

**Design Principles for Future Service Re-modelling**

Working in the context of evolving legislation, the Council's vision for a future 'core Council' and budget constraints, the following design principles will guide the work on future service remodelling for the People & Communities Department:-

- To enable the delivery of improved outcomes for children, young people, vulnerable adults, families and communities;
- As a public service, to ensure we prioritise capacity at the front line i.e. universal and initial contact/support
- To enable the Council (and others as appropriate) to deliver their statutory functions;
- To enable sound governance and assurance arrangements and effective partnership working for the statutory bodies involved;
- To maintain and further enhance the integrated commissioning and delivery of services to the benefit of the population and maximising the opportunities presented by bringing services for people and communities together;
- To engage and consult with staff and other relevant stakeholders;
- To explore and develop new models of working at a practice level, building on evidence of effective practice;
- To enhance the department's capacity and competency in commissioning and enabling functions, maintain or improve its guardianship role, whilst its involvement in direct delivery of services is expected to diminish;
- To ensure we have working arrangements that support us in engaging with the public and in having maximum impact on the needs of our population;
- To promote a workforce strategy based upon future needs, including flexibility, ability to work effectively across interfaces, IT proficiency, communications-savvy, commercial and entrepreneurial, politically astute, anticipatory, with sound performance management;
- To ensure that existing staff have opportunities for development and acquisition of skills required for roles in the new department and will seek to import those skills where necessary;
- To work within Council guidance and principles of change management.