

## TRANSFORMATION & CHANGE SERVICE DEFINITION

### 1. Introduction

- Shaw Consulting supports Housing, Care, Local Authorities, and NHS organisations to deliver meaningful organisational transformation.
- We combine strategic insight, practical design, and deep sector experience to help clients address complex challenges and implement sustainable change.

### 2. Our Service

- **Scope:** End-to-end transformation including strategy, service design, TOM development, culture change, and delivery support.
- **Applicability:** Suitable for whole-organisation transformation, service redesign, or targeted improvement.
- **Coverage:** Operating models, service reviews, digital alignment, customer journeys, process design, cultural change, programme leadership.
- **Compliance:** Delivered in line with public-sector governance, regulatory expectations, and organisational values.

### 3. Key Features

- Target Operating Model design and optimisation.
- Service review, redesign, and digitalisation.
- Customer journey mapping and service blueprinting.
- Process improvement and operational optimisation.
- Cultural assessment and behavioural change frameworks.
- Programme and change management leadership.
- Interim transformation specialists and delivery capacity.
- Data, systems, and digital alignment support.
- Co-design approaches involving staff and customers.
- Governance, assurance, and delivery oversight.

### 4. Benefits

- Improved service quality and customer experience.
- Stronger organisational structures supporting future goals.
- Increased efficiency and reduced operational waste.
- Better cross-team collaboration and cultural alignment.
- Enhanced use of data and digital capabilities.
- Greater accountability and governance assurance.
- Faster delivery of strategic priorities.
- More confident and capable workforce.
- Improved organisational resilience.
- Higher stakeholder trust and satisfaction.

## 5. Requirements and Change Process

- Discovery and diagnostic assessment.
- Engagement with staff, customers, and leaders.
- Alignment with organisational purpose and values.
- Structured change management and communications.
- Iterative design, testing, and refinement.
- Capability and knowledge transfer.

## 6. Deliverables Tracking

- Milestones and progress tracking dashboards.
- Service blueprints, TOM documents, and redesigned processes.
- Change impact assessments and benefit plans.
- Regular highlight reports and governance updates.

## 7. Performance Management

- KPIs aligned to outcomes, culture, and efficiency.
- Leadership and board review cycles.
- Benefits realisation reporting.

## 8. Pricing

- SFIA-based pricing and day rates.
- Fixed-price diagnostic and TOM packages.
- Scalable transformation and delivery support.

## 9. Added Value

- Deep expertise across housing, care, NHS, and local government.
- Human-centred design and practical implementation support.
- Knowledge transfer and internal capability uplift.
- Focus on social value and long-term sustainability.