

## **Service design and transformation specialists Gunn Stewart Solutions join SFHA as a Sector Associate**

**Gunn Stewart Solutions are delighted to announce their membership of SFHA. We specialise in supporting organisations across the public sector to take a fresh look at the way they deliver services to their customers. Using a Service Design approach, we help clients to look at their services and contact channels through the eyes of their customers.**

By placing their customers at the heart of the change process, we have supported our clients to completely reimagine services, whilst creating organisational efficiencies and realising tangible benefits.

Gunn Stewart Solutions Director Esther Gunn spent 20 years at North Ayrshire Council, becoming Head of Customer Services, before setting up Gunn Stewart Solutions. She has built up a niche team with expertise in service design, transformation, process analysis, data analysis & Power BI, strategy development, omnichannel communications, CRM and introducing Robotic Process Automation.

Since establishing Gunn Stewart Solutions, Esther and the team have worked with: The Trust housing association, East Renfrewshire Council, Scottish Rural University, East Lothian Council, Stirling Council and facilitates the Scottish Local Authority Customer Services Group. The group offers members regular learning events on transformation and technology topics and also runs an annual conference, working closely with major technology suppliers in the sector.

Esther commented, *“Customers in this day and age expect housing associations and local authorities to provide the same level of customer service and opportunities to interact as the commercial sector.*

*I really enjoy working with organisations to take things right back to basics, understand what their customers want, how they want it and then assess the internal processes, people and technology to find the best ways to meet those needs.*

*I’m a firm believer that just buying in the latest technology doesn’t solve an organisation’s issues. You need to have the right processes in place and engaged teams delivering the service. Placing the customer at the heart of any transformation has resulted in great results for our clients.*

*As a smaller organisation, we don't just go to our customers, write a report and hand it over for delivery, we can work with our clients to provide practical support and advice every step of the journey."*

Darren Lewis, Head of Service Design & Improvement at The Trust commented, *"We worked with Esther at Gunn Stewart Solutions during the inception of our Service Design & Improvement team as part of our 'Time is Now' business strategy. Esther provided practical hands-on support, advice and guidance to our team as we worked through the design process, engagement with colleagues and customers, testing and building an incremental improvement plan to deliver and sustain our desired changes."*

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For further information visit [www.gunnstewart.co.uk](http://www.gunnstewart.co.uk)

Alternatively, get in touch directly to discuss your project, [esther@gunnstewart.co.uk](mailto:esther@gunnstewart.co.uk) or call 07974 705 984.