

What do we need to do?	How will we do this?	Workstream
<p>Develop an all age employability system that is person centred, more joined up, flexible and responsive to individual needs.</p>	<ul style="list-style-type: none"> • Adopting the Scottish Approach to Service Design alongside a Change and Transformation process <ul style="list-style-type: none"> ○ Define and agree minimum service standards required to deliver a flexible, person-centred employability system ○ Develop a Customer Charter which prioritises and promotes a culture of dignity and respect across the employability system, empowering users to actively participate in the definition, design and delivery of employability services ○ Agree and implement a shared approach to continuous improvement across the employability system, driving collaboration across the public, private and third sectors. 	SERVICE DESIGN
<p>Develop an approach to funding that reflects an overall national coherence and balances this with appropriate levels of local and regional flexibility, evidenced by the needs of individuals and local/regional geographies.</p>	<ul style="list-style-type: none"> • Recognising and building on existing partnerships to share and align activities and priorities including partners in the broader public, private and third sectors. • Adopt a flexible approach to commissioning which promotes improved collaboration and exposure to alternative methods of funding. • Develop multi-year funding approaches, to support service planning. • Develop a strategic fiscal framework to effectively deploy financial resources to meet agreed service delivery priorities and achieve better outcomes. 	POLICY AND FINANCE

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<p>Develop a proportionate and delivery focussed approach to governance and success measures that will ensure the new model delivers value for money and that resources are deployed based on service needs</p>	<ul style="list-style-type: none"> • Develop and implement a collective leadership strategy, working collaboratively and effectively across public, private and third sectors. • Develop a new set of partnership behaviours based on trust, transparency, fairness, efficiency and shared accountability reflective of the capabilities and desired culture of collective leadership. • Agree the scope and scale of scrutiny, building on existing national and local accountabilities based on a shared understanding of responsibilities. • Establish and agree a risk management approach providing a framework for identifying and managing risks at both strategic and operational levels. 	GOVERNANCE
<p>Develop a comprehensive communications strategy which will support how we effectively and collaboratively plan, design and deliver communications.</p>	<ul style="list-style-type: none"> • Establish and agree a framework for effective communication and stakeholder engagement including consistency of approach and key messages. • Ensure an inclusive approach to communication is at the core of any framework and mode of communication. 	COMMUNICATION

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<p>Introduce a collectively agreed national outcomes and shared measurement framework</p>	<ul style="list-style-type: none"> • Agree, align and develop national and local outcome indicators and measures. • Define and agree an appropriate and proportionate approach to reporting. • Explore and agree mechanisms for information sharing and exchange. • Map existing data sources and their purpose. • Adapt current service indicators and outcome measures to align with the emerging shared measurement framework. 	SHARED MEASUREMENT FRAMEWORK
<p>Work collaboratively with partners to integrate employability support with health, justice, and housing services.</p>	<ul style="list-style-type: none"> • Continue to work at local and national level to improve the connectivity between employability services and other provision such as health, housing and justice through the adoption of a Whole Person/Whole Systems Approach. • Demonstrate links to wider local Governance review, public service reform agendas and broader statutory duties. • Horizontally align public policy and practice to improve outcomes and value from public expenditure 	ALIGNMENT AND INTEGRATION