

# Issues & Outcomes



**Organisational resilience** – We all carry numerous vacant posts and find it difficult to recruit the right staff for the future. Working in partnership we can be more resilient by sharing services, sharing key posts, attracting the right people.



**Improving capacity and agility** – Specialists posts can be shared rather than a reliance upon agency staff and Suppliers. Peaks and troughs in workload can be dealt with through improved capacity and sharing of common processes and policies.



**Staff retention and development** – There is the opportunity to develop some bigger/challenging roles across the partnership that will underpin our ability to retain key staff. Investing in staff development will be a key part of service design.



**Aligning and developing best practice** – The co-design of services will enable us to build upon strengths, significantly improve common pain points and lead to a one-off change in delivery through the alignment towards shared service best practice.



**Service efficiency** – We will co-design more efficient services by designing out pain points whilst at the same time dealing with frustrations of staff with existing service delivery models.



**Shaping our own future in Essex** – Three strategically aligned partners can move quickly enough to co-design shared services now. This way we are in control of service delivery models rather than waiting to 'be done to'.



**Improve the customer journey** – This programme presents us with a step-change (one-off) opportunity to co-design services around Customer needs.