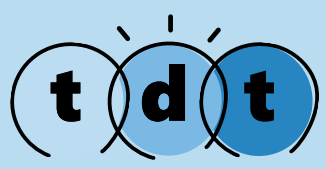




Transformation & Delivery Team

About Us



Transformation
and Delivery
Team



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Who are we?

The Transformation and Delivery Team lead and support a variety of projects in Adult Social Care. We work in an integrated manner with the people we support, the workforce and our partners:



Supporting **transformative** change and improvements through collaborative work



Delivering change that matters



Working as one **Team** to better outcomes for the people in Kent

Everything we do is guided by Kent County Council's values. They set out who we are as people, what we stand for and how we act. These are the values that we demonstrate ourselves, see around us and collectively and individually strive for:

- ★ We are brave, we do the right thing, we accept and offer challenge.
- ★ We are compassionate, understanding and respectful to all.
- ★ We are all responsible for the difference we make.
- ★ We are curious to innovate and improve.
- ★ We are strong together by sharing knowledge



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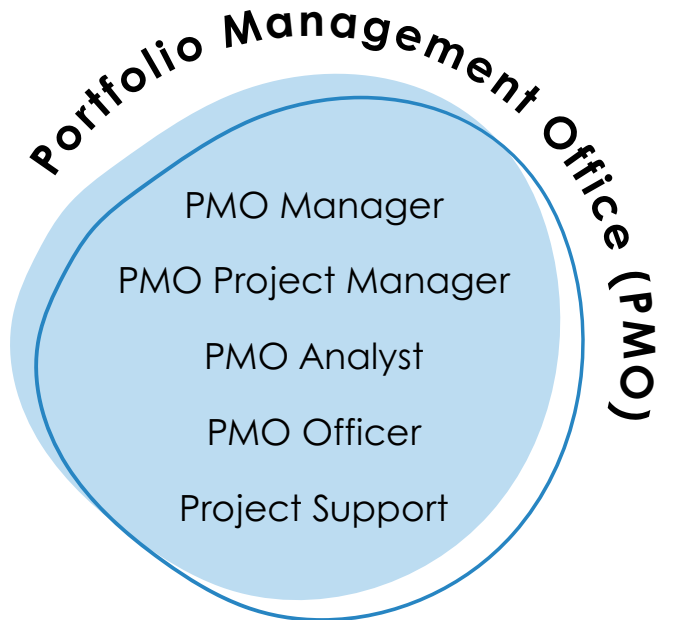




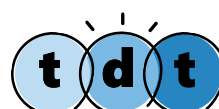
Our Team

The PMO & Project Teams

The team has a number of roles that support the portfolio and the delivery of projects. We develop templates, guidance and training for the wider team, as well as monitor and report on Portfolio Key Performance Indicators at a variety of Boards, including Strategic Reset Programme and Directorate Management Team.



The Project Team deliver projects for Adult Social Care and Health, working jointly with people we support, our workforce and our partners.



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Project Lifecycle



Assessment

What else might be possible?
What would good look like and why is it worth pursuing?
What is working well and what could be improved?

Design

How will we test our solution(s) and know that they work?
What solution(s) will we deliver?



Deliver

Let's do it!
Let's implement our solution(s).

Sustainability

How will we embed our solution(s)?
Measure, monitor and continuously improve!



Business Management Systems Team

What our team does

We maintain and improve the sets of tools Adult Social Care teams use to respond to these challenges. We liaise across KCC departments and with multi-agency partners to ensure the directorate's interests are appropriately represented, and actions are taken to maintain the highest standards and drive continuous improvement. We coordinate three programmes of continuous improvement across Adult Social Care:

- Business Continuity Management
- Emergency Planning
- Environmental Management, Sustainability and Climate Change

How we link with the rest of T&D

We can provide you with professional advice and consultation on the implications of the project you are working on for:

- Business Continuity Management
- Emergency Planning
- Environmental Management
- Sustainability and Climate Change



Activities we do:

- Horizon scanning for threats and risks
- Support the directorate in its response to incidents
- Debrief and capture the reflections and learning from staff after an incident, driving forward recommendations for improvement
- Contribute on behalf of the directorate to multi-agency projects
- Contribute to policy development
- Respond to Government data requests
- Develop and deliver training exercises to respond to various crises



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Example Projects



Example of Our Projects

Shared Lives Project

The complexity of individuals supported by Adult Social Care has vastly changed within the last decade and it is important now more than ever to review how the Shared Lives service is made available to the people we support, offering the best choice and control, and ensure the Shared Lives Carer's are developed and fully supported in their role. In September 2023, a decision was made to test the viability of the invest to save opportunity in a focused area, which aims to widen the span of the service to accommodate more people with varying needs and increase the viability of Shared Lives as an alternative provision. A pilot in the Ashford area commenced using monies from the Accelerating Reform Fund, a scheme run by the Department of Health, and as part of a coalition with Medway. The pilot was designed to provide a clear guide around both appetite and expected cost, along with operational changes that would be necessary and what work has to be done to achieve the changes.

The pilot has allowed for an extremely creative marketing campaign that has drawn in a wider variety of hosts from different backgrounds than ever previously achieved. The campaign has also generated a large amount of awareness and discussion about the benefits of the overall service and given a clearer plan for what an improved expanded countywide offering might require with regards staffing, marketing and costing. It has also demonstrated the ongoing underlying appetite from the people we support for an expanded service.



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Example of Our Projects

MOSAIC Business Process Project

The Mosaic Business Process project will review the Mosaic system and carry out a health check of work steps, templates, and next actions within the 29 identified ASCH services, across five phases of activity. This is a significant piece of work which will be led by the Transformation & Delivery Team, Systems, and Performance teams, but will require input from all staff and services across ASCH to ensure that we are able to streamline activity to benefit both staff and the people we support. Our objective for this project is to review a range of services within Mosaic to streamline processes, improve data quality and ensure the system is used more efficiently and effectively.

We have split the activity across four main phases. Within each phase we will carry out a Mosaic health check across all forms, team set-ups, and documents. We will also review; what can be accessed from the 'Start' menu', next actions, optional forms, and letters, as well as any off-line reporting. The phases map out the ideal journey for a person entering ASC therefore we have begun this programme at Social Care Connect/ Front Door. Phase 1 is well underway, and we are on track to launch improvements for the seven different services we are reviewing well before the phase one deadline of March 2025.

If you would like to know more about the programme including ways you can get involved and collaborate with us, please check out our Knet page - [Mosaic Business Process Programme](#)



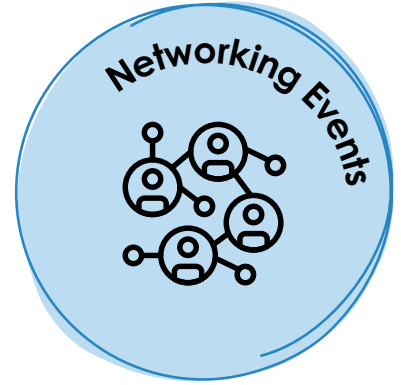
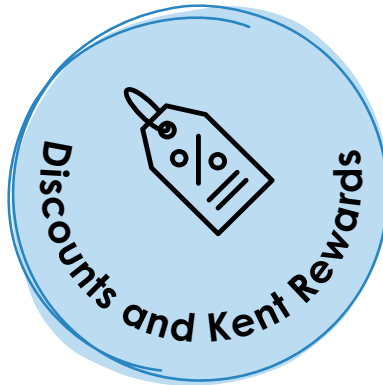
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Development and Wellbeing



Development and Wellbeing



We aim to retain talent by having clear development opportunities within our team, to help grow our own.



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More Information

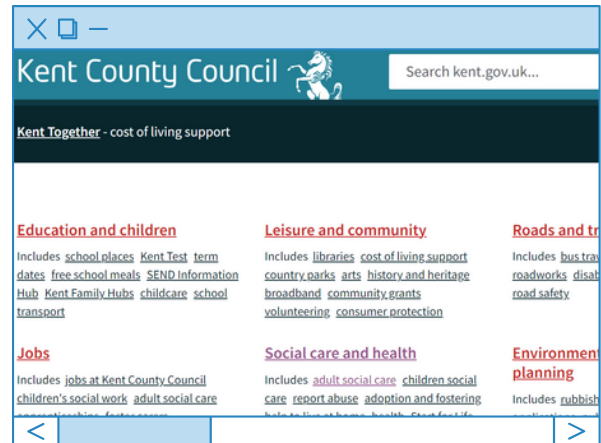


More Information

About Kent County Council

You can visit www.kent.gov.uk to find out more about:

- The Council
- Social Care and Health
- Our strategy for Adult Social Care



Your guide to Adult Social Care in Kent

This booklet advises what support is available from adult social services in Kent.

Being an inclusive employer

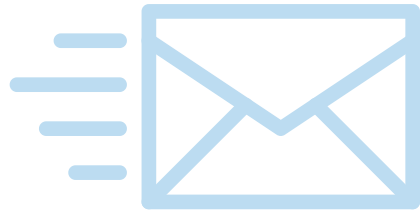
This page advises on how Kent County Council prides themselves on being an inclusive employer.



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More Information



Contacting Us

You can contact us on our direct email address:

transformationanddeliveryteam@kent.gov.uk

*If you need any reasonable adjustments that will support you throughout the recruitment process, please contact the team or the hiring manager stated on the job advert.

Involvement and Information Team (ASCH)

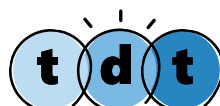
You can contact the Involvement and Information team by emailing **involvementandinfo@kent.gov.uk** to talk through your brief together.

To access further information on the team, visit their KNet page **[here](#)**.

Business Management Systems

You can contact the Business Management Systems team by emailing:

businessmanagementsystems@kent.gov.uk



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