

## **Delivering. Right, Fast and Simple**

In light of the unprecedented financial challenges facing the Council, the Executive Director (Resources) will be implementing a new operating model - "Delivering. Right, Fast and Simple" (DRFS). DRFS will utilise working smarter principles to ensure support services meet the challenges faced and make services cheaper, more efficient and better for customers.

DRFS will increasingly drive the way that support services operate over the coming weeks, months and years. As part of this, we will make no assumption that we will carry on doing something just because we have done it for a long time. We will challenge the way that do everything with the intent of making it better, faster and more simple. Support for frontline services will be timely, cost effective and delivered at the point of need.

Customer enquiries will be channelled through the most appropriate route to meet their needs:

1. **Self service** - customers will be able to fulfil straightforward, routine enquiries or transactions themselves online. It is expected that once fully implemented, the majority of enquiries will be handled in this manner
2. **Customer Service Centre** – the first point of human contact for customers, to handle basic enquiries and signpost to and guide customers through the use of self service options
3. **Specialist professionals** - Will deal with complex customer situations and enquiries.

An intelligence function will collect data on the customer demand placed on each of the 3 customer channels and will utilise this data to drive further improvements to the services provided.

Central to the development of DRFS will be a set of core accountabilities, which all Council managers will be required to sign up to. The purpose of support services within this new way of working will be to support managers in fulfilling these accountabilities. Support services will not "do" these core tasks for managers and this, along with a clear specification of what each service will deliver will ensure we are able to best meet our customer's needs and expectations.

A diagram is attached that shows the outline operating model.

