Camden Borough Council
Empowering IT professionals through professional development
Creating a high performance ICT team

The Council needed a way to align IT and business, recognise skills, reward good performance and ensure structured career development for all employees. There was also a drive to create a better, cheaper and more efficient service.

Camden Council decided to join BCS as a Group Member to help drive the necessary changes.

‘With the formation of the Corporate ICT division we had to make a mark, to build up a reputation for the Council, and to make a visible change to staff and business development. BCS Organisational Membership allowed us to establish a culture change by not just recognising staff as IT professionals but also giving them access to a professional network, affording them the opportunity to mix with like-minded BCS members from across the profession and bring valuable new ideas and information back into the business.’

Improving processes and productivity

Over 85% of Corporate ICT employees are now Associate or Professional members of BCS and the Council hopes to encourage more staff to achieve CITP (Chartered IT Professional) status over the next 12 to 18 months.

BCS Organisational Membership helped the Corporate ICT division begin to deliver a professional, high performance IT function and improve their service management processes with the adoption of ITIL, making them more standardised and robust. Their IT professionals have become more competent, productive and their performance has improved. Over half of their performance indicators are in the top two quartiles according to SOCITM benchmarking.

Proof of professionalism

‘How can you prove you’re a professional organisation? Without BCS Group Membership this would have been a very difficult question to answer. We needed something tangible to show the Council that we were moving forward. Involvement with BCS gave us the support we needed to reach the required levels of professionalism and to maintain this professional status within the industry; to show others that we operate to very high standards, and carry the stamp of approval.’

Training and development strategy

‘We always look at SFIA plus when creating a new profile, as the framework ensures all roles meet the required corporate standard, and allows easy reference to the framework and the creation of consistent and professional job profiles across the board. The formation of a detailed Training and Development Strategy for Corporate ICT using SFIAplus has had a positive effect on employee morale across the service.’

The results speak for themselves

Camden Borough Council has gone from strength to strength, listed by the Audit Commission as one of the top performing councils, and seeing employee turnover figures drop to below typical industry figures.

‘Involvement with BCS gave us the support we needed to reach the required levels of professionalism and to maintain this professional status within the industry; to show others that we operate to very high standards, and carry the stamp of approval.’