



# best dragons den

## **What is BEST?**

BEST is a great opportunity for every team in the council to look at the way they work and behave – and to deliver some real change at a team level. BEST focuses not only on WHAT you do, but the WAY in which you do it. Through BEST we hope to make a positive difference to our working lives and to the services we deliver to the people of Birmingham.

## **What is BEST Dragons' Den?**

BEST Leaders have often expressed that they need more resources and support to carry out their agreed BEST actions. We understand that the BEST leaders need funding in order to improve the service they provide to their customers & the community, which often cannot be found locally.

Following feedback from the BEST Leaders Open Space event held in September 2007 and Employee Excellence Groups held throughout the year, we propose to hold a BEST Dragons' Den based on the popular BBC2 series where budding entrepreneurs pitch their business ideas to secure investment finance from business experts — the "Dragons".

Using the Dragons' Den style concept this will enable teams to be creative and be able to carry out their BEST actions. Our dragons will not be billionaires, but instead dragons who care about our customers, Birmingham, team working, partners and the core values of belief, excellence, success and trust.

## The Process

1. **Workshop** – BEST teams hold their workshops during which they decide on actions and report back to directorate team.
2. **Application form** – Based on the actions from their workshop teams assess any actions that need extra funding/ resources (in line with the Dragons' Den guidelines). The Dragons' Den application form is filled out and submitted to BEST (Lotus) or 0121 675 1638.
3. **Review** - Application forms are reviewed by the relevant BEST Programme Manager depending on directorate & if necessary the directorate sponsor against the guidelines and criteria. Applications will then be short listed for each Dragons' Den. Successful applicants are invited to attend the next available Dragons' Den session. If applicants are unable to attend their session they may request to be considered for a different date.
4. **Dragons' Den** - Applicants (this can be anyone from the team or and does not have to be just one person.) attend one of the sessions and present their ideas to the dragons – decisions will be made on that day, this will be based on a majority decision.
5. **Contract/ Agreement** - Successful applicants will be asked to sign a contract stating that any funding received will only be spent on the project outlined at the Dragons' Den. In this contract proposed timescales are outlined; the document is also an agreement to feature in a success story where appropriate and an understanding that **all** actions will be followed up by the BEST team.
6. **Funding** - Funding will then be transferred from the Dragons' Den and allocated to the correct budget code. Timescales for this may vary dependant on local finance processes.
7. **Review** - Actions are reviewed on site by the BEST team and evidence for success stories are collected, written and published.
8. **6 Month Review** – A 6 month review will take place looking at the following - what were the benefits, how has service improved, can this be shared as best practice across similar service areas and what else (if anything) could be done to take this further.

Applicants that are unsuccessful at any stage of the process will be notified and offered feedback as to why they were not successful. Applicants are eligible to reapply to the dragons for funding at any time.

## Dragons' Den Terms & Conditions

- Applicants can apply for funding from £1-£1000 for any action resulting from their BEST workshop \*
- Any applicants that are successful are agreeing to take part in a success story to be used internally in inner voice/Leader Reader on inline and externally via the BEST website \*\*
- All actions that are granted funding are subject to validation Teams using the money allocated for any purpose other than that agreed with the dragons' must repay the money to the Dragons' Den budget.
- The BEST Dragons' Den panel will consist of 5 dragons from various levels of the organisation and potentially a customer, a sponsor, or an external partner
- Funding supplied by Dragons' Den is for BEST actions and is therefore not to be used as an extension of your usual budget allocation and as such will not cover staffing costs etc.
- Funding/ resources will be allocated based on a majority decision. The decision of the Dragons is final.
- All applicants must understand that actions which are allocated funding are subject to internal validation by the BEST team and will be subject to a 6 month progress review
- Funding will be transferred from the Dragons' Den budget to the budget of the relevant team via Voyager – no cash will be exchanged. However, where possible invoices/ voyager records must be kept for records and reviews, and preferred suppliers used where appropriate.

\* More funding may be available in exceptional circumstances

\*\* Consideration & guidance is given to those working in sensitive areas e.g. with vulnerable adults