

Appendix 8: Transformation portfolio project and the benefits / outcomes delivered in 2024/25

Programme	Project Ref / Title	Project Description	Key Benefits / Outcomes at year end
Adult Social Care	ASC03: Introduction of a Residential Care Panel	Provide increased scrutiny of placement applications with particular focus on housing and accommodation.	<ul style="list-style-type: none"> Implementation of ASC scheme of delegation to improve decision making which has resulted in 17 people moving from residential care placements to more appropriate accommodation to meet their needs.
Adult Social Care	ASC15: Review of ASC Client Income Contribution	Comprehensive review of client contributions to care package costs to ensure individuals are charged appropriately.	<ul style="list-style-type: none"> Implementation of automated benefit check as part of the reviews which ensured residents are maximising their income and in receipt of all relevant support, improving customer experience.
Children's Services	CC06: SHiFT	Implementation of a multi-disciplinary approach to increase prevention opportunities through early intervention, working with children caught up in, or at risk of, the destructive cycle of crime. Cohort consists of 27 young people.	<ul style="list-style-type: none"> Implementation of SHiFT programme in September 2024 17 (out of 27) children had no arrests, 22 children had not committed any proven offences, and 21 children had not been missing. Children's Social Care involvement had reduced for 4 children with 4 children moved back to Middlesbrough, 2 of whom were previously in custody and 2 were living in placements out of area. Guide's ratings of mental health had improved for 6 children from the identified cohort.
Children's Services	CS08: Redesign of short break provision	Reshape the children's care short breaks review process for children and young people with disabilities to improve processes and outcomes.	<ul style="list-style-type: none"> Reduction in the amount of unused funds for Short Breaks activities by implementing an automated recovery process. Savings target achieved as a result of unused direct payment awards from unallocated short breaks through reviews. Implementation of an effective tracking system identifying budgets for each child resulting in improved monitoring and review of spend.
Children's Services	CC02: Placements	Undertake a deep dive of placements for children to ensure they are placed in the most appropriate placement to meet their needs.	<ul style="list-style-type: none"> 17 young people have stepped down from external residential placements out of the identified cohort. Implementation of weekly Care Resources Panel and Residential Placement Panel which provides scrutiny and challenge and has seen an improvement in practice and decision making.
Customer Programme		The programme will revolutionise how customers access our services by creating a consistent experience across all contact channels while improving digital services.	<ul style="list-style-type: none"> Approval of Customer Strategy by Executive in February 2025. Implementation of an improved telephony solution / functionality providing an increased customer experience.

Place-based Services	ECS01: Fortnightly Collection Residual Waste	Change the frequency of refuse collection service from weekly to fortnightly for the collection of household waste and offer a provision of larger refuse bins to residents.	<ul style="list-style-type: none"> Implementation of fortnightly bin collections contributing to improved recycling rates of 18%. Reduction of staffing and fuel / equipment costs by moving to fortnightly refuse service.
Place-based Services	ECS03: Junk Job collection will be chargeable	Implement a charge for residents for collection of junk jobs/bulky waste	<ul style="list-style-type: none"> Implementation of online digital booking system resulting in an improved process / service for customers when accessing the service. Wider improvements to other online customer facing e-forms resulting in a streamlined approach for customers.
Place-based Services	REG04: Improve commercial potential of Town Hall and Theatre to maximise potential and range of performance	Exploring partnerships with private sector promoters and joining up management / programming arrangements	<ul style="list-style-type: none"> Enhanced Town Hall performance programme offering, improving the Towns commercial offer.
Place-based Services	ECS06: Increase in recycling education and enforcement	Encouraging residents to put less waste in their residual bin and recycle the Council will improve recycling rates	<ul style="list-style-type: none"> Implementation of Recycling education awareness programme for residents including schools. Roll out of in person awareness education events and regular social media campaigns to promote offering.
Property	REG07: Deliver a better coordinated housing supply model	Investing in better co-ordination of the way the Council provides housing to reduce the overall spend on emergency, temporary and short-term accommodation	<ul style="list-style-type: none"> Approval of Business Case and associated funding by Executive in December 2024 to enable housing accommodation / units to be acquired.
Target Operating Model	Target Operating Model	The model demonstrates how the Council should operate in order to ensure that the organisations budgets are balanced alongside cohesive service delivery, which better meets the needs of residents using approaches that are effective, valuable and sustainable.	<ul style="list-style-type: none"> Approval of Target Operating Model by Executive in November 2024.