

Transformation Programme Overview



There are 9 projects and programmes of work within the current Transformation Programme



Devolution

An opportunity for growth and by collaborating to secure devolved powers along with budgets for skills and infrastructure from the Government. A strategy to create high wage, high skills jobs, and opportunity for all.



Digital Strategy Implementation

To implement an innovative and responsive digital service delivery model that improves access and quality of user experience. Ensuring a collaborative and inclusive approach to working together, with partners and residents.



BI Strategy Implementation

To improve decision making through better understanding of our services, partners, people and place. Improving the evaluation of how well we are meeting the needs of people and business in Lincolnshire.



Educational Travel

To create an improved 'joined up' transport service that supports families, children and schools to effectively meet travel needs and building a sustainable transport/ travel market in Lincolnshire.



Children in Care Transformation

To provide the right help to the right children at the right time and for the right duration. To support families to come to their own solutions by focusing on building networks and improve outcomes for looked after children and young people by providing care locally.



Smarter Working Programme

To build on the strengths of our current delivery model, improve services and support work life balance of employees using innovative technology. Enabling staff to deliver the best outcomes for our communities.



Corporate Support Optimisation

To improve the way that business services are delivered by focusing on business functions, efficiency and the effectiveness of operations.



People Strategy implementation

To develop a full corporate workforce strategy, including what it means to be a great LCC employee, manager and leader. To review staff structures and HR processes and achieving our vision of becoming an employer of choice in Lincolnshire.



Customer Strategy Implementation

To deliver a high-quality customer experience by enabling customers to operate independently, interacting with the council at the time and in the manner that best meets their needs.

Children in care

Corporate plan link: **Enabling everyone to enjoy life to the full**

Project Detail:

Working across every part of the child's journey to prevent escalation of need and improve outcomes.

Benefits Detail:

Improving outcome: Improved outcomes for our children

- New residential mainstream homes in Lincoln and Louth
- Providing different forms of support and placement
- Providing care locally within Lincolnshire rather than care at a distance
- 45 children returned from out of county placements

Supporting finances

- Budget savings of £0.563m
- Cost avoidance of £5.193m



Educational travel

Corporate plan link: **Enabling everyone to enjoy life to the full**

Project Detail:	Working across a number of different areas to make routes more efficient and cost effective.
Benefits Detail:	<p>Improving outcome: Independence & choice</p> <ul style="list-style-type: none">• Improved accessibility within the county• Reduction in CO2 emissions• Increased passenger, parental and school satisfaction and choice• Train and enable more children to travel independently• Facilitation of life long independence <p>Supporting finances</p> <ul style="list-style-type: none">• Budget savings of £5.181m

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Smarter working

Corporate plan link: **Provide good value council services**

Project Detail: Building upon our journey to develop smarter working in Lincolnshire that optimises performance and supports employees to deliver their best for our communities and councillors

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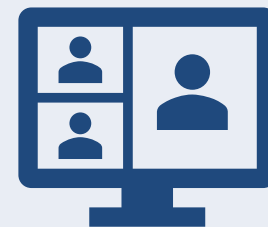
Benefits Detail:

Improving outcome: More efficient and effective in how we work

- Improved work-life balance
- Reduced travel time including the daily commute to work
- Increased ability to attract highly skilled employees
- Introduction and use of new technologies and innovative solutions
- Lancaster House and leadership hub open

Supporting finances

- Budget savings: £2.363m



People strategy implementation

Corporate plan link: **Provide good value council services**

Project Detail: Bring together all workforce ambitions for LCC: People Management, Partnership, Engagement and Communication, Culture, Leadership and Values, Learning and Development, Workforce Transformation and Innovation, Attracting and Retaining Talent, Reward and Recognition, Health and Well-being and Equality, Diversity and Inclusion.

Benefits Detail:

Improving outcome: Becoming an employer of choice in Lincolnshire

- Increased employee satisfaction
- Reduction in turnover
- Reduction in staff absence
- Increased % of employees receiving an annual appraisal
- Reduction in staff taken through the capability process
- Reduction in staff grievance



Corporate support optimisation

Corporate plan link: Provide good value council services

Project Detail:

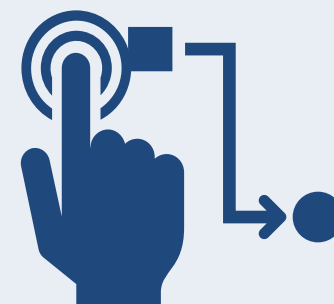
Review of corporate support processes to ensure they are structured to meet the future priorities of the services they support

Improving outcome: Improve how we deliver our functions

- Additional capacity through process automation
- Increased customer satisfaction through standardising processes
- Increased quality and accuracy of outputs
- Reduced risk of incorrect data entry through the removal of manual processing
- Reduce the duplication of processes

Supporting finances

- Budget savings of £1.783m



Business world re-design

Corporate plan link: **Provide good value council services**

Project Detail: Redesigning the existing Business World system in order to standardise and reduce duplication, making our processes as effective and efficient as possible

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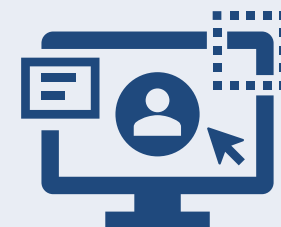
Benefits Detail:

Improving outcome: More efficient and effective in how we work

- A 'fit for purpose' system in place
- A key enabler to drive process improvements in the wider council
- Clean, accurate data in the system which reflects the position of the Council
- Reduction in staff time spent on HR, Payroll and Finance processes
- Reliable management information and reporting

Supporting finances

- Cost savings of: £0.125m



Corporate support services contract implementation

Corporate plan link: [Provide good value council services](#)

Project Detail:

Reviewing and then implementing the Council's requirements for the services within the current Serco contract for their future delivery from March 2024.

Benefits Detail:

Improving outcome: More efficient and effective in how we work

- Potential cost avoidance of increased contract costs
- Reduction in contract management time
- Enhanced control over services delivered



Business intelligence strategy

Corporate plan link: Provide good value council services

Project Detail:

To enable improved decision making through better understanding of our service, partners, people, and place

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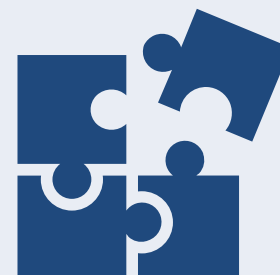
Benefits Detail:

Improving outcome: Become an intelligence led organisation

- More efficient systems
- Improved decision making
- Improved Business Intelligence capability

Supporting finances

- Cost savings of £0.066m



Customer strategy implementation

Corporate plan link: **Provide good value council services**

Project Detail:

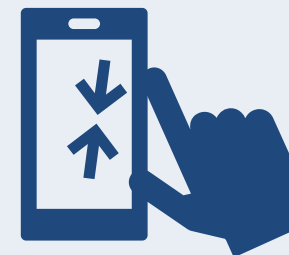
Working to achieve our vision of delivering strong, joined up services, that are designed to ensure we are able to meet our customer's current and future needs

Improving outcome: Improved customer experience

- Consistency in the quality of the customer experience
- Good, efficient, and accessible services that meet customer expectations
- Creation of customer advocates
- Working with customers to improve the way that we do things
- Greater use of online systems
- Help customers to help themselves

Supporting finances

- Budget savings of £0.670m



Benefits Detail:

Digital strategy implementation

Corporate plan link: **Provide good value council services**

Project Detail:

Working to provide intuitive, simple, and accessible digital services. Ensuring we are collaborative and inclusive in how we work with each other, for our residents and with our partners.

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Benefits Detail:

Improving outcome: More efficient and effective in how we work

- More effective use of technology
- Efficient processes, supporting service delivery
- Staff supported to have the right skills and capabilities
- Greater communication and collaboration through digital channels
- Virtual/Teams meetings are regularly accessible
- Greater opportunity to innovate

Supporting finances

- Budget savings of £0.200m



Transformation Programme

If you have any queries about this work or would like to find out more, please contact:

programmemanagementoffice@lincolnshire.gov.uk

Or visit:

[Transformation Programme - Home \(sharepoint.com\)](#)

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