# 20. Corporate Transformation Team Service Profile
(2026/27)

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| Director: | David Bell |
| Assistant Director / Head of Service | Zelda Marshall |
| Portfolio Holder(s): | Cllr Dad |
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## Purpose of Plan

This Business Plan provides an overview of the service, and sets out its key priorities, high level objectives, key deliverables, and key performance measures. It will be supported by individual team plans which contain more detail about how teams work towards meeting priorities and measuring success.

The priorities and actions set out in the Business Plan focus only on key areas of development, improvement, and transformation, and does not cover all detailed aspects of service delivery. The identified priorities will link directly into the Council's contribution towards the Community Plan and achievement of productivity and savings targets.

Progress against the service plan will be reviewed on a regular basis within directorate teams, by the Corporate Strategy Team, and in consultation with Cabinet Portfolio Holders.

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# 1. Service Overview

## Service Description

The key priority functions of the service are:

- The Corporate Transformation Team will continue to develop a multi-skilled team with each team member available to deliver on a wide range of change initiatives.
- Drive a culture of Continuous Improvement. Develop Six Sigma maturity within the team, utilise these tools within improvement activities across service areas.
- Mobilise and track our Digital Maturity through the Digital Transformation and Innovation programme bringing together the people/culture, technology and learning components.
- Provide programme governance and frameworks to Corporate high-profile projects: HCC Strategic Transformation Programme
- We will work with service areas to identify areas for service transformation aligning to their service plans in relation to process improvements and technology utilisation to drive efficiency and savings e.g. Adult Social Care Programme & Children Young People & Family Services
- To provide Change Management E2E ensuring process improvement activity is mapped and benefits trackable against major programmes of work e.g. My Workday and the organisation is made ready for change implementation.

### Strategic Direction / Future Plans

One key opportunity is adoption of technology and increasing our Digital Maturity. In the short to medium term this will be picked up in our Digital Transformation & Innovation Programme with Enterprise Resource Planning (Workday) being a prominent item in 26/27. Additional opportunities exist with Artificial Intelligence (AI) we will stay connected to those local authorities that are leading the way whilst piloting items such as: staff co-pilot, Magic Notes.

We will provide the governance for the emergent themes for Efficiency Strategy and Strategic Transformation.

We continue to develop Lean Six Sigma maturity both within the team as well as a wider spread across the organisation. Opportunities exist in learning and simplifying processes reducing exceptions and errors and releasing capacity. In addition we continue to work towards a consistent approach to programme & project management, creating networks, documentation banks to simplify and support those embarking on projects with the appropriate toolset.

Challenges exist in particular of any legislative / policy changes in the statutory services that may need increased effort from the Corporate Transformation Team. An increased focus on staff utilisation and ability to prioritise will enable decision making on the allocation of resources to programmes and projects of work. Challenges exist in releasing cashable savings, an increased collaborative focus with transformation, finance and service leads to ensure robust benefits tracking.

### Overall Service Priorities

| **Service Priority** | **Strategic Driver (Community Plan Ambition, Government, Organisational, etc)** |
|---|---|
| Digital Transformation & Innovation, including ERP | Getting the basics right<br>Community Plan Ambitions 5 |
| ASC Continuous Improvement Programme, CYPFS – SEND Improvement, Families First | Community Plan Ambitions 1-5 |
| Corporate Critical, Projects such as, Transport, ASC Billing & Collections | Getting the basics right<br>Community Plan Ambitions 5 |

## 2. Service Resources and Assets

### Staffing and Financial Resources (including grants)

| **Budget 2026/27** | **£000'** | | |
|---|---|---|---|
| Staff Costs | 931 | **Budget Changes** | **£000's** |
| Other Expenditure | 63 | 26/27 Efficiency Savings | |
| **Gross Expenditure** | **994** | | |
| Fees & Charges | 0 | 25/26 Savings undelivered | |
| Grant Income | 0 | | |
| Other Income | 0 | | |
| **Gross Income** | **0** | | |
| | | Investments | |
| **Net Expenditure** | **994** | Funding of Base Pressures | |