

# ANNEX C: TRANSFORMATION THEMES

## Communications and Engagement

### Service Transformation

*Transforming services to sustainably meet residents' needs now and in the future*

Areas of focus:

- Early help, prevention and demand management
- Social care practice
- Fostering and adoption
- All age disabilities
- Special Educational Needs and Disabilities
- All age learning
- Extra care and supported living

### Partnership and Integration

*Radically improving the way we work as one team with our partners*

Areas of focus:

- Health and Social Care Integration
- Devolution opportunities
- Shared use of spaces and property
- Resilient and resourceful local communities
- Better working with District and Borough Councils

### New Ways of Working

*Equipping our people with the practices and tools to do the best job*

Areas of focus:

- Mobile workforce
- Workspaces
- Performance and productivity
- Process and practice improvement
- Organisational design
- Business support review
- Orbis support functions

### Commissioning and Procurement

*Driving major savings and value for money*

Areas of focus:

- Better value contract and category management
- Unifying commissioning capabilities
- Reform of care markets
- Improved joint commissioning with partners (e.g. Districts and Boroughs, Health, Police, etc.)

### Investment and Income

*Generating new and additional income and improving our use of capital*

Areas of focus:

- Fees and charges review
- Income generation review
- Capital review
- Property review
- Housing and infrastructure

### Technology and Digital Innovation

*Adopting the processes, culture and technology of an internet era to drive improved outcomes*

Areas of focus:

- Customer experience – online platforms
- Robotics process automation
- Social care mobile working
- Health/social care assisted technology
- Enabling technology and design thinking

## Culture, Leadership and Management

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