



# Future New Forest

Transforming tomorrow, together

Resources and Transformation O&S Panel  
28 March 2024

# Agenda

- Update on Process design workshops
- Update on Activity analysis
- Next steps and work in progress



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# Update on process design workshops

- Process design workshops undertaken with 10 sample processes selected
- Design patterns:
  - Apply for it
  - Report and resolve it
  - Pay for it (and check balance)
  - Enquire about it
- Goal was to identify opportunities to deliver benefits in line with transformation strategy objectives including customer experience, capacity release, reduced costs, enhanced performance culture
- 154 opportunities identified - some quick wins, others more strategic
- Opportunities now being sized to inform future design options



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# Process design workshop feedback

Thank you for such a positive workshop. I really felt we were understood and listened to, and that you fully aware of what was required moving forward.

I felt listened to and comfortable to share issues and frustrations.

Freedom to express thoughts and ideas encouraged throughout workshop by facilitators', showing that even small changes to work practices and culture can contribute to significant change and improvement with the right resources.



Really useful to have wide range of input from people who are dealing with the process day to day. Also very useful to have ICT present.

Workshop was very good, nice to know someone was understanding the struggles with current systems and very positive suggestions to improve going forward.

Excellent experience, really positive and thought provoking.

The workshop really helped to understand the purposes of this project and we have already implemented some ideas that were discussed.

Very positive and I felt that my issues and moving forward was understood.



# Update on activity analysis

- Activity analysis completed (sent to all 36 teams, covering over 800 employees in 409 distinct roles)
- Each activity was allocated one of 17 activity types
- Activity types include:
  - Triage (initial customer contact)
  - Business support
  - Case management
  - Leadership, management and supervision
  - Specialist
- Information now being analysed to inform future organisational design options



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# Next steps and work in progress

- Spend analysis and strategic alignment being revisited
- Organisational design options being considered (from activity analysis output)
- Benefits/Business case and implementation planning in progress (including change impact assessment for organisational design)
- Alignment with ICT work programme
- Recruitment of core transformation team



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