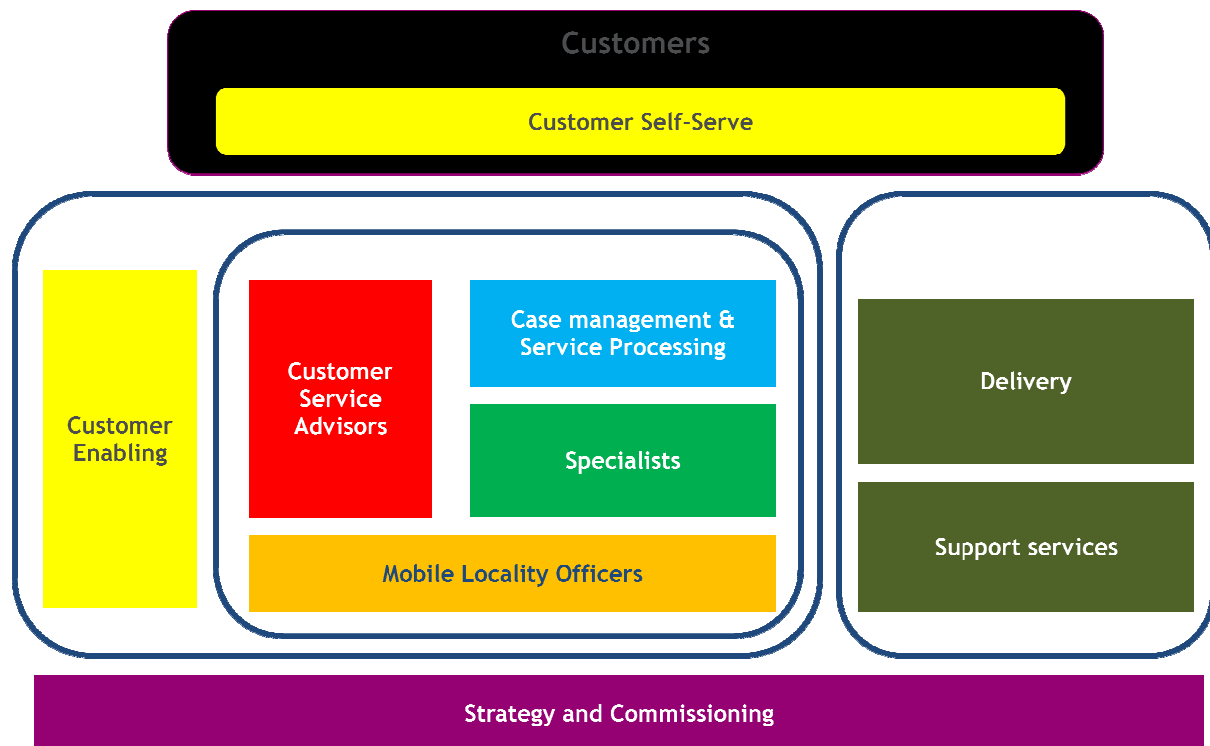


Future Operating Model



The future operating model shows the organisation being comprised of 4 essential parts:

1. The Strategic Core – shown at the bottom of the diagram. The Strategic Core contains those activities and resources that ensure South Hams and West Devon Councils remain unique strong public authorities able to commission activities and strategies that deliver their individual priorities.
2. The Customer First services – (on the left hand side of the diagram). This will provide the primary point of contact for all customers. It will use technology and processes that will greatly increase our ability to resolve customer issues at the first point of contact, and where this is not possible it will be responsible for the creation and management of the customers “case” on an ongoing basis. The customer will be able to access our services through multiple channels (e.g. Face to face in our premises; face to face in their premises/premises of their choice; telephone; internet/self service) which will greatly improve their service experience.
3. Delivery – (on the right hand side of the diagram). This component relates to those services which are provided remotely and/or on a recurring basis. Currently, these services are, between the two councils, provided through a mix of means such as outsourced arrangements, shared service partnerships and direct provision by the Councils. This mixed economy is expected to continue and it is expected that there will be opportunities in the future to implement solutions under another options such as Alternative Service Delivery Models.
4. Support services – also on the right hand side of the diagram. This relates to the services and processes which the Council needs to have in order to continue to function as a modern organisation. As with Delivery above, they could be delivered in a variety of ways and could be particularly suited to sharing with a number of other public sector bodies.

In addition customer self-serve is depicted on the diagram to illustrate that the model seeks to maximise growing public willingness to use self service to access council services.