

Case Study



North Yorkshire County Council



Client Details

Sector:	Public Sector
Skills Delivery:	Management – Managing Change
Client:	North Yorkshire County Council (NYCC) based in Northallerton provides the whole range of key services such as education and learning, local libraries, roads and transport, environmental services and consumer and business services and advice. It also works closely with the seven local District Councils who manage services such as council tax collections, domestic refuse and housing.
Background:	NYCC like many other councils is undergoing significant change and development in order for it to become more customer focused and maintain a regime of continuous improvement in the way it operates. PTP worked with NYCC's ICT department to provide models for change to dovetail with the Council's new approach.
Brief:	<ul style="list-style-type: none">• Communicate to senior ICT managers the reasons behind change and its impact on members of staff• Provide an effective system for managers to adopt and adapt to new ways of working• Provide the framework to help these managers communicate changes in a positive way to other team members
Training:	On-site training at Glasgow and Manchester centres Programme covered: <ul style="list-style-type: none">• The importance of coping with change• Theory behind how change affects us• Techniques for coping with change and how to use them in the workplace• Action planning to deal with constant and often challenging change
Feedback:	<ul style="list-style-type: none">• Thought provoking (Kevin)• As a result of today's course I will be able to be more aware of how people react to different types of change (Lloyd)• I now feel more positive to change (Janet)• Pace and content just right (Charles)
Client quote:	"We had a need to improve our Change Management processes and decided that the first step should be to train the management team. PTP provided bespoke training that allowed our management team to really understand the concepts of Change Management and focus on areas that needed improving. PTP will definitely play a part in our training plans for the future." Daniel Rubie, Head of ICT North Yorkshire County Council
Other clients within the Professional Services sector:	London Borough of Hackney Powys County Council Reading University Central Manchester Children's Hospital Southern Water Leeds Federated Housing Association

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