

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>12 NOVEMBER 2014</b>
<b>MOVING THE COUNCIL TO THE GOOD TO GREAT OPERATING MODEL</b>
<b>REPORT OF HEAD OF DEMOCRATIC SERVICES</b>

1. **Purpose**

The Overview and Scrutiny Committee requested a presentation on the Chief Executive's 'Good to Great Operating Model and realignment of council services. The Committee should explore the focus of the restructure, how services are now structured and being delivered and how this will deliver improved customer focused services.

2. **Action required**

The Committee needs to explore how this is changing the structure of the Council and focus for service delivery and how this will deliver improved customer services.

3. **Background information**

The Appointments and Conditions of Service Committee considered the proposals to change the Council's operating model at its meeting held in January 2014.

On 25 February 2014, Executive Board approved a Customer Access Programme – Business Case, which establishes a consolidated customer service function delivering front line services through a single management structure across the Council's entire customer facing sites. This process includes significant investment in the IT infrastructure consolidating enquiries, bookings, payments, assessment and service requests.

4. **List of attached information**

Background paper outlining the new operating model which aims to put citizens at the heart of the Council's decision making. This will explain the focus and progress of the Council's move to 'Good to Great Operating Model.'

5. **Background papers, other than published works or those disclosing exempt or confidential information**

None.

**6. Published documents referred to in compiling this report**

Customer Access Programme – Business Case, Executive Board, 25  
February 2014

**7. Wards affected**

All

**8. Contact information**

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