

OUR FUTURES UPDATE – SLOUGH WELLBEING BOARD

March 2020



OUR VISION

Our vision for Slough:
A place of opportunity and ambition

Our strategic outcomes:

Slough children will grow up to be happy, healthy and successful

Our people will be healthier and manage their own care needs

Slough will be an attractive place where people choose to live, work and stay

Our residents will live in good quality homes

Slough will attract, retain and grow business and investment to provide opportunities for our residents

Our vision for the Council:
We are a world class organisation
We are strong local leaders with our partners
We deliver high quality and effective outcomes

We will achieve this through a new relationship with our customers:

Residents	Business	Partners	Staff	Members
<p>Our promise...</p> <p>We will deliver high quality local services, supporting people as early as possible. We are self service and digital by default and make the best use of the resources we have.</p>	<p>We will make it easy for businesses to interact with us and we make Slough an attractive place to invest in.</p>	<p>We will be a strong partner. We will lead, facilitate and participate in partnerships and statutory boards effectively and share data so we can work together to make Slough thrive.</p>	<p>We make SBC a rewarding place to work, make it easier for people to do their jobs and provide people with opportunities to progress.</p>	<p>We are driven by political priorities, provide high quality advice, and support Members in their community roles.</p>
<p>Is met with a contribution...</p> <p>Our residents are engaged to help us shape Slough and take pride in our environment. They do their best to stay healthy, to live independently and to help our children to succeed.</p>	<p>Businesses will work with us to benefit the Slough economy, environment and our community.</p>	<p>Partners work with us to deliver the best outcomes for Slough and we have shared collective responsibility</p>	<p>Staff are proud to work for SBC, they are committed to excellence, work smartly and take responsibility for their professional development.</p>	<p>Members lead and govern with integrity, listen to community interest, respond to enquiries and attend training.</p>

<p>We make it easy <i>We make self-service, independence and dealing with us easy</i></p>	<p>We make it count <i>We put our scarce resources where they do the most good today and tomorrow</i></p>	<p>We make it work <i>We join up information and work with our partners to get the right outcome first time</i></p>	<p>We make it rewarding <i>Residents, business, communities and SBC employees benefit from Slough</i></p>
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To do this we have established the Our Futures programme to help us transform

SLOUGHOURFUTURES



New systems and digital technology



More effective processes



Public estate to support local needs



Our people working in new ways to drive customer service



Commercial models that help Slough and SBC thrive



Working with our partners for the interests of Slough

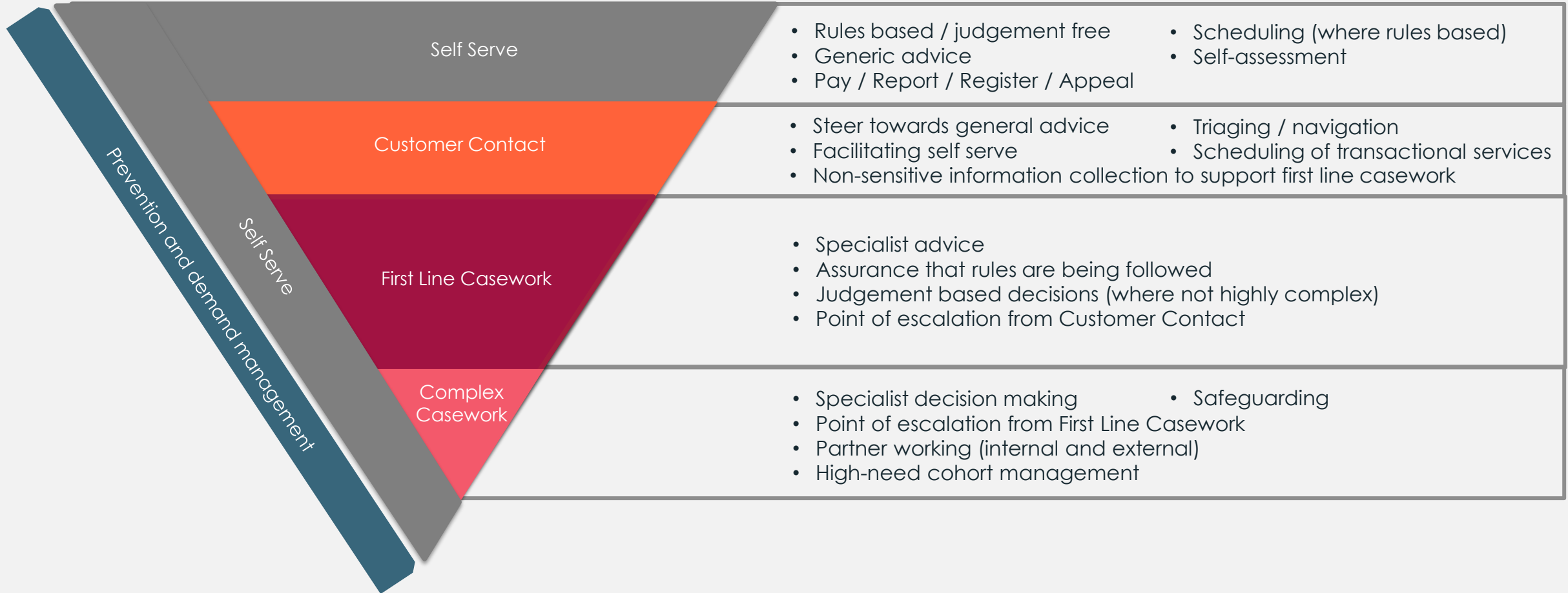
Practically this may result in a number of changes to what we do, and how we do it

- ✓ Transforming our **website** and how we interact
- ✓ Reducing the transactional workload with greater use of **automation**
- ✓ Establishing a **data and insight** function to enable us to better target our effort where it can have the most impact
- ✓ In parallel, targeting how we use our scarce and skilled resources to drive **prevention** and maximise the impact for those **most in need**
- ✓ Developing **locality service offers** across Slough to bring public and community services together to meet the needs of the different populations we serve
- ✓ Implementing the **Slough Business Improvement District** and promoting entrepreneurship and business investment in Slough
- ✓ **Improving our corporate services** to provide more seamless and integrated support for staff to help them do their jobs

OPERATING MODEL

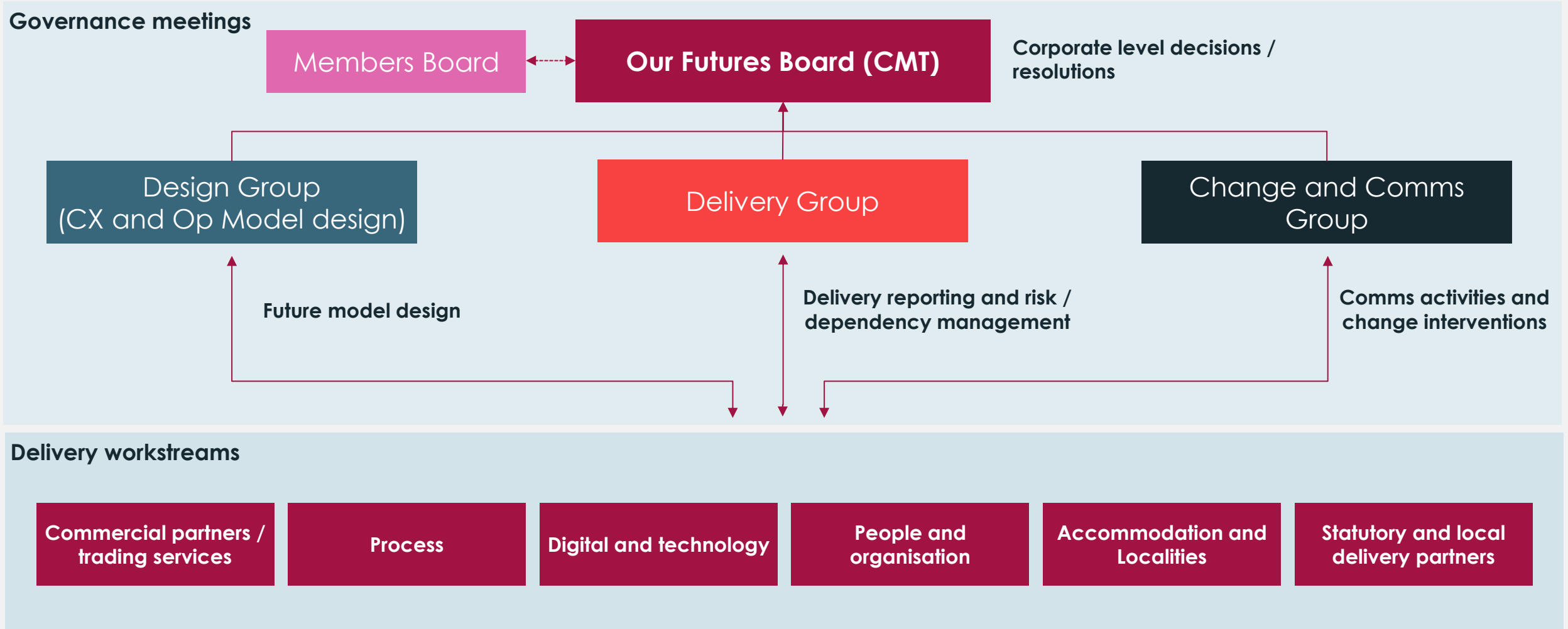
OPERATING MODEL PRINCIPLES

BELOW ARE THE OPERATING PRINCIPLES FOR ACTIVITY LEVELS IN OUR FUTURE OPERATING MODEL.



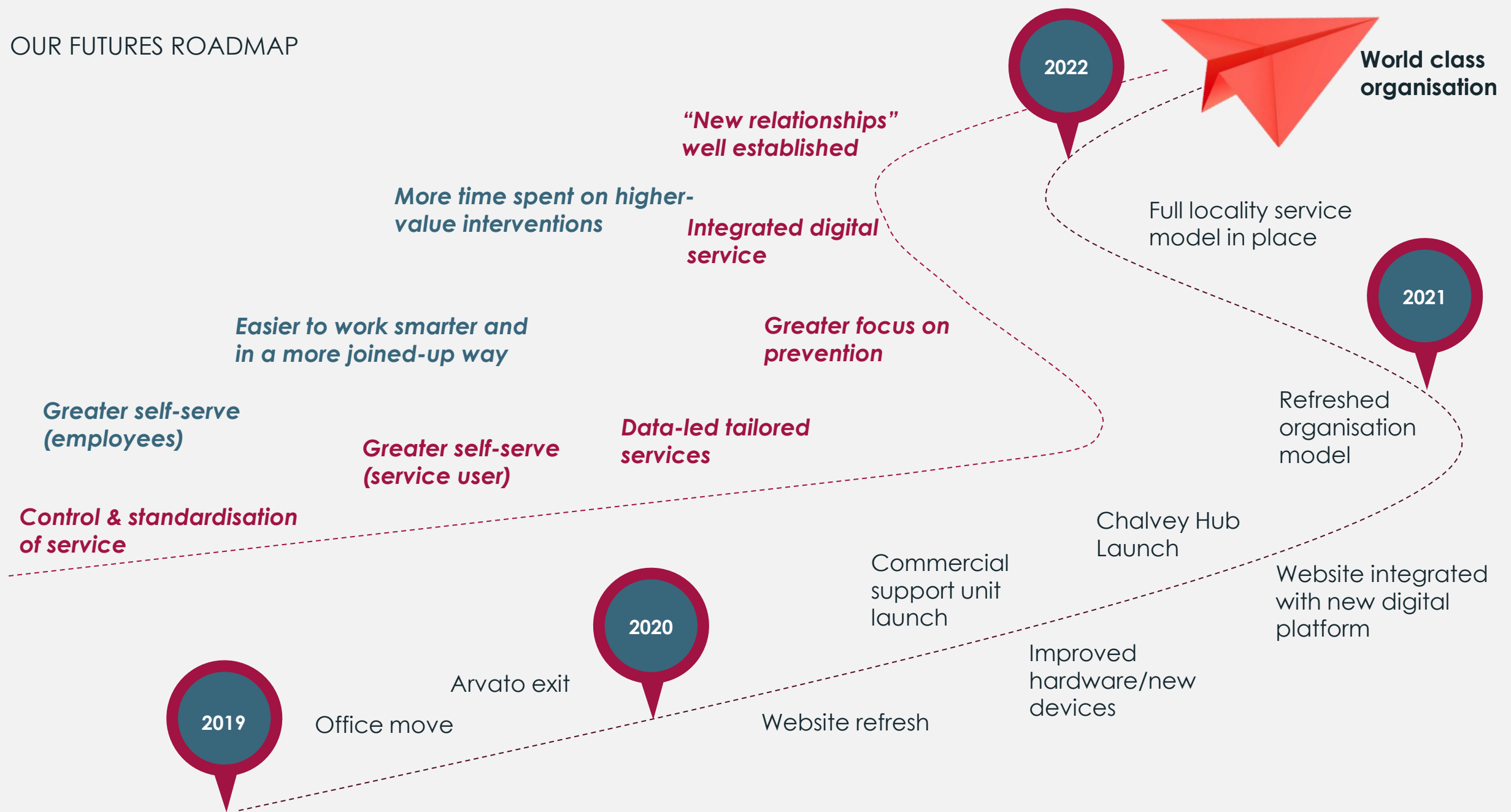
PROGRAMME STRUCTURE

THE **GOVERNANCE MODEL** IS BUILT AROUND **CROSS-CUTTING** FOCUS AREAS AND THE **TYPES OF DECISION** NEEDED



PLANS AND IMMEDIATE PRIORITIES

OUR FUTURES ROADMAP



LOCALITY PHILOSOPHY

LOCALITY PHILOSOPHY

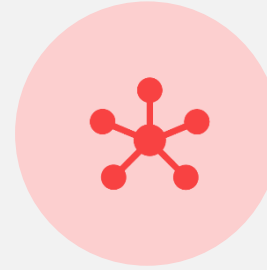
Our Locality philosophy is to...



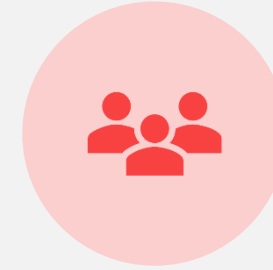
BRING SERVICES TO THE HEART OF OUR COMMUNITIES



DELIVER HIGH QUALITY SERVICES TAILORED TO COMMUNITY NEEDS



DELIVER A MORE INTEGRATED SERVICE TO OUR CUSTOMERS



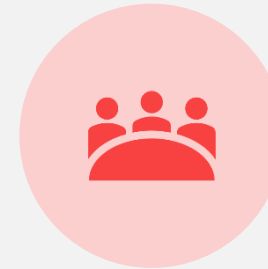
WORK WITH PARTNERS AND COMMUNITY GROUPS THROUGH SHARED LOCALITY PLANS



ENABLE BEHAVIOUR CHANGE IN COMMUNITIES THAT BUILDS RESILIENCE AND INDEPENDENCE



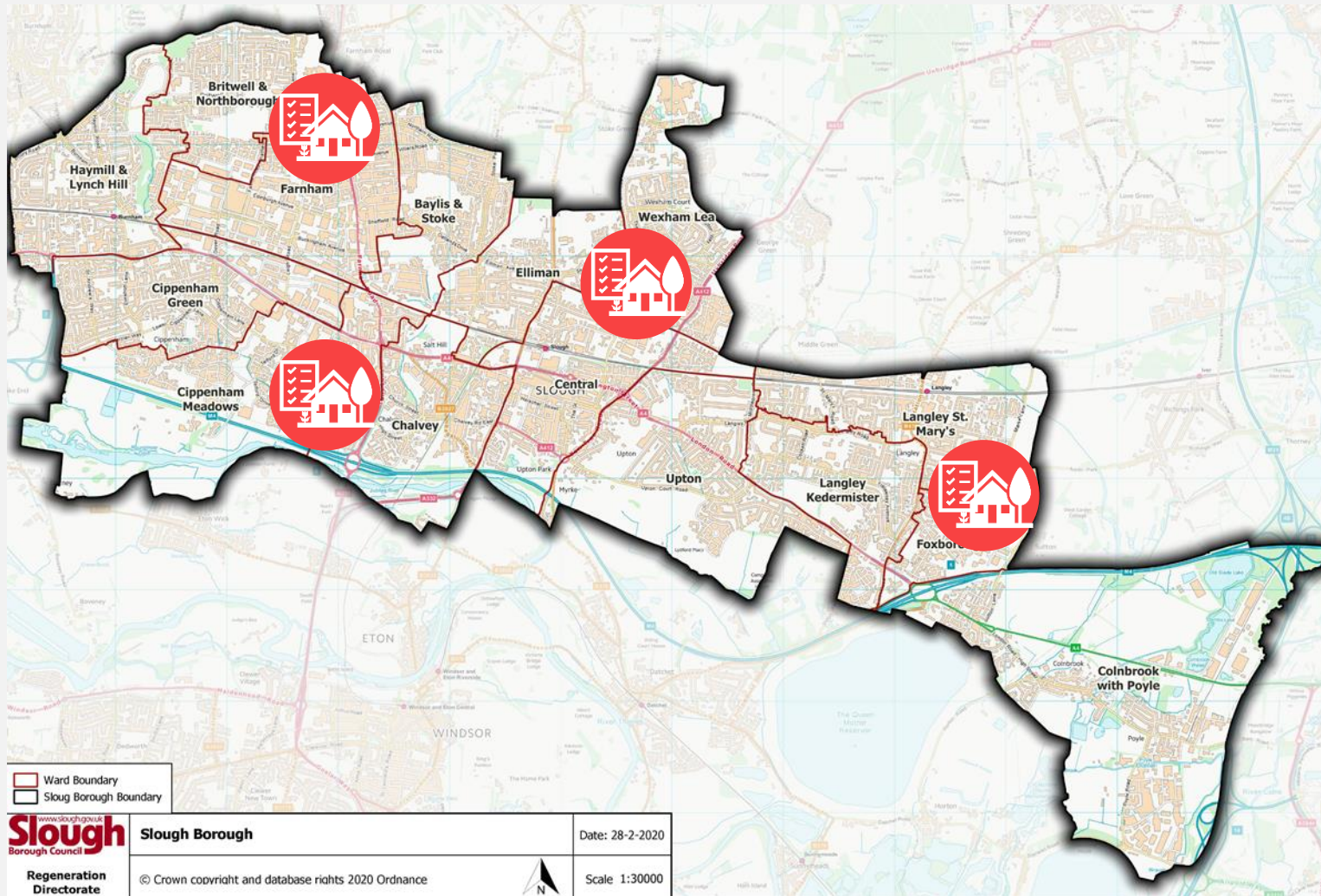
PRIORITISE WELLBEING AND PREVENTION IN OUR COMMUNITIES



PROVIDE STRATEGIC OVERSIGHT OF ALL LOCAL PROJECTS

LOCALITY MODEL

Our Locality Model



Localities and locality plans

Emerging locality areas

- Chalvey & Cippenham
- Britwell, Northborough & Haymill
- Langley, Upton, Colnebrook & Poyle
- Wexham, Farnham Road, Manor Park, Baylis & Stoke, Elliman



Each locality will develop a shared locality plan with communities, voluntary sector, public sector partners and businesses. The plan will outline objectives for the area and guide what services and projects delivered in a locality. The Chalvey & Cippenham Locality plan is in development through the Strong, Healthy and Attractive Neighbourhoods project.

LMP DECANT MODEL - DAY 1

Locality model for LMP decant day one

Britwell Hub		Langley Hub		Cippenham Hub		The Curve	
Service	Desks (approx.)	Service	Desks (approx.)	Service	Desks (approx.)	Service	Desks (approx.)
<ul style="list-style-type: none"> Customer Services (5) Housing (4) Licencing 	9	<ul style="list-style-type: none"> Customer Services (2) Housing (1) 	3	<ul style="list-style-type: none"> Customer Services (3) Housing (1) 	4	<ul style="list-style-type: none"> Contingency for Customer Services and Housing FoH 	n/a
<ul style="list-style-type: none"> Housing Debt Welfare Mobility assessor Licencing 	2 private rooms	<ul style="list-style-type: none"> Housing Debt Welfare 	1 private room	<ul style="list-style-type: none"> Housing Debt Welfare 	1 private room	<ul style="list-style-type: none"> Housing Debt Welfare 	2 private rooms
<ul style="list-style-type: none"> Licencing (6) Housing (8) 	16	<ul style="list-style-type: none"> None 		<ul style="list-style-type: none"> None 		<ul style="list-style-type: none"> None 	

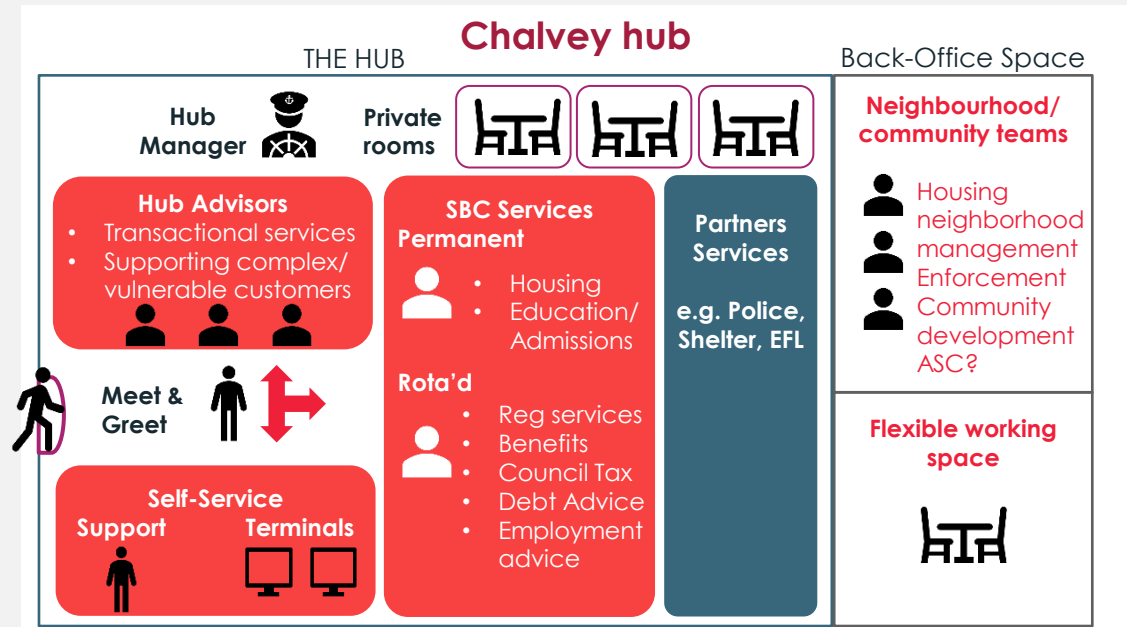
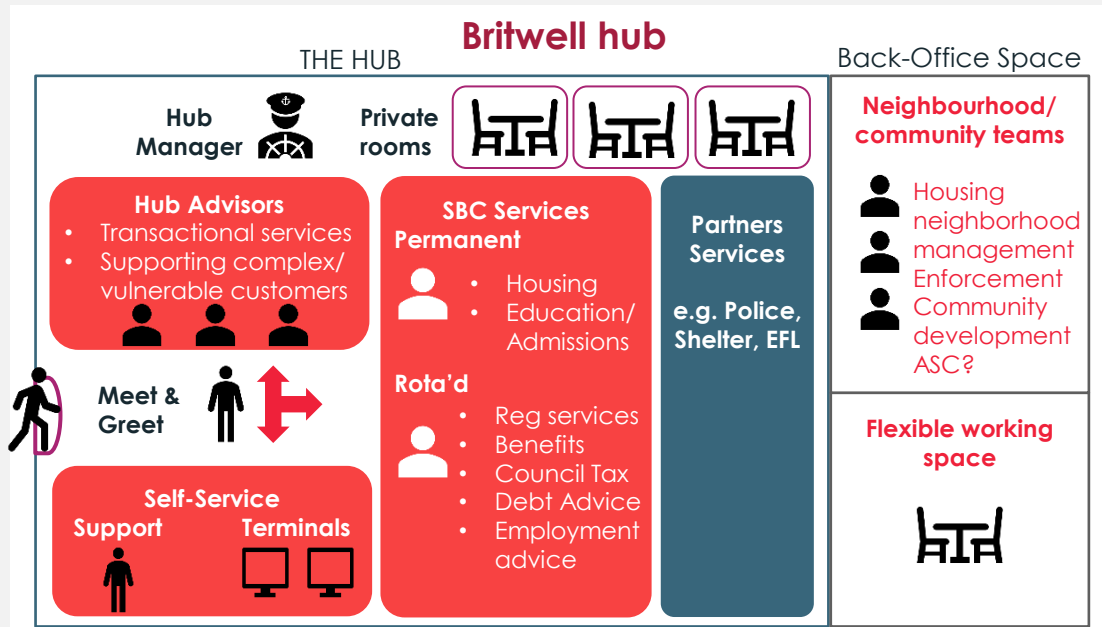
Service recommendations

- Customer Services located across all Locality Hubs and will deliver Blue Badge, Bus Pass and Local Welfare Provision services
- Licencing's preferred option is to be based in Britwell for the decant
- Housing and Homelessness duty team to be primarily based in Britwell with satellite provision in Langley & Cippenham until Chalvey hub is operational. The Curve will can be used as contingency central FoH delivery or for specific/emergency appointments.

Front of House
Appointment based
Back office

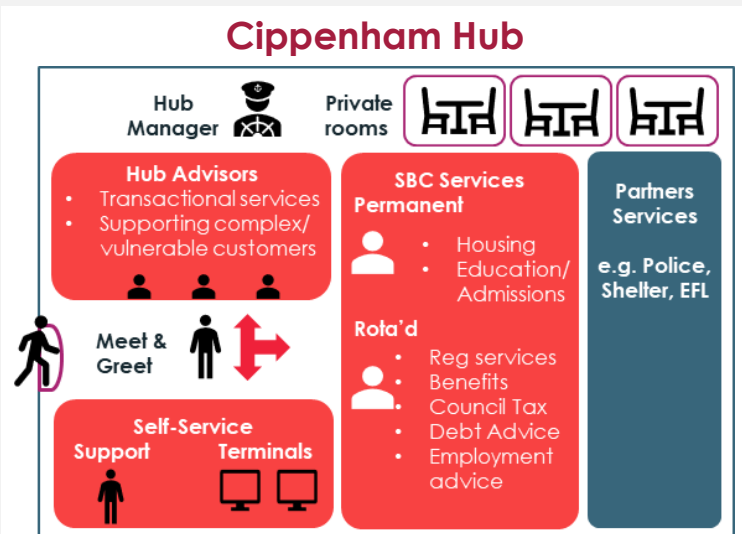
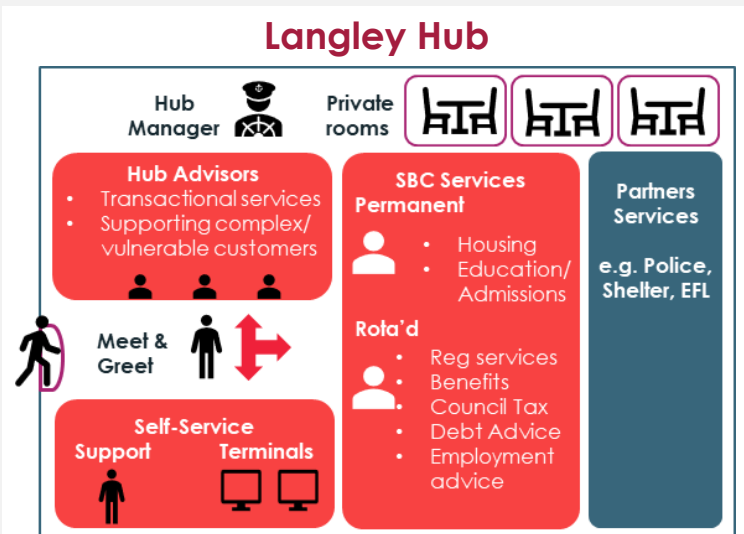
LMP DECANT MODEL – DAY 150

Chalvey Hub operational with new OD in place



The Curve

Service	Desks
<ul style="list-style-type: none"> Contingency for Customer services and Housing FoH 	
<ul style="list-style-type: none"> Housing Debt Welfare 	2 private rooms
<ul style="list-style-type: none"> None 	



NOTE:

Curve – this will not be full scale “hub”

Trelawney Avenue - will replace Langley in 2021.

Cippenham – decision to be taken further down the line

Q&A