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Facilitating change – positively and effectively

## case study : Development of a new approach to business planning – Southampton City Council

**Chief executive Brad Roynon wanted to implement an improved business planning process to give him a clear overview of service performance.** Using the Excellence Model as the basis of service review, Woodward Lewis supported an internal project team to develop an improved process and link it to three-year budgeting. We trained champions and managers so ensuring that the process could be sustained and further improved. Short term wins included greatly improved internal communication, and the ability to identify why some high performing services were doing so well. Longer-term improvements included a positive CPA assessment.



Read more about this project in the article “Engaging with Excellence” (see publications).

**Southampton CC’s top management team get involved in a workshop that kicked off one of the largest internal communications and consultation events organized by a local authority.**