

## **Appendix 2 – Service Improvement Programme**

### **Methodology**

The methodology we have in place builds on the process we have embedded and the work we have done previously in the Planning and Housing service areas. It looks at the core principles of Best Value and applies new thinking and approaches to ensure that services are future proofed to meet the challenges the Council faces moving forward.

This methodology will work together with our existing project management processes and be aligned to the Council’s Performance Management and Risk Framework and other associated tools.

### **Current Position**

At the moment this includes the review of Customer Journey which is currently being undertaken and this is likely to include multiple phases which will be the focus of the Council for 2024/25

Below is future proposed plan for undertaking reviews over the next four years. We are looking at a number of reviews in high demand, customer focussed areas that have the potential for financial savings and/or improved satisfaction. The proposed 4-year programme of reviews is set out below:

<b>Service Area</b>	<b>Year of Review</b>
Customer Journey	2024/25
Planning Productivity Update	2024/25
Electronic Mail Delivery	2024/25
Waste - New Waste Contract	2024/25
Tenancy Services	2024/25
Housing Repairs	2024/25
Land Charges	2025/26
Democratic Services	2026/27
Environmental Health/Licensing	2026/27
To be confirmed	2027/28