

SERVICEplus

an innovative programme
for improving service delivery
in higher education institutions

With the increased cost of higher education and subsequent prospect of raised student expectations, this learning programme has been specifically designed to assist staff to step up to the challenge and take an active role in developing new approaches to service delivery.

BIBBY **b** **RUMBELOW**

Providing practical solutions that work

SERVICEplus

- An innovative way of improving your service delivery. Its innovation lies in the fact that it is delivered in work and generates the changes you need in service delivery immediately, and in real time.
- Different because it is designed to take account of the specific needs of higher education and is delivered by people who know and have experienced its special challenges. Our programme is delivered to whole teams while they work, helping them to make small changes and improvements. We leave teams confident to replicate other simple process improvements and build on these to make bigger service delivery improvements.
- Gives added value as it develops your staff, but also we work with you to put in place the real time service improvements you need. It can then be rolled out to other teams in your institution.

Here's how it works...

3 phases – 6 steps. We spend 10 days with you over three months including a one week intensive spell working with your teams in their workplaces.

<p>Phase 1: agreeing the work</p>	<p>STEP 1 – our first meeting with you to identify what is needed</p> <p>STEP 2 – two weeks later we discuss and agree a tailored programme</p> <p>STEP 3 – one week later we meet the team(s) in their workplace</p>	<p>We meet you to discuss EITHER your aim to see overall improvements in the quality of your service delivery OR the real issues you are faced with in one or more areas of service delivery</p> <p>We focus down on your needs and prepare a customised development plan which we discuss with you face to face</p> <p>We meet the teams who are going to undertake the programme and explain how we are going to work together</p>
<p>Phase 2: intensive delivery at work</p>	<p>STEP 4 – one week later the intensive week of work-based delivery, problem solving, training and support</p>	<p>We identify the specific areas to focus on with managers and teams. We spend a week working alongside you, in your work, providing input and guidance to help develop service improvements and solutions. At the end of the week teams present what they have achieved and we assess and feedback on their performance</p>
<p>Phase 3: continued support and evaluation</p>	<p>STEP 5 – over the next two months we provide continuing support for staff</p> <p>STEP 6 – two months after the intensive week we visit the managers and the teams to evaluate the impact of the programme</p>	<p>We provide online and telephone support to managers and teams implementing the new practices</p> <p>We return and evaluate the changes</p>

STRENGTHS OF SERVICEplus

The Service Plus programme is innovative and differs from other service improvement and customer service programmes in a number of important ways which are outlined below. Perhaps the most important of these is the fact that Service Plus is delivered at work, in work. Your teams are not left having to apply principles and theories to the work they do – we work alongside them in real time to improve service delivery focussing on a particular problem they might have. We ensure managers are involved too and deliver more traditional training input during the intensive week we spend with the team.

What it is

Service Plus:

- works with your identified problems and helps your teams sort them out
- explicitly prepares your teams to develop what they learn with us to address new problems in the future
- is delivered alongside work recognising the need to maintain continuity in service levels
- learning is derived from real work challenges and is explicitly relevant to your own workplace
- programme is negotiated with you and customised for your work environment
- supports managers and teams to learn, develop and drive changes through an initial intensive week
- provides teams with ongoing support throughout the programme
- leaves you with resources and knowledge so that you are ready to repeat delivery with other teams in your institution
- is designed to improve team relationships and integrates support for managers and frontline team members alike
- is delivered by specialists who have the experience and sensitivity of working in an HE environment
- is an ideal programme to partner and prepare for substantial change
- differs from other programmes in that
 - there is minimal loss of time off the job
 - it is specific to your working environment
 - we come to you and work with you
 - it develops managers and frontline teams together
 - it leaves you ready to replicate the programme with other teams
 - we review and evaluate your progress with you at three months

TO FIND OUT MORE ABOUT SERVICE Plus

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Web: www.bibbyrumbelow.com

FAQs

– **We need to maintain service delivery while any training takes place – how will this work if our whole team is involved?**

We recognise this in the way we structure the programme, with learning sessions repeated back to back if necessary to ensure everyone can attend. Our programme is also truly work-based so people learn from developing changed approaches to their actual work, meaning minimal time off the job.

– **At the end of the programme, what changes should we expect to see?**

All staff who join the programme will take part in a planned and managed approach to improving current service delivery in a small identified area. They will be supported to structure and implement changes to practice and evaluate their success. So you will see some very definite changes for the better in small areas of practice very quickly. As a result of the programme, staff should also be empowered to repeat this approach and share responsibility for an ongoing commitment to continuous improvement.

– **I like my staff to enjoy training and look on it as a really positive experience – how will this happen?**

This programme harnesses the power of your team – it's about showing them and helping them to practice a simple approach to making changes that gives everyone a chance to suggest good ideas and work together to put them into practice. It shows quick and positive results and provides the opportunity for managers and staff to work alongside each other to make them happen. One of our key aims is to make this a positive and confidence building experience for your whole team.

– **If this works well with one team, how can we roll it out to others?**

At the end of the programme you will have experienced a run through of the system and we will provide you with a written toolkit to support what you have learned. You can repeat the process on your own with a new team or you can use us to support and mentor you as you do this. We also offer a package where we explicitly train certain members of your staff – perhaps from HR – to repeat delivery with other groups in your institution.

BIBBY RUMBELOW

Bibby Rumbelow is a consulting and training company specialising in organisational learning and staff development for higher education staff in the areas of employability, enterprise, work-based learning and employer engagement. Our knowledge and expertise is a very special blend of commercial work with high level university academic experience.

SERVICEplus

CORE MODULE

This is the starter module which comprises the following activity:

- Day 1 First meeting to identify what is needed
- Day 2 Discuss and agree a tailored programme with you
- Day 3 Meet team(s) in the workplace
- Days 4 to 8 Intensive week working on site with you
- Day 9 Ongoing coaching and mentoring for a month following the intensive week
- Day 10 Final visit to review progress and plan next steps

Additional modules available:

GRADUATED SUPPORT MODULE

If you would like to repeat the Service Plus core module approach with another team but don't feel quite confident to go it alone, we can offer mentoring support as you gain experience. We suggest one day of mentoring during the initial set up of the core module and two days during the intensive week – but we can tailor this module to meet your specific needs as well as offer support remotely.

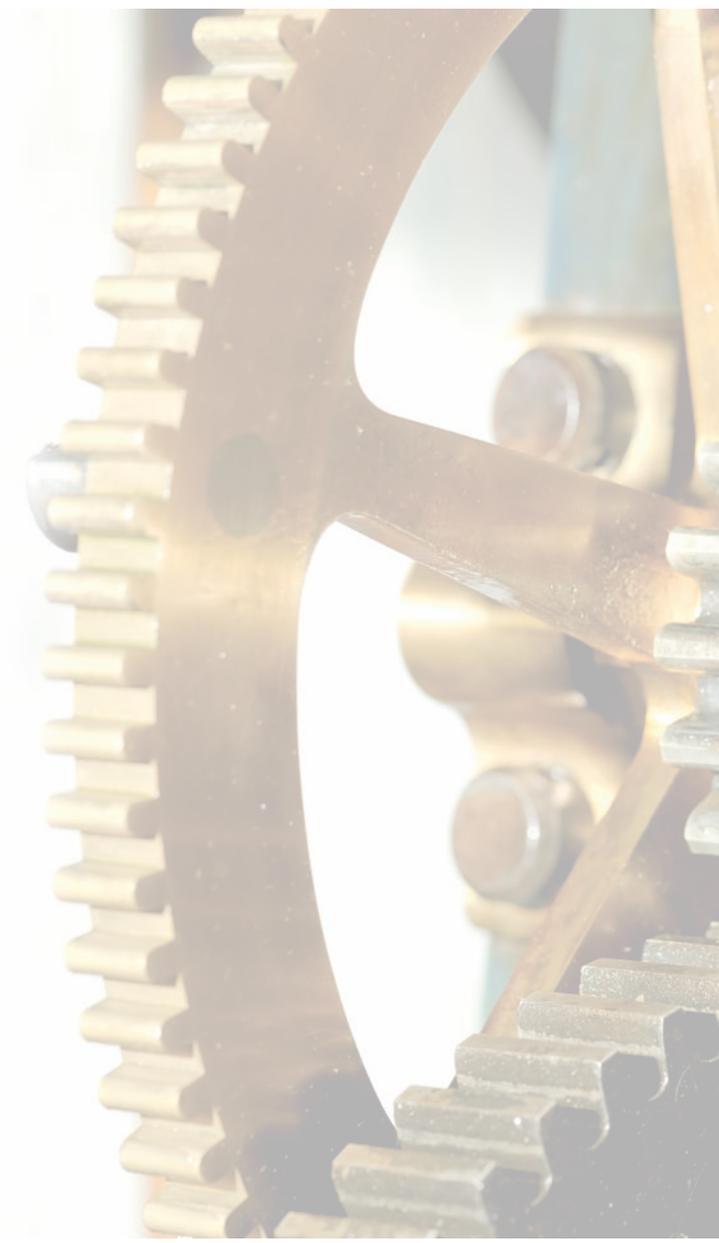
STAFF DEVELOPMENT HANDOVER MODULE

If you want to roll the Service Plus core module out more widely across your institution you may want your own staff development or human resources professionals to gain extra insight into how to deliver the programme. In this module we work with them to ensure they understand how to deliver the Service Plus core module most effectively.

- Day 1 Selecting and preparing teams for Service Plus
- Day 2 Planning and delivering the intensive week
- Days 3, 4 Mentoring support for staff development professionals as they run their first programme

EVIDENCE COLLECTING AND PRESENTING MODULE

We know some clients will be working towards recognition for service excellence using accreditation systems that require the presentation of evidence of continuous improvement. Working through the Service Plus core module naturally generates excellent evidence for such approaches. This one-day module can be bolted on to the core module and helps people to ensure they have a valid record of what they have achieved.



*Our knowledge and expertise
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commercial work with
university academic
experience*



Providing practical solutions that work

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