

CABINET TRANSFORMATION SUB COMMITTEE

TUESDAY, 2ND NOVEMBER, 2021

At 7.00 pm

by

VIRTUAL MEETING - ONLINE ACCESS, ON [RBWM YOUTUBE](#)

SUPPLEMENTARY AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
6.	<u>UPDATE ON CORPORATE FOCUS</u>	3 - 26

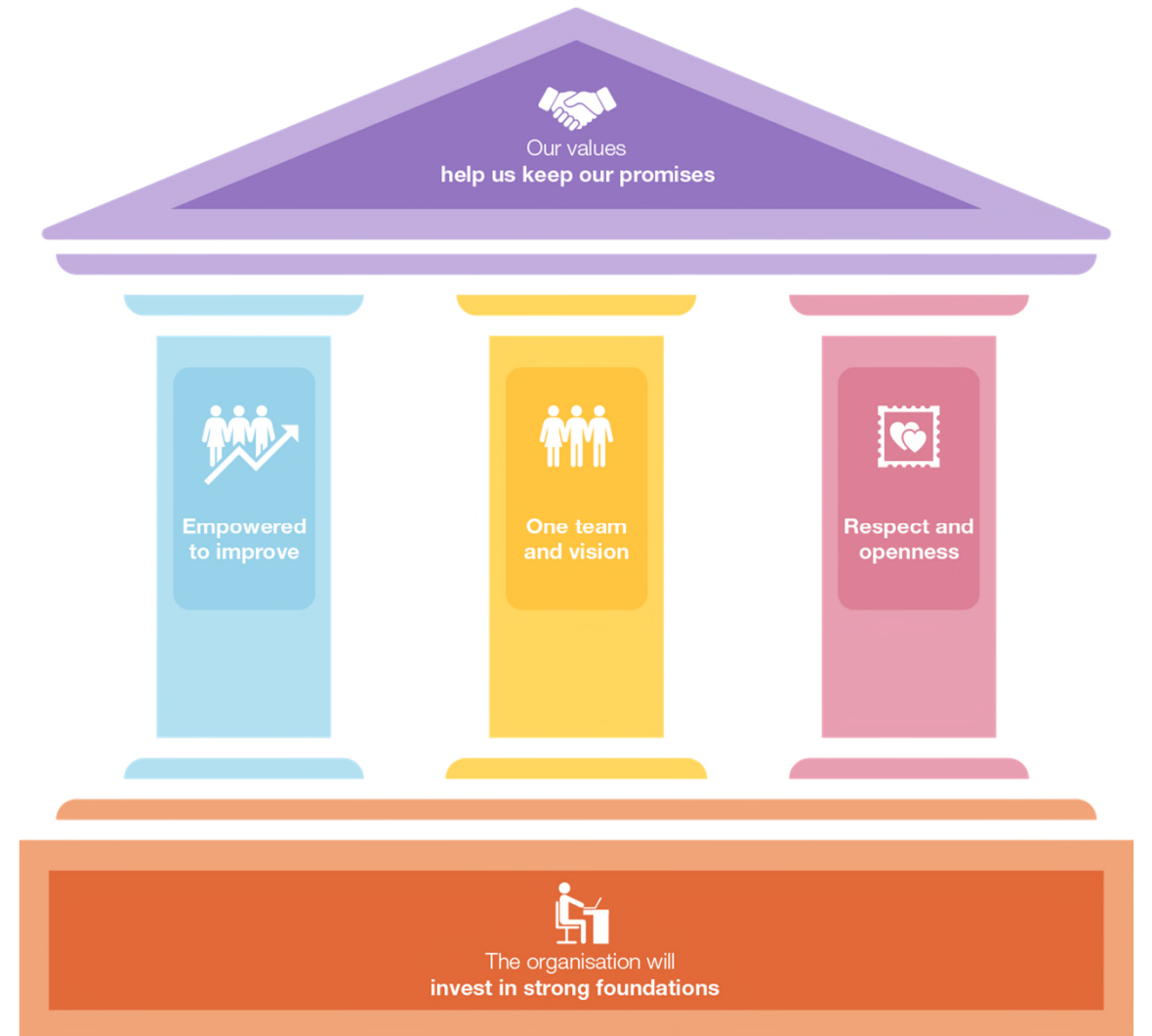
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Corporate Transformation



Transformation in the Royal Borough

- Transformation is everyone's job.
- We are developing an organisation that is empowering all staff to be leaders and transform how they deliver their roles.
- Culture change is at the heart of the Royal Borough's Transformation Strategy.



How transformation is delivered

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Individual actions

Delivering my job in a more efficient way

*Toolkits
Sharing good practice*

Service actions

Service redesign
Community working

*Toolkits
Support from Transformation service*

Corporate programmes

Council-wide projects covering more than one service area

Facilitated by Transformation service



Key areas of focus for the next 12 months

- **EngagementHQ:**
 - Toolkits for staff to use for service redesign
 - **Use of data**
 - Development of an insights platform for economic development
 - RPA opportunities
 - ^o Drupal developments
 - **Adult social care transformation:**
 - Service redesign
 - Digital innovation
 - **Community engagement**
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EngagementHQ



EngagementHQ – Staff Space

- Wide and diverse set of toolkits to aid team and service wide transformation
- A safe space for staff to air views and suggest new ideas
- Forums to engage with staff on key issues.
- Space for staff surveys and quick polls

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Adult social care transformation

Adult social care transformation update

- Adult social care front door
- Day opportunities
- Reablement
- Digital innovations





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MySense:

- Predictive Analytics used to promote long-term independence
 - Pilot scheme to include 100 licenses
 - RBWM with partners in Optalis and NRS (Technology Enabled Care installation service)
 - A successful pilot would see expansion to wider use cases in the community
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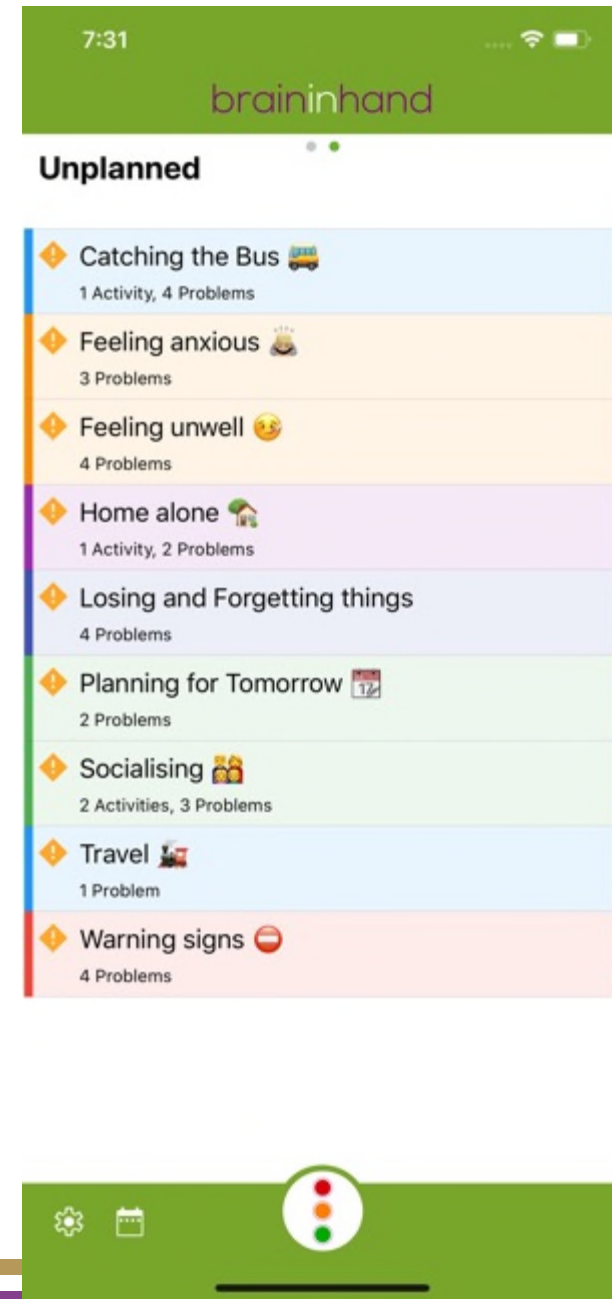
braininhand

personal technology for independent living

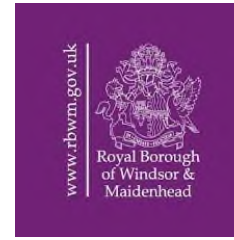


Brain in Hand:

- A scheduling app designed for preventing crises for those in need of a helping hand to live full, independent lives
- Pilot scheme to include 20 licenses (6 deployed)
- RBWM with partners in Optalis and BHFT (Community Mental Health Team)
- Significant benefits for both user and service



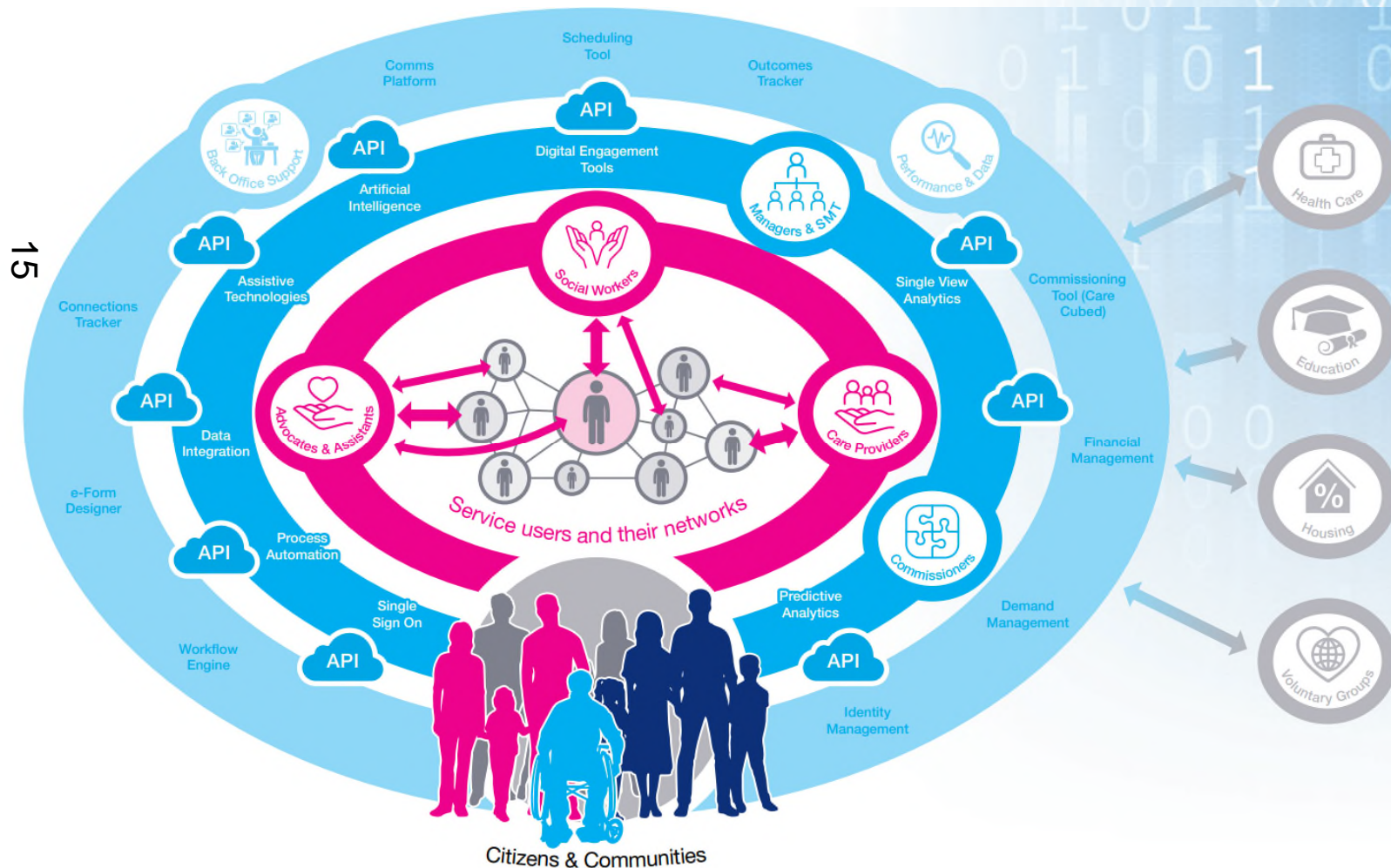
Use of data



“Data is the new oil. Valuable, but if unrefined it cannot really be used”

Clive Humby

The Case Management System Reborn



Faster information sharing
Multi-agency working
Advanced Analytics
Access from Anywhere
Long-term financial viability

Full Article Link:
[The next generation of care management - Issuu](#)

A proof of concept that leads to developing a holistic strategy

Stage One:

Work with partners at Slalom and AWS to create a Data Insights Platform to assist with local economic COVID-19 recovery.

Use local and open-source data in a purposeful 12-week sprint to benefit local business.

Stage Two:

Use the learnings from the proof of concept to assess 'unrefined' organisational data and how valuable information may be extracted from it.

Creating necessary capability and tools to turn RBWM into a data-rich, information rich organisation.



Drupal – Website and CRM

- Drupal Platform– Open Source software
 - Both the CRM and CMS are hosted in the UK using AWS cloud hosting
 - RBWM website went live during July 2020 with like for like content and design.
 - ¹⁷ Current developments:
 - Accessibility
 - Search functionality
 - Integrations with other systems
 - Feedback loops
 - CRM – internal development
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Community working

Covid-19 Community Stories

CEV – Clinically Extremely Vulnerable

- 19 . "James" is an 82-year-old male living alone in an RBWM ward.
- . "Lydia" is a 42-year-old woman living with a young 7-year old son in an RBWM ward.



Covid-19 Community Stories

Community Support

- “Tony” is a recently retired 72-year-old male living alone in an RBWM ward.
- 20 • “Belinda” is a customer of Optalis and receives a small package of care at home.
- A local resident was furloughed from work and with neighbours has decided to help his local community.



Covid-19 Community Stories

Test and Trace

- “Sophie” has had a PCR test and has been sent a text saying that she is positive with Covid-19 and has been asked to isolate for 10 days.



Shielding: protecting our most vulnerable

March 2020 – April 2021



374 days
Programme length



9060 CEV
Supported.
(6% RBWM
Population)



Over 20,000
outbound calls
made

22



8780 successful
conversations



2708 follow up
tasks completed



Over 150
RBWM staff
involved



Over 1000
Volunteers and
150 community
champions



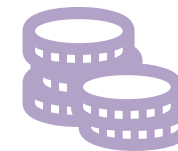
70 community
Groups actively
Supporting residents



Our new Lyon
system built from
scratch to facilitate



Over 150
RBWM staff
involved



£107,591 put
back into
Community
Support

Embedding Community Response

Monthly interviews with Asian Star on COVID and wider health issues including diabetes with Dr Amandeep Dosanjh targeting BAME communities (Pakistani, South Asian). Started in April 2021 ends Feb 2022.

A radio ad on diabetes has been released too and that campaign started 18th October and will run through to the End of Dec 2021. (again on Asian Star)

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The health and wellbeing sub group as part of the Embedding Community Response Project works with Maidenhead PCN to share local data and drive new initiatives to address the wider health determinants across BAME groups.

Targeted engagement has been ongoing this includes working with the PCN to have a vaccinator at some of the identified locations with the mobile test unit.



Embedding Community Response

A monthly health and wellbeing session at the Friday prayers with the Mosque in partnership with health/Public Health/ mobile test unit and Social Prescribing have started.

We are also planning on holding talks for both men and women at the Mosque on a range of different health issues that affect this community. There is an opportunity to either hold these face-to-face or utilise the Mosque's >1000 follower social media platforms and hold live sessions.

A new partnership with Maidenhead Rowing Club and the Mosque will start to address early ²⁴prevention of obesity, tailored indoor and outdoor (Summer) will begin and external funding is being sourced.

Drop in sessions with the Gurudwara and Apna Virsa have started with the local PCN attending to start the prevention work around the more concerning health issues (Heart disease, obesity and diabetes) that have increased since the pandemic (joint bid lead by Maidenhead Football Club with groups like Apna Virsa are being looked at through the Health and Wellbeing sub group)



Embedding Community Response

Work with Severe Mental Health Patients continues, volunteers have been placed to support surgeries to contact patients eligible for flu jabs and health checks

Volunteers have been sourced to support the Afghan Refugee Project with the Housing Team

Sessions on Covid jabs have been held with the African community and information passed to the Polish Community through the Polish Dance Group

Regular engagement with the voluntary sector is managed through the various forums and partnerships that exist including WAMGI, One Borough Group and Disability Forum

Food Network in Windsor engages all organisation who address food poverty and are working together to support health inequalities in Windsor

Work with the Autism network has started to support engagement into community settings

Embedding Community Response

Engagement through the digital platform with residents and groups has started through the RBWMTTogether platform

A series of talks for both men and women at the Mosque on a range of different health issues that affect this community. There is an opportunity to either hold these face-to-face or utilise the Mosque's >1000 follower social media platforms and hold live sessions.

A joined-up engagement plan will support public health to deliver their outcomes on BAME, Mental Health and Obesity is being drawn up.

Funding obtained to develop research piece on BAME Carers and Young Carers, this will support the local authorities understanding on gaps across the BAME communities for paid and hidden carers.
