



How can we help with scaling people services

We understand you need support in responding to the drive for efficient service delivery and in relation to NHS England's publication of [The Future of NHS Human Resources and Organisational Development](#) and the [Tactical Scaling Guide on NHS Future \(login required\)](#).

NHS Midlands and Lancashire CSU (MLCSU) can guide you through a series of steps to identify options, consider readiness and service design / delivery options, and to implement and evaluate as required.

- **Discovery:**
 - › Baseline readiness assessments and diagnostics
 - › Identification of opportunities
 - › Impact versus readiness analysis
- **Design and develop:**
 - › Scope services to scale
 - › Options appraisal of models of delivery
 - › Business case development
 - › Create and deploy project plan
- **Implement and run:**
 - › Manage the transition
 - › Launch new service
 - › Manage day to day operations
- **Evaluation and benefits realisation**

Why choose MLCSU?

- By the NHS for the NHS
- We offer an efficient, effective, flexible service that can respond to your needs
- Offers independent perspective and can facilitate discussions across partners
- Experience of similar moves to delivery at scale, for example supporting clinical commissioning group mergers and formation of integrated care boards and primary care networks
- Expertise in developing business cases to demonstrate opportunity for efficiency gains
- Experienced in delivering people services at scale
- Added value of support from other areas of expertise within MLCSU including organisational development, coaching, process mapping, HR advice, change management and others
- Flexible engagement options and straightforward, rapid procurement and delivery.

MLCSU Scaled Services Expertise

Having worked at scale supporting a wide range of NHS and allied organisations we have direct experience in the set up and sustained delivery of the following at scale people services. We can share our learning around design, management and return on investment to support your journey to scaling.



Payroll and workforce information



Recruitment including advertising, assessment, pre-employment checks and onboarding



Human Resource Management including HRBP's, Management of change, TUPE etc.



Occupational health collaborative commissioning

How you'll benefit



Multidisciplinary approach including information governance, project management, digital enablement, financial management and others



Understand and utilise NHS England guidance and toolkits to support delivery of key outcomes



Make links to other national programme such as Digital Staff Support, and Overhauling Recruitment to ensure transformation is viewed holistically and aligned appropriately



Engage and work closely with local stakeholders to upskill and collaborate



Produce regular reporting to offer assurance.

Enabling you to be outstanding through transformative people solutions.

For more information on our products and services contact us today:

Email: mlcsu.partnerships@nhs.net

mlcsu.co.uk