**Integrated Business Support**

Following the decision to realignment the service areas in preparation for the Wellbeing Act, it was recognised that the Business Support functions needed to develop in order to

* Maximise efficiency
* Avoid duplication
* Support the services areas consistently

As well as supporting current business need, it was also recognised that there was a need to drive forward continuous development and improvement.

WHAT’S CHANGED?

Following a needs analysis and assessment of current practice, four specific areas of support were identified, merging the three previous support functions of Adults, Childrens and Provider services into one.

The areas of support are:

* Business, Policy & Performance
* Resources & Facilities
* Management Services
* Services to Teams

Business, Policy & Performance

The underlying purpose of this section is to support the Service Management Team in the Strategic Management of the Service. It includes Finance Management with officers supporting specific service areas, IT & Information Services, Business Change and Communication to drive forward improvement and Strategic Planning, Risk and Performance Management.

Resources & Facilities

This section will be responsible for the delivery of Transport Services, Blue Badges, Subject Access and Reception Services. This team will also have the responsibility for the implementation of all aspects of the service Accommodation Strategy, Health and Safety and modernisation projects such as moving to electronic records and documents.

Management Services

This sub-section brings together the central support services of Administration support the Service Management Team, HR & Staffing and Training.

Services for Teams

This section is a critical business area; its primary aim is ensure that front-line colleagues are supported in carrying out their duties and tasks. There are 5 teams that mirror practice teams, and ensure the quality and consistency of support across the whole spectrum of social care teams.