

Aligning Public Services

Co—location of public sector services

We will work with our partners to develop co-located and integrated services that are built around the needs of the community they serve.

This means that in the future we may deliver services for others on their behalf or vice versa.



Organisational Design

Service Redesign

Redesign every team, service and function in the council to ensure that they are operating in the most efficient and effective way possible.

Organisation development

We will work to develop new skills that support our digital ambition and new ways of working .

Reward & Recognition Scheme

Develop a reward and recognition scheme that will help us retain people and knowledge in the organisation, while also making it an attractive place to come and work.



Digitalisation

Book & Pay

Provide online service to residents to book and pay for our services through our website.

Digital Platform

Review our current web presence to see how it can become a mobile ready solution .



Channel shift

Move the majority of our interactions with residents online, this will allow them access at the times they want rather than our current offer .

Assisted Digital

Install self-service machines in our reception areas for residents who cannot or do not know how to interact with us in a more digital way.

Commercialisation



Procurement & Contracts Review

Review our procurement strategy to encourage and support more local suppliers. Review our current arrangements to ensure that they are offering the council the best value for money .

Develop a commercial waste scheme

Generate additional income for the council by developing a trade and commercial waste scheme.

Maximise the return from our assets

Ensure that the assets the council owns are generating the maximum amount of income possible for the council .

We will trade our services

Sell our services and expertise to others in potential areas such as licensing, training, health and safety and the senior management team as a consulting agency.