



Ascot



Maidenhead



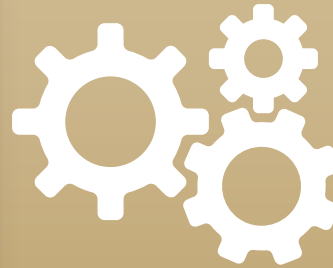
Windsor

The Royal Borough of Windsor & Maidenhead

Operating model



**Family of
companies and
direct delivery**



**Delivering
statutory and
discretionary
services**



**Needs of
residents,
businesses and
visitors**

Our transformation journey

Nov 15

Mar 16

May 16

Sep 16

Oct 16

Dec 16

Dec 16

Mar 17

Mar 17

Apr 17

Aug 17

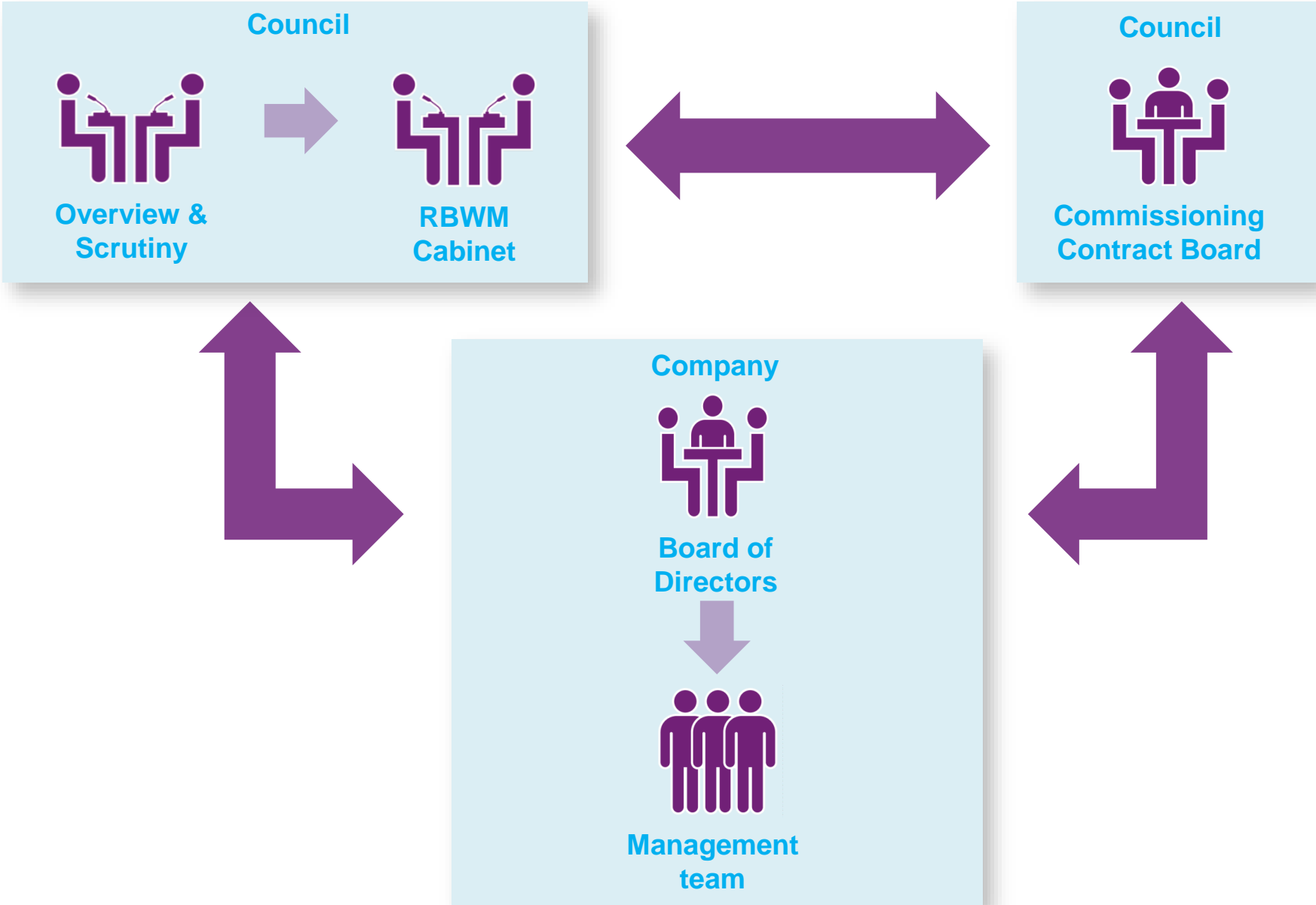


optalis
choices for living



**achieving
for children**

Governance



Where are we now?

- Seamless transfer – service delivery.
- Successfully transferred over 500 staff into different organisations.
- Starting to integrate functions within the companies, such as quality assurance.
- Contract renew / monitoring operations at various levels.
- Embedding new ways of working and governance arrangements.
- Good relationships within organisation and key stakeholders.
- Engaged and happy staff delivering high quality services to our residents.



Lessons learnt

- Set out the ambition early and ensure understood and owned by all.
 - Resource the transformation and business as usual
 - Clearly define the decision making process/parameters.
 - Communicate, communicate, communicate... and communicate.
 - Ensure active engagement across the council.
 - Pace is good but allow enough time.
 - Take stock regularly and celebrate your success.
 - Pay attention to the support services – complicated.
 - Invest in the commissioning function.
 - Ensure your governance arrangements support the transformation.
 - The real work starts now.
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