

Report Title:	Transformation Strategy
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	Cllr Carroll, Cabinet Member for Adult Social Care, Children's Services, Health, Mental Health and Transformation
Meeting and Date:	Cabinet Transformation Sub-Committee, 9 May 2022
Responsible Officer(s):	Hilary Hall, Executive Director of Adults, Health and Housing
Wards affected:	None

REPORT SUMMARY

The purpose of this report is to provide the context, within the Transformation Strategy, for the presentations at items 2 and 3 of the agenda and the update on progress against the Delivery Plan at item 4. The Strategy was approved in September 2020 and the subsequent Delivery Plan, agreed in November 2021, details the specific activities being delivered through to April 2023. It was acknowledged that much of the initial work in the Delivery Plan was around building the foundations in terms of processes and infrastructure.

In broad terms, the aim of transformation is to modernise and change the way in which the council operates in order to improve efficiency (both cashable and non-cashable) and effectiveness. Transformation is, therefore, at the heart of the Corporate Plan and in creating a borough of opportunity and innovation, focuses on building capacity and resilience within communities (community transformation) alongside better and more creative use of technology (digital transformation).

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet Transformation Sub-Committee notes the report and:

- i) Notes the progress made in relation to the Transformation Delivery Plan 2021-2023.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Cabinet Transformation Sub-Committee notes the progress made in relation to the Delivery Plan 2021-2023 This is the recommended option	The Delivery Plan identifies the specific activities being undertaken in 2021-2023 to

Option	Comments
	deliver the aims of the Transformation Strategy.

- 2.1 For the Royal Borough, transformation is everyone's job. In line with our values, we are developing an organisation that is empowering all staff to be leaders and transform how they deliver their roles. With a focus on coproduction, we recognise that a combination of community and family resilience produces better outcomes for residents and their families rather than statutory/council intervention alone. Our priority, therefore, is to enable residents to help themselves in the first instance; where residents need more support, we want to enable communities to support them. This is at the heart of **community transformation**. Only when needs go beyond the ability of the community to respond should the council be looking to intervene at the right time to help and before those needs hit crisis point. The delivery and impact of Wellbeing Circles will be presented to the Sub-Committee.
- 2.2 Alongside, and supporting, community transformation is a focus on better and more creative use of technology – **digital transformation**. The Royal Borough has a growing opportunity to make better use of advancing technologies in the way it delivers key services. This goes across all services, including the redevelopment of core applications such as the social care case management, the use of low-code software to develop community facing applications, automation of processes using tools like Robotic Process Automation (RPA) and expanding the use of technology enabled care in social care. The development of Lyon and the impact of technology enabled care in social care will be presented to the Sub-Committee.
- 2.3 The Delivery Plan approved by the Sub-Committee in November 2021 identifies what will be delivered over the period 2021 to 2023 in relation to service redesign, community working and digital innovation. In some cases, the deliverables are changes to the way in which services are designed and delivered; in other cases, the deliverables are items that support individuals, services or the council to transform, e.g. toolkits. The progress and impact of the deliverables will be presented to the Sub-Committee.

3. KEY IMPLICATIONS

- 3.1 Not applicable.

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There are no direct financial implications arising from this report. Financial implications arising from specific activities are built into existing resource plans, as appropriate.

5. LEGAL IMPLICATIONS

- 5.1 Not applicable.

6. RISK MANAGEMENT

6.1 Not applicable

7. POTENTIAL IMPACTS

7.1 Equalities. Equality Impact Assessments produced in relation to the Transformation Strategy and the Delivery Plan are published on the [council's website](#).

7.2 Climate change/sustainability. Not applicable.

7.3 Data Protection/GDPR. Not applicable

8. CONSULTATION

8.1 Not applicable.

9. TIMETABLE FOR IMPLEMENTATION

9.1 Not applicable

10. APPENDICES

10.1 There are no appendices:

11. BACKGROUND DOCUMENTS

11.1 This report is supported by two background documents:

- Royal Borough of Windsor and Maidenhead Transformation Strategy 2020-25.
- Royal Borough of Windsor and Maidenhead Transformation Delivery Plan 2021-2023.

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory: Statutory Officers (or deputies)</i>			
Adele Taylor	Executive Director of Resources/S151 Officer	23/04/22	25/04/22
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	23/04/22	25/04/22
<i>Deputies:</i>			
Andrew Vallance	Head of Finance (Deputy S151 Officer)	23/04/22	
Elaine Browne	Head of Law (Deputy Monitoring Officer)	23/04/22	23/4/22

Karen Shepherd	Head of Governance (Deputy Monitoring Officer)	23/04/22	25/4/22
<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			
Duncan Sharkey	Chief Executive	23/04/22	
Andrew Durrant	Executive Director of Place	23/04/22	
Kevin McDaniel	Executive Director of Children's Services	23/04/22	25/04/22

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
For information	No	No

Report Author: Hilary Hall, Executive Director of Adults, Health and Housing, 07812676630
