

Transforming the Business

Service Improvement
Customer and Communities



Strategic Priorities

Establish a Big Society Fund to support new social enterprise in Kent

Ensure all pupils meet their full potential

Service Transformation & Delivery of MTP savings

Empower social service users through increased use of personal budgets

Build a strong relationship with key business sectors across Kent

Support families with complex needs and increase the use of community budgets

Deliver 'Growth without Gridlock'

Support new housing growth that is affordable, sustainable and with the appropriate infrastructure

Improve services for the most vulnerable people in Kent

Promote Kent and enhance its cultural and sporting offer for residents

Deliver the 'Kent Environment Strategy'

Respond to key regeneration challenges working with our partners

Improve how we procure and commission services

Improve access to public services and move towards a single initial assessment process

Shape education and skills provision around the needs of the Kent economy

Ensure the most robust and effective public protection arrangements

Support the transformation of health and social care in Kent

Four Elements

Make Buy Sell Reviews

Delivery, Projects & Partnerships

Community Budgets & Locality Boards

Supporting the Voluntary Sector & Social Enterprises



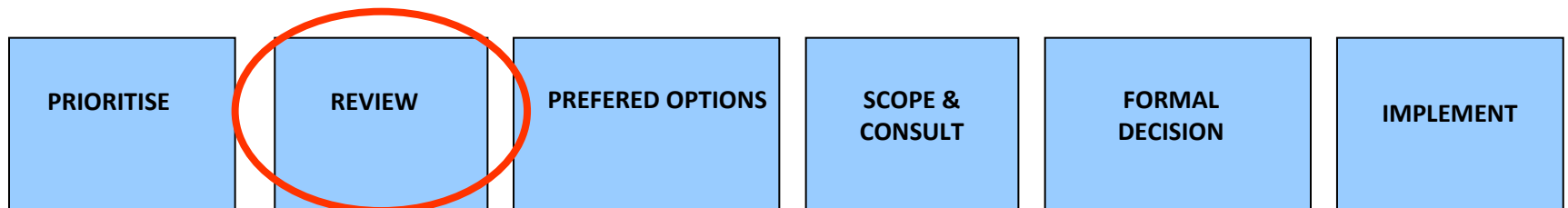
Make Buy Sell Reviews

Analyse & consider options for
Transformation

Prepare for Right to Challenge

Decide the Future

Impact & Benefits



Delivery, Projects & Partnerships

Projects from MBS Reviews

In House Transformation, Outsourcing, JV's

Public Private Partnership Projects

Projects to deliver the Bold Steps agenda

Impact & Benefits



Community Budgets & Troubled Families

CB projects to redesign services, pool budgets, co-commission, stop duplication & generate savings

Set up Family Intervention workers & turn around 2560 Troubled Families

Impact & Benefits



Locality Boards

At least 11 Locality Board's set up 12-13

Redesign & shape local services

Support and information via KCC members,
Pioneers, Community Engagement
Officers & Programme

Impact & Benefits



Supporting the VCS & Social Enterprises

Make the Big Society Fund Effective

Develop new partnerships with the VCS

Redesign new services with local communities

Impact & Benefits



Our Tasks

Recruit & Deploy

Develop the Culture of Delivery

Coach, Challenge & Direct

Develop Clear Programme Blueprints

Ensure good outcomes & customer delight

Drive Success



Challenges to You

Stay clear on what you want delivered

If vision or priorities evolve tell us SAP

Help us create great partnerships

If we ask for resources please consider
seriously

Tell us concerns & we will respond quickly
and robustly

WE NEED YOU



THANK YOU

Angela Slaven

&

David Weiss
