Proposed new operating model

Customer

Customer Self Service – Website & Telephony

Customer First

Community enabling

Helps the community to help itself and reduce demand for services

Customer Contact

- Most enquiries resolved at first point of contact
- Complex queries requiring specialist judgment delivered by multi disciplinary team
- Contacts requiring process based work passed to dedicated admin team
- Critical mass is important, unlikely to be delivered separately
- Likely to delivered in house or ASDeM

Delivery

Delivery

- Delivery services e.g. waste & recycling, toilets, Ferry
- Multiple delivery options - potential to deliver using different external partners is high. E.g. ASDeM or outsource

Support services

- Non customer facing back office functions

Commissioning Council - SHDC

Commissioning Council – WDBC

Future commissioning partners