

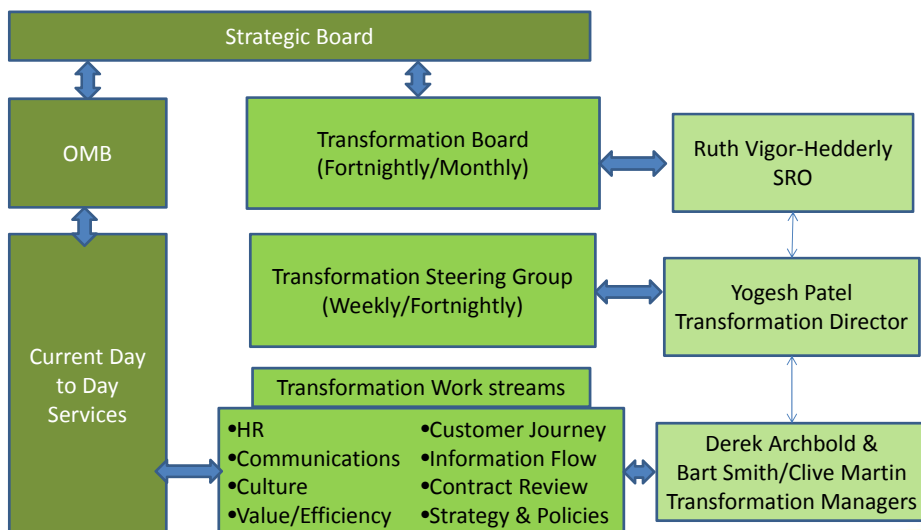
Transformation Programme

ETL Committee

Transport for Buckinghamshire



Governance



Purpose of Governance Forums

Transformation Board (fortnightly/monthly)

- Strategic Direction of transformation
- Agree scope and key areas of activities
- Agree timescales
- Ensure required resources (people & budget) is made available
- Ensure transformation and change is sustainable
- Lead by example

Transformation Steering Group (weekly/fortnightly)

- Lead the transformation delivery
- Ensure joined up working and communication
- Ensure delivery to agreed timescales
- Raise issues requiring decisions & actions from Transformation Board
- Manage & report on budget and progress

Workstreams

- **HR**
 - Restructuring & Consultations
 - Roles & Responsibilities
 - Slotting & Redundancies
- **Communications**
 - Transformational communications
 - Stakeholder engagement
 - TfB BAU Communication Plan Review
- **Culture**
 - Training & development
 - Management & leadership behaviours
 - Quality, Customer & Value Focused behaviours

Workstreams

- **Value/Efficiencies**
 - Benchmarking & market testing
 - Productivity comparisons
 - Innovations & risk
- **Customer Journey**
 - Reduce complaints & enquiries
 - Deal with enquiries at first point of contact
 - Manage expectations and meet promises
- **Information Flow**
 - Single source of truth
 - Data to information to knowledge to proactive decision
 - Integrated systems avoiding double & triple entry

Workstreams

- **Contract Review**
 - Is contract still right for current and future needs
 - Scope of Services
 - Governance of contract
 - Alignment of incentives with contract mechanism
- **Strategy & policies**
 - Review network strategy & service
 - Align policies to meet strategy
 - Align functions and activities with policies
 - Align measures from top to bottom

Common themes in all workstreams

- **People**
 - Roles & Responsibilities
 - Training & Competencies needs
 - Behaviours of managers and individuals

 - **Process**
 - Process Flow - Needs to activities to outputs to outcomes
 - Ownership and handoffs
 - Performance standards

 - **Tools**
 - Systems that are aligned to process flow
 - Appropriate tools that support not hinder performance
 - Systems that drive efficiency and quality
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