

ANNEX A: 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 outcomes at lower cost from integrated commissioning with partners (e.g. Districts and Boroughs, Health, Police, Vol Sec, 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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