



HM Courts &
Tribunals Service

Growing Ideas That Matter

The Story So Far...
October 2018

Customer Innovation Team



Growing Ideas That Matter - Background

Growing Ideas That Matter (GITM) is HMCTS's online forum for staff suggestions, looking to encourage engagement and innovation in making improvements for HMCTS staff and customers.

It was developed following a suggestion by a member of staff on the Chief Executive's blog who reminded us that the desire to make improvements was out there in the business but our previous scheme was no longer effective.

Growing Ideas That Matter – Background (2)

A working group was formed and, using feedback gathered from a survey we conducted in May 2016, came up with the name, desired functionality and logo for Growing Ideas That Matter.

Growing Ideas That Matter was approved by our Chief Executive and piloted in December 2016 using Dialogue, which we felt gave us the functionality to implement the working group's requirements.

The pilot was well-received and we formally launched Growing Ideas That Matter in 2017.

How does it work?

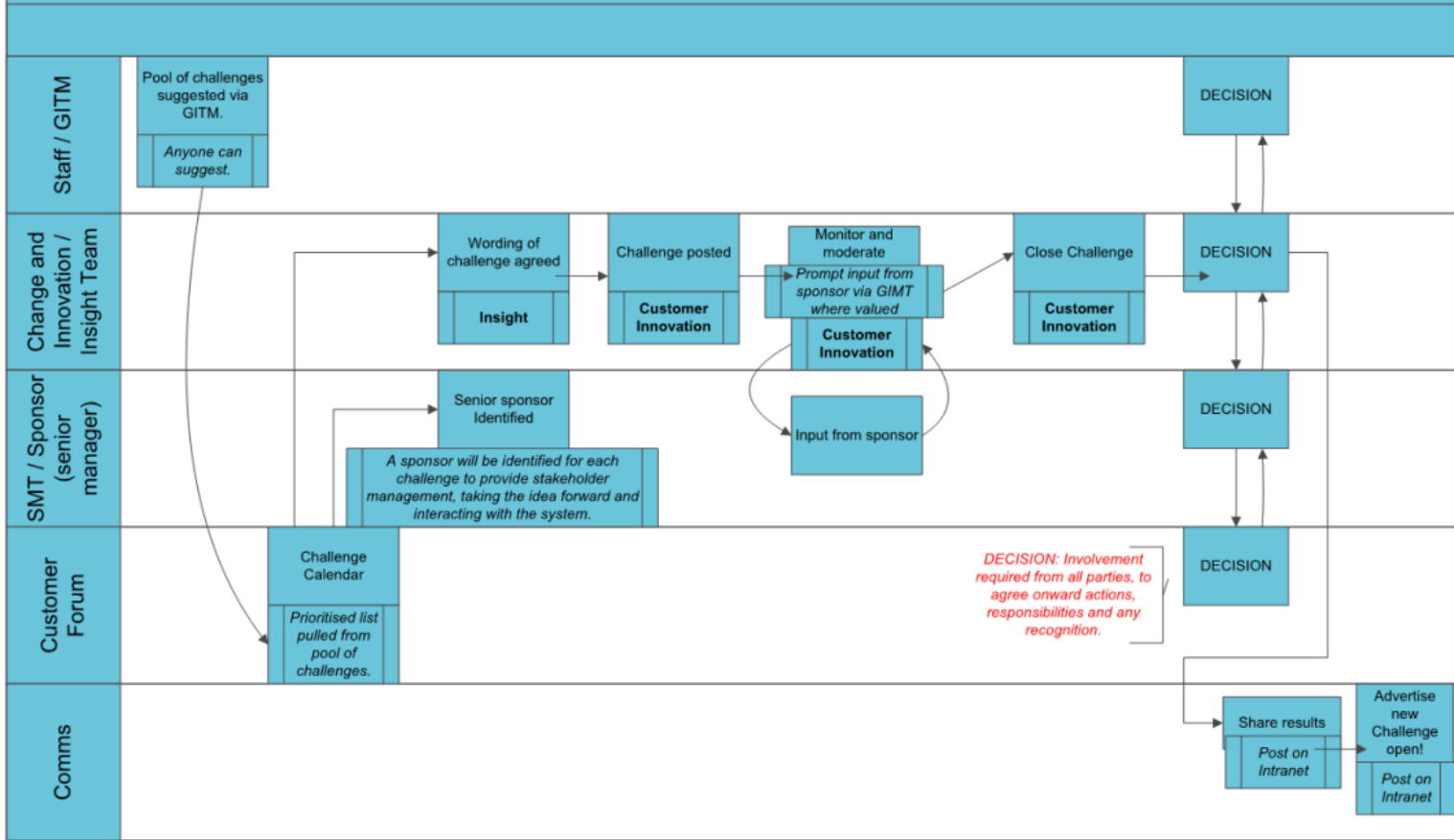
As opposed to the free-for-all nature of previous schemes, which often resulted in ideas being suggested that could not be implemented, Growing Ideas That Matter works by setting regular time-limited 'challenges' on specific topics.

Each challenge has a senior sponsor who considers all the ideas and comments and posts replies regarding how (or if) these will be taken forward.

The Customer Innovation Team provide admin support. Progress is tracked using a board on Trello and is reported on the challenge page after a challenge ends.

We also have an dedicated intranet page and work with Communications to regularly produce enews articles to promote challenges and successes.

Growing Ideas That Matter- Challenge Process



The story so far...

Since Growing Ideas That Matter launched, it has grown to over 1080 users, with 202 ideas suggested and over 423 comments posted.

We've run national challenges looking at how we can improve:

- the quality of our service;**
- the letters we send out;**
- the assistance we are providing to our customers;**
- our customers' experience when they enter one of our buildings.**

We've also run closed challenges only visible to specific groups like our Frontline Forum who now use GITM as their own discussion forum.

Successes

- **Design based on staff/working group suggestion**
- **Numerous well-received challenges (e.g. improving our letters or coming up with a group name for staff)**
- **Increased staff engagement**
- **Working well with sponsors**
- **Support from Chief Executive**
- **Staff have been pleasantly surprised to be contacted by sponsors and to see their ideas being taken forward**
- **Raised staff awareness of organisational improvement**
- **Validation of transformation programme and other initiatives**

Challenges

- Some of our challenges have had fewer suggestions than others, teaching us to target certain challenges at certain groups and to frame challenges as simply as possible
- Finding committed sponsors: everyone agrees that it's a fantastic idea but people are busy
- Trying to demonstrate benefits
- Some staff have difficulty with the registration and login process and have asked why it can't be automatic or linked to Office 365
- We continue to get non-challenge-related ideas into the GITM mailbox

Next steps...

- Maximise opportunities to make Growing Ideas That Matter the engagement tool of choice for HMCTS**
- Create a dedicated GITM team to work with sponsors and increase use of the site both in terms of volumes and in terms of actionable ideas, with improved comms throughout the process**
- Test externally either with specific groups or the general public**





SPONSOR COMMENTS



“The GITM scheme is a great way to get feedback from the people doing the job”

“The GITM scheme is a great way to discover the issues staff have with our processes”

“The GITM team are really helpful and help you every step of the way, from helping you phrase your issue, to gathering feedback and sending out reminders”





GROWING IDEAS THAT MATTER:



<https://intranet.justice.gov.uk/about-hmcts/customer-engagement/growing-ideas-that-matter/>

<https://hmctsgrowingideasthatmatter.dialogue-app.com/>

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