Annex B: Lightning Sprints

Rainmaker Solutions Ltd conducted interviews with internal stakeholders to identify a long list of potential opportunity areas to pilot the lightning sprint methodology within Surrey County Council.

1. Libraries: future of offering
2. Libraries: Community hub
3. Education, Health and Care journey
4. Education, Health and Care Plan assessment
5. Education, Health and Care Plan creation
6. SEND School Placements
7. SEND Transport
8. Education, Health and Care Plan Annual Reviews
9. Transition (adult social care front door)
10. Adult Social Care end-to-end user journey
11. Single view of a child
12. Trusted Assessor
13. Online resident balance
14. Pre and post hospital care (Including Reablement)
15. Single view of the resident
16. Integrated front door (SEND & CAMHS) and replacement of Family Information Service
17. Council-wide internal comms
18. How we take/make payments
19. Educational spend reconciliation (SEND finance vs Schools records)
20. Early Identification of children's needs
21. Resident 'reporter of issues'

The Corporate Leadership Team discussed each of these areas and identified five priority digital accelerator opportunities based on the following considerations:

- Alignment with Organisation Strategy priorities
- Scale of potential financial efficiencies
- Customer experience benefits
- Enabling demand to be managed more effectively
- Where there was already an appetite for, or early work being done on digital enablers
- Where 'quick wins' might be achieved

1. Education, health & care journey
The end-to-end process from the statutory request for an assessment, through to provision of SEND support. This includes placement in schools, specialist support (educational psychologists, speech and language therapists etc.).

2. Early identification of children's needs
Exploring the disconnect between third parties who have visibility of children early in their lives and the Council. The disconnect leads to lack of sight over potential need that creates demand later in the user journey (SEND instance, EHCPs).

3. Pre and post hospital care (including Reablement)
Supporting the teams to match the need between user and resource (often third parties), allocating work more intelligently and enabling better data sharing to provide a joined up user experience. Applies to the 6-8 weeks of intensive home care.

4. Single view of the resident (including single view of the child)

It is currently difficult to make effective service decisions without a single view of a resident (and relatives) across Council and third party services. A single view will enable better decision making – specific user journey/service to be defined in phase two.

5. Resident 'reporter of issues'

Encourage and enable citizens to report issues on highways directly to the Council and improve the Council's visibility of maintenance issues; reducing Council effort and utilizing citizen engagement.

Pilots are being run in these 5 areas to embed the approach and transfer knowledge of the methodology to SCC officers. Subsequent areas will then be identified and prioritised according to alignment with the Digital Strategy.