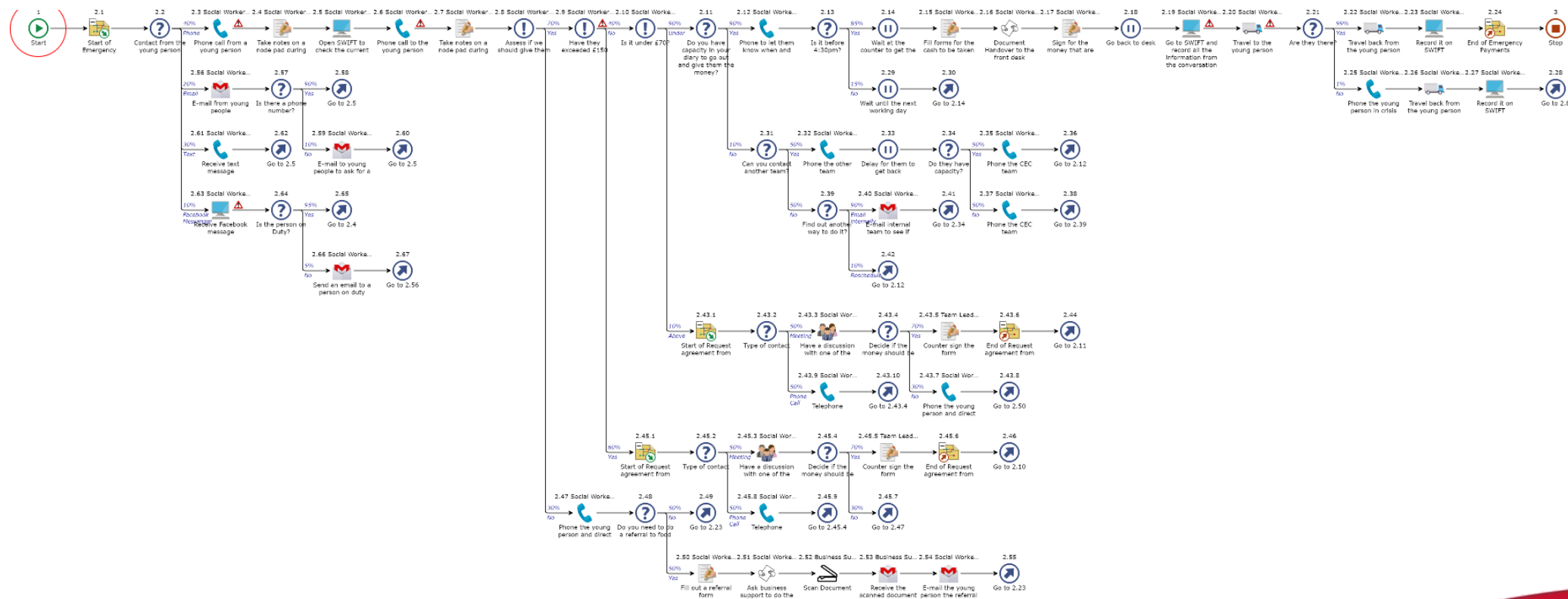


# Changing the culture from this....

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...*To this*



# How we achieved the change?

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**SHOWCASE THE  
ENGAGE PROCESS  
TOOL**



**CREATED E-LEARNING  
FOR CEC STAFF**



**ON SITE SUPPORT &  
TROUBLESHOOTING**

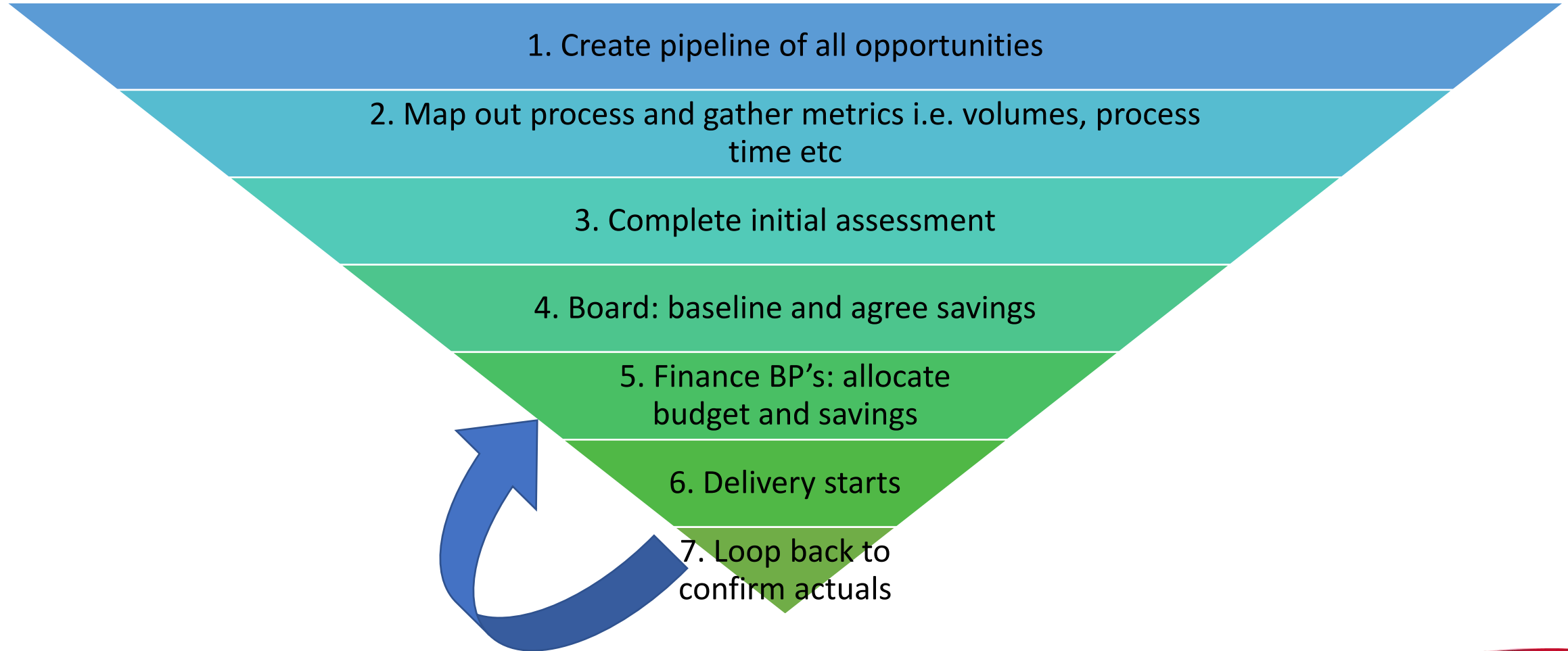


**IDENTIFY ADVOCATES  
ACROSS SERVICE  
AREAS**



**DELIVER SUCCESS TO  
CREATE BUY IN FROM  
WIDER COUNCIL**

# Our approach to analysing a process...

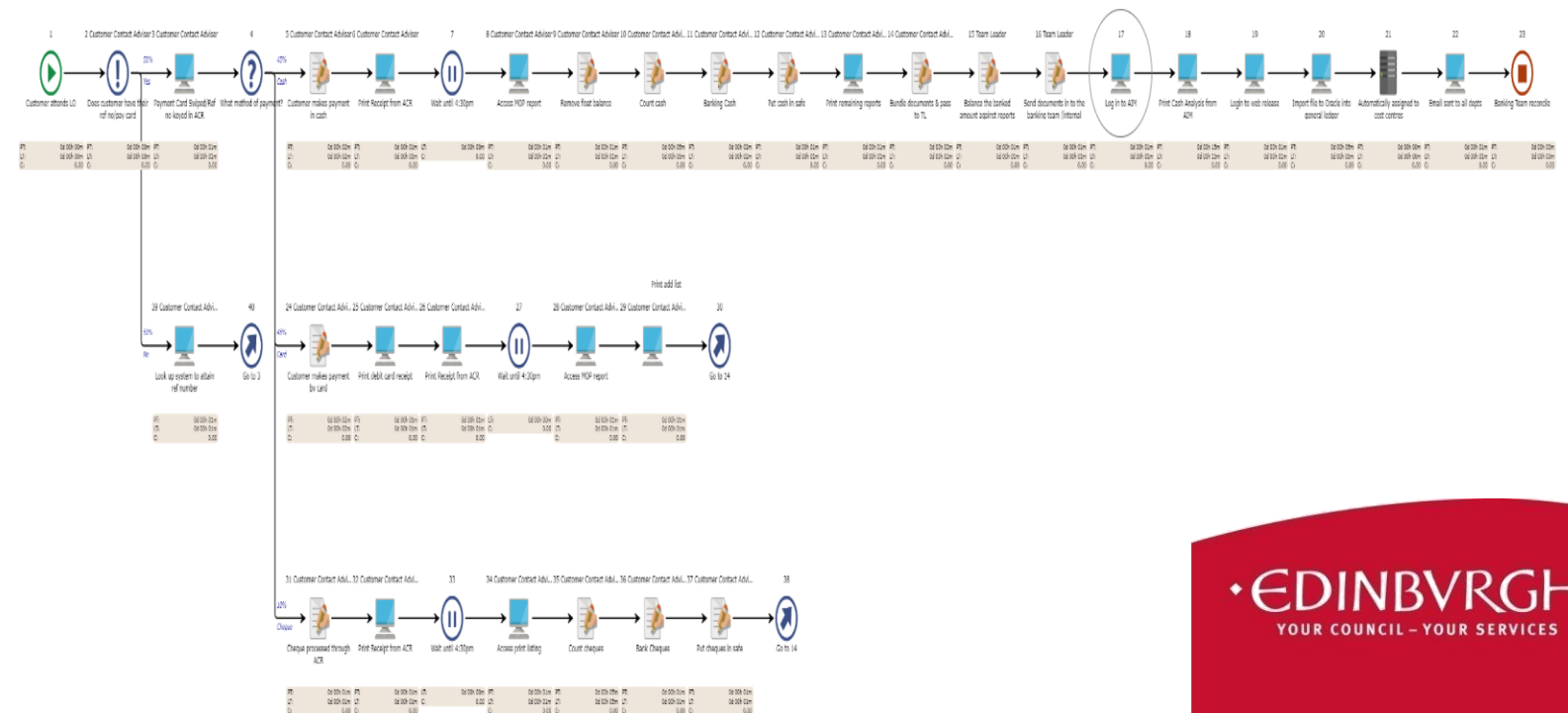




# Case Study 1

## “Optimised Cash Handling”

- *The “As Is”*
- The Council had 8 cash offices across the city
- Annual cost to provide cash desks was c.£130k
- The Council received 65,000 cash payments per year with a total value of £9.2m
- 2 out of the 8 offices accounted for 51% of payments



## ***What did we find?***

- Using Engage Process Modeler we mapped 6 processes with times and costs captured.
- Process mapped side by side with operational staff.
- Service managers validated the process maps.
- Using Engage Process analysis redesigned process.
- Engage Process provides a visual representation of the process and show it was not cost effective and little value to the business



- **The “To Be”**
- Processing time changed from **15** minutes to **1** minute
- Cost per process changed from **£2.78** to **£0.10p**
- Removed cash from **6 of 8** offices in **June 2019**
- 2 remaining cash offices to be closed in **late 2020**
- Savings of **£75k** in the first financial year.  
Savings of **£130k** by the end of 2020/21
- Engage Process analysis also allowed the service to close the office with lowest footfall to make further savings.

**Measures**

Compare As is with opened process Cash "To be" Process

	As is	Cash "To be" Process	Diff.	%
Processing time	0d 00h 15m	0d 00h 01m	0d 00h 15m	-94.13
Team Leader	0d 00h 02m		0d 00h 00m	0.00
Customer Contact Adviser	0d 00h 13m	0d 00h 01m	0d 00h 13m	-95.11
Lead time	0d 00h 15m	0d 00h 01m	0d 00h 15m	-94.13
Break time	0d 00h 00m	0d 00h 00m	0d 00h 00m	0.00
Total cost	2.78	0.10	-2.67	-96.05
Relative throughput %	100	100	0	0.00

# Case Study 2

## Social Care Direct

- *The “As Is”*
- Social Care Direct team are based within our Contact Centre and deal with calls and multiple email inboxes
- New Verint CRM provides ability to create online forms in house
- Management of multiple email inboxes time consuming & primary task is transferring email data to a case management system
- Pressure across Council to make savings
- Various different stakeholders involved including 3<sup>rd</sup> parties such as the Police, NHS and Fire Service

## *What did we find?*

- Using Engage Process Modeler 12 processes within Social Care Direct were mapped
- Processes mapped with the Team Leaders and frontline staff
- Mapping and validation took place during same workshop
- Separate workshop to lean one of the processes was conducted
- Different teams and staff with different grades are involved within the end to end process
- Approximately 36k of emails received arriving in various formats
- Aim was to remove all manual processing of referrals via email whilst maintaining the data quality

## The “To Be”

- Analysis identified total effort of managing inboxes as 5.4 FTE
- 12 email inboxes condensed in to 3 online forms
- Intelligent Automation implemented to update case management system with no manual intervention required
- Total FTE effort translates to £115k
- Resources have now been reallocated to deal with critical services within Social Care Direct
- Engage Process analysis gave service confidence to implement changes

# *Engage Process within the City of Edinburgh Council*



**253** ENGAGE MODELER  
TRAINED STAFF



**233** PROJECTS



**1360** PROCESSES MAPPED



**£496K** FINANCIAL  
SAVINGS HAVE BEEN  
IDENTIFIED



Thank you for your time

*Any Questions?*

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