

Key Considerations for Successful Integration

Research Methodology



31
Responses



Interviews



Respondants

There are a Variety of integrations taking place across the public sector



25 integrations went ahead

Factors for success



and clear communication

6 integrations did not go ahead

REASONS

1. **Cultural differences**
2. **Too many stakeholders**
3. **Objections from Trade Unions**
4. **Lack of political agreement**

A key task for delivering a successful scheme is to develop a clear, shared vision of the operational, cost and quality improvements that the project will deliver. This vision needs to be captured in quantitative targets.

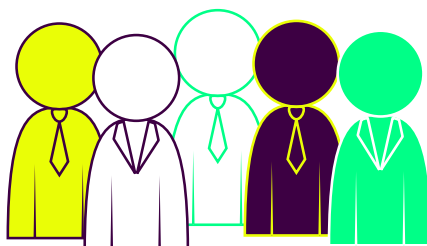
Having dedicated leads and staff purely focused on the process of integration is a must. It can't be done as an add on to a day job.

Local Authority

75%
with a team reported
success

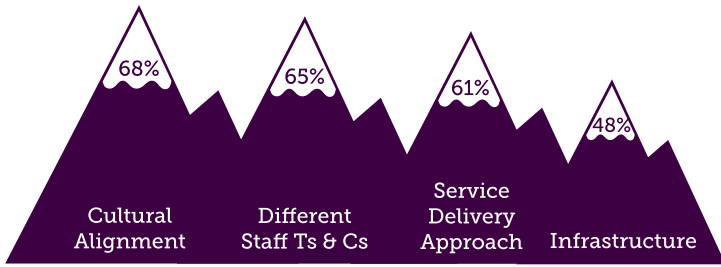
but only **29%**
without

77%
of respondents had a dedicated
integration TEAM



Don't underestimate how relationships between parties and the integration team contribute to success - spend time establishing trust at the outset

4 TOP challenges



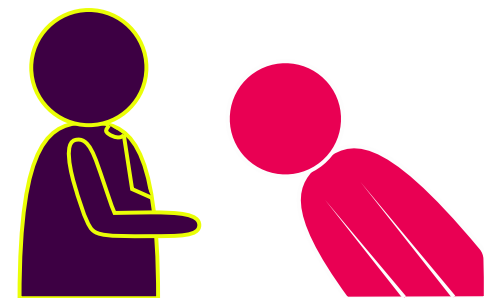
% of respondents who mentioned the issue

Cultural alignment is central to sustaining engagement with employees and ensuring standards of service delivery are not just maintained but continue to strive for excellence

71% said
 Implementing a communication plan lead to successful integration

- ### Outcomes
1. Improved Service Delivery
 2. Financial Savings
 3. Efficiency Savings
 4. Modernised Systems

Areas of Focus if managing an integration again



Cultural Alignment