

# How we will help you scale and develop shared services

We can help you with scaling people services to deliver efficient and effective solutions tailored to your needs. With our extensive NHS experience, we will guide the design, planning and implementation of your shared services initiatives and organisational change in the wider workforce. We will provide clear methodologies and strategies, following the NHS England guidance 'Scaling People Services for the Future'

## Our approach

- **Flexible workforce models:** We offer adaptable workforce modelling approaches
- **Professional support:** Our dedicated People professionals can access additional resources in procurement, finance, and analytics as needed.
- **Change preparation:** We focus on preparing your organisation and planning for change, with an emphasis on people.
- **Targeted or comprehensive support:** We can support a single part of the scaling process or manage the entire project from start to finish.



## Why choose NHS ML

- By the NHS for the NHS
- Extensive experience and skills in a range of settings including systems and trusts
- Proven track record in innovative and transformative workforce solutions
- Collaborative partner, sharing our learning and expertise
- Work in partnership with trade union colleagues in line with key principles of organisational change
- Lead, collaborate and offer professional advice aligned to NHS vision as set out in the NHS England 'Future of HR and OD' report
- Focus on efficiency and productivity, standardising practice and removing duplication
- Independent assessments and options appraisals in line with NHS guidance
- Straightforward rapid procurement and delivery

## Key areas of support



- Scaled delivery models
- Services to scale
- HR implications management
- Business case development
- Change management
- Organisational development support

## How we do it



- Undertake diagnostics of your current challenge
- Work closely with local stakeholders including trade unions to upskill and collaborate
- Support and programme manage delivery, providing assurance reports for your governance structure
- Deploy an experienced team with expert skills
- Clearly define and agree outcomes for delivery

## How you'll benefit

Our approach aligns with the **NHS People Promise**, ensuring continuous learning and improvement. By leveraging our extensive experience with various NHS organisations, you will benefit from our proven change management strategies in leadership, communication, and planning.



**Proven change management:** benefit from our recommended strategies in leadership, communication, and planning. Our practical experience means we can effectively support the people aspect of change management, ensuring fair and equitable treatment for all employees.



**Workforce planning and transformation:** we help you achieve the right workforce with the necessary skills, values, and behaviors to deliver first-class services.



**High-quality, responsive solutions:** we assign the right people to the right opportunities, ensuring you have the expertise and specialist support needed.



**Multi-disciplinary team:** we adapt to your needs and draw on key skills from our people, programmes, and workforce information teams. We also consult subject matter experts in information governance and communications as required.



**Alignment with your vision:** we ensure that our work aligns with your vision and business plan, keeping you informed at every step.



**Governance and accountability:** we service your governance structure collaboratively, ensuring accountability and control aligned with programme delivery.

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

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