



Connecting council and citizens with a bold transformation

The newly formed Bournemouth, Christchurch and Poole (BCP) Council has a clear ambition to deliver the best possible digital experience for its citizens, officers and partners. The tenth largest urban unitary council in the country, located in central southern England, BCP Council provides over 600 services from social care to waste management, business advice, and much more. It wants residents and local businesses to be able to access information about these services, as well as any support that they need, at any time and place that suits them. BCP Council also wants the insights necessary to anticipate and act on any needs that its citizens may have – before they ask.

To achieve its vision of becoming the leading digital and insight driven local authority in the UK, BCP Council needs the right operating model and supporting technology. This is where KPMG and Agilisys have partnered with the authority, working together to support BCP Council with a wide and deep three-year digitally-enabled transformation programme. KPMG and Agilisys will bring a deep understanding of local government, and how to implement large-scale technology transformation to make the changes as seamless as possible.

Part of this transformation includes developing a capability to use data and insight to drive BCP Council strategy. As a local authority the use of valuable data and insight can help target resources where they are most needed, improving service delivery and continuous organisational improvement. By introducing a data and insight workstream this will provide BCP Council with a understanding of its customers, residents, the local economy and their needs.

With the citizen experience central to every step, the team will start by building an optimal operating model, sourcing the right technology, and establishing governance structures. They will also help BCP Council identify where and how it can achieve £44 million in savings, for example by streamlining its processes, procurement or supply chains.

Two key KPMG approaches will be central to the transformation's success – Connected Enterprise and Powered Enterprise. Connected Enterprise will help BCP Council integrate its front, middle and back offices, so that data and analytics can be shared and leveraged to help shape citizen experiences. Meanwhile, with Powered Enterprise, each function such as finance, HR, procurement and customer will be accelerated to the best-known operating model with the right technology tools, while also making the most of automation for efficiencies.

The transformation will see BCP Council become a more modern, accessible, and accountable council, leading the way on digital and insight driven operations, while also achieving cost savings. Most importantly, it will be ready to deliver a leading digital experience for its citizens.

We are on your side, all the way.

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