

VISION FOR TRANSFORMATIONAL CHANGE PROGRAMME

- The overriding aim is to develop services that are recognised by people and businesses as being outstanding whilst at the same time securing efficiencies over the longer term against the revenue budget.
- Waste will be eliminated from processes with excellent customer experiences resulting- “right first time every time with timely outcomes”.
- Opportunities for fraud and error will be minimised because they will be designed out.
- People and businesses will choose electronic self service options as their preferred way of contacting the Council because they work and they always meet expectations - 24 hours a day, 365 days a year.
- People and businesses will be able to access services from their own computers or from mobile devices whilst on the move.
- Use of electronic self service will mean no re-keying of data by our staff because the electronic channels are fully integrated with back office systems, including electronic management and storage of all documents used by the Council in a single repository.
- Assisted access will be focused on vulnerable people with staff helping people to access electronic channels and join services up across the Council and other partners.
- Where assisted access is facilitated, staff will use the Council’s website, thereby effectively helping people to self serve. Whilst assisted self service could be by Council staff, it could also be provided by others such as relatives or the voluntary and community sector.
- The welfare reform and business rate changes will be implemented smoothly and effectively in a way that attempts to secure better outcomes for vulnerable people.
- By working with partners we will progress towards attaining a single view of vulnerability across agencies, understanding more about how customers are interacting with different parts of the public sector, all with a view to improving outcomes and solving complex issues.
- Through the use of customer insight we will ensure that services are designed to be more personalised, more pro-active and better meet the needs of different groups of people, such as elderly people living in priority neighbourhoods.
- More value will be delivered to the customer from the flexible and efficient ways of working of our staff, such as home visits