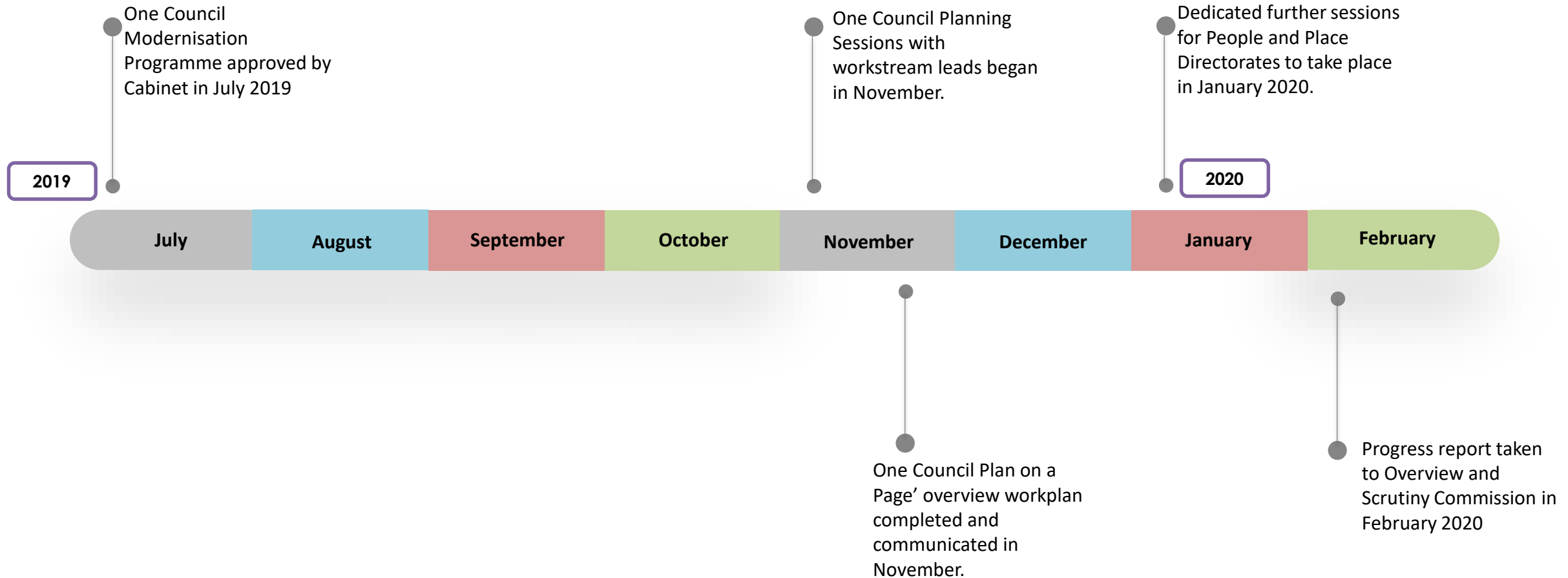


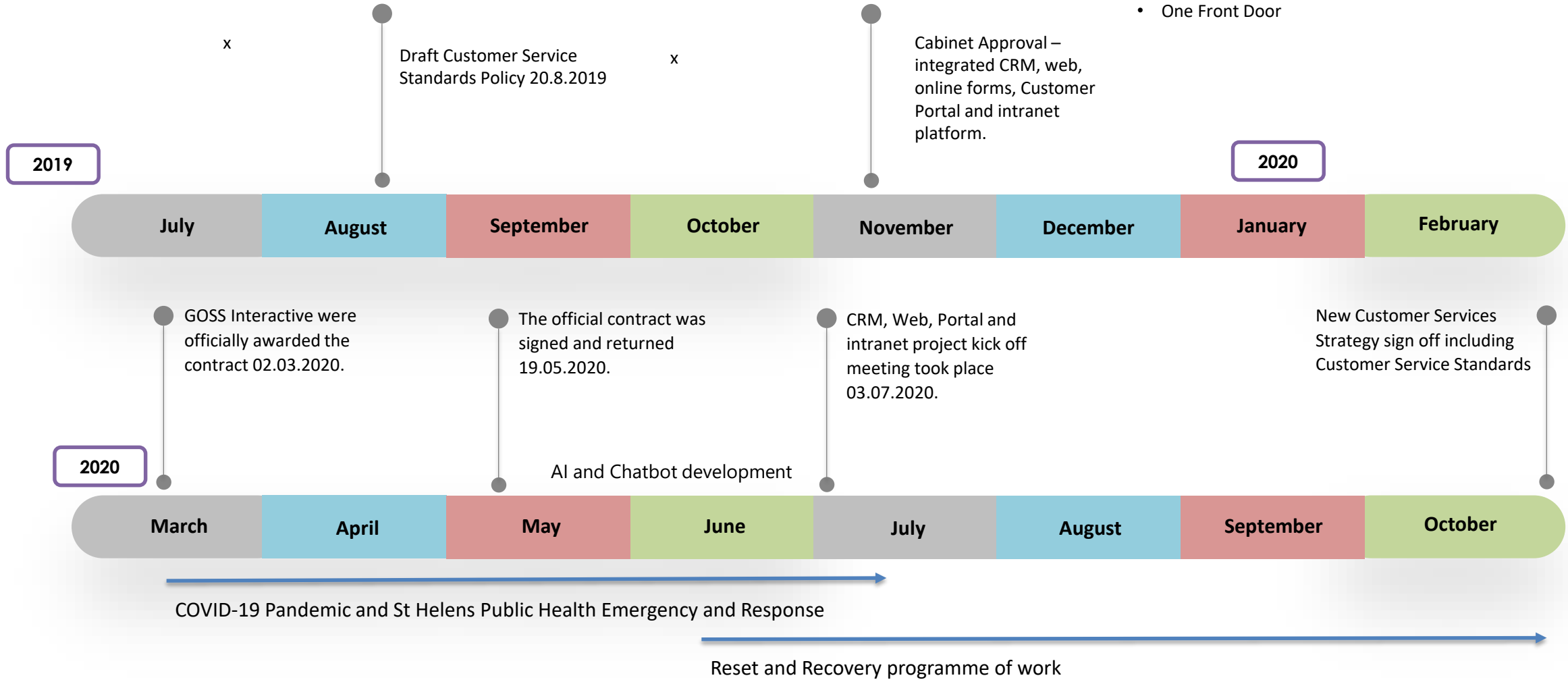
# One Council Programme



Alignment currently taking place against reset and recovery

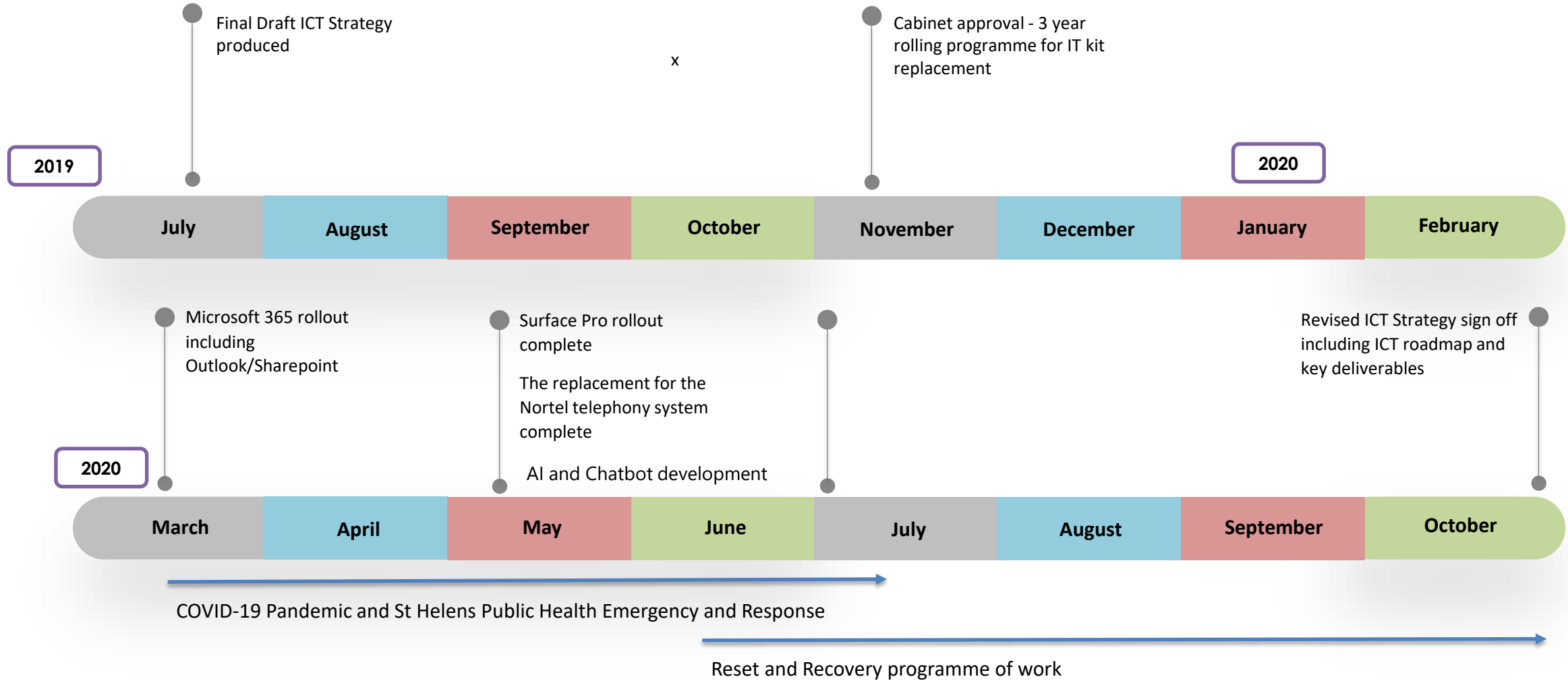
# One Resident

- **New Customer Services Strategy**
- New Customer Standards
- Enhanced Customer Experience;
- **New website & Customer Relationship Management System**
- Artificial Intelligence & Chatbots
- Improved Telephony Service
- Improved Contact Centre Reception Self-service
- Digitalisation of Environmental Services
- One Front Door



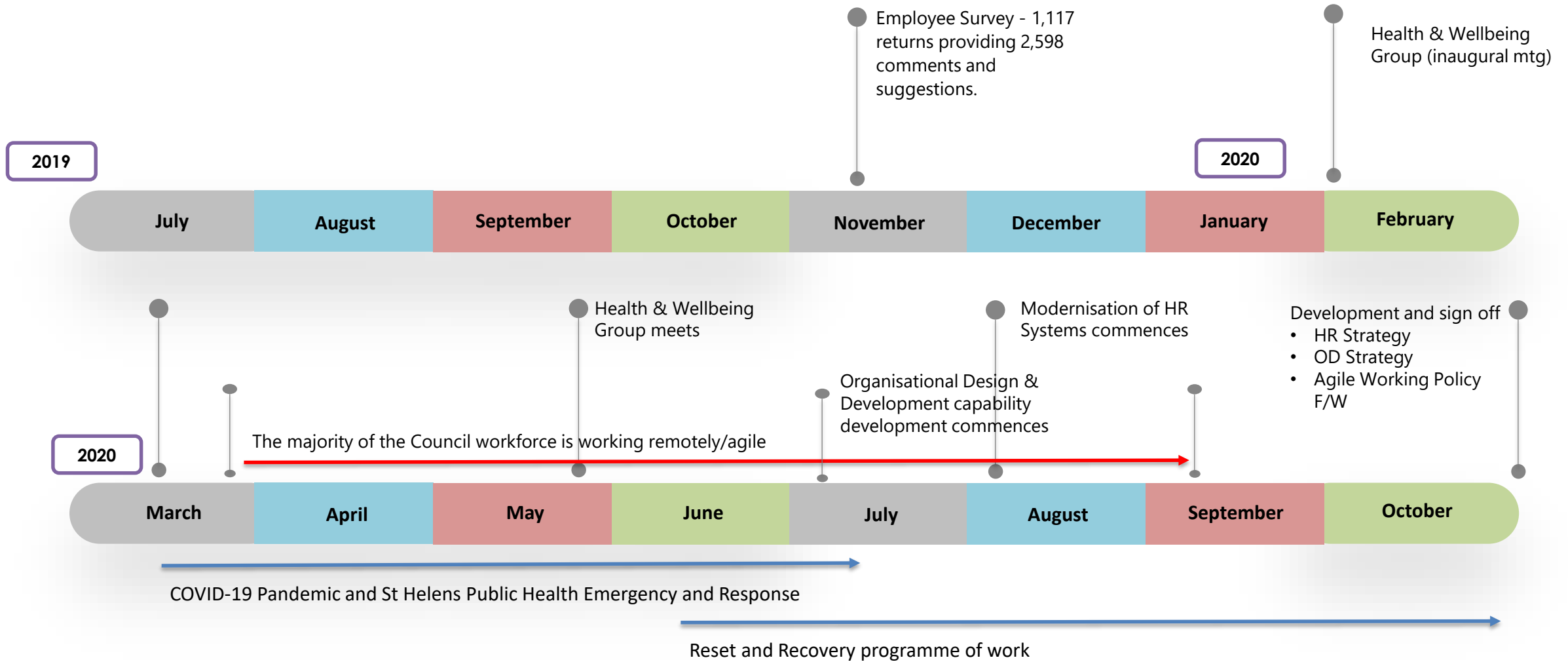
# One Digital

- Updated IT Strategy
- Mobile Technologies
- Better Digital Communications with Partners & Public
- Outlook Mail
- Public Building Wi-Fi
- Office 365/SharePoint
- Unified Communications (Telephony)
- Improved Digital Training
- IT Business Partnership



# One People

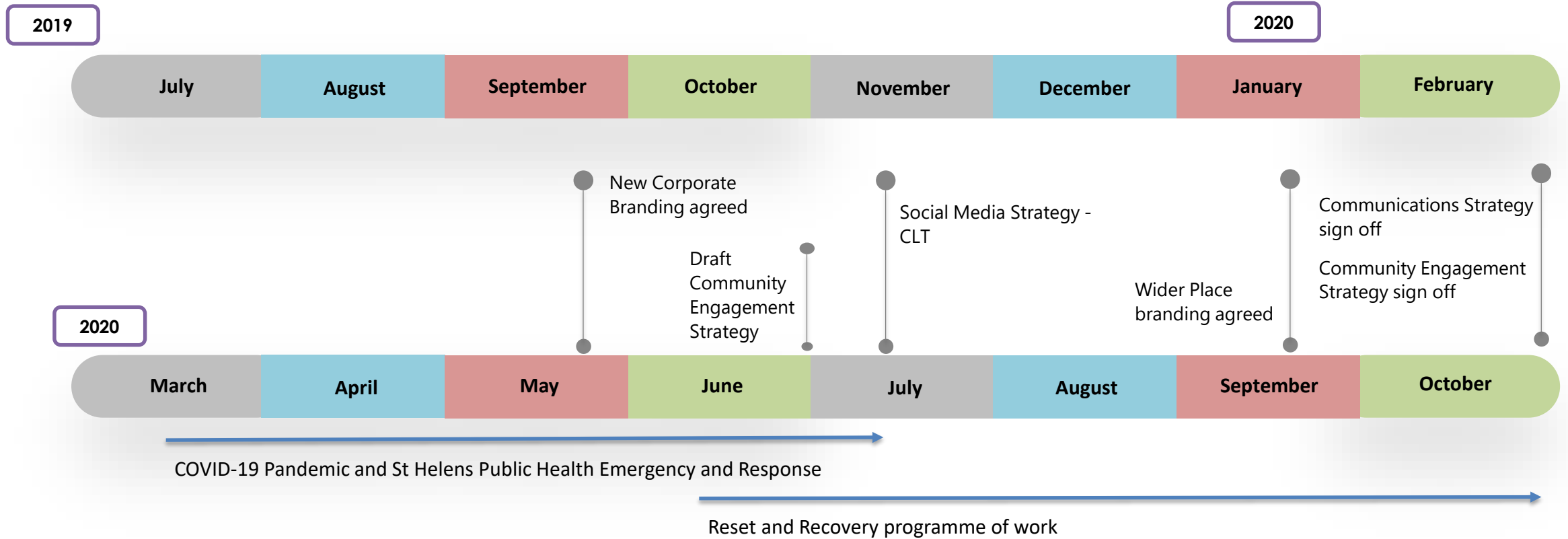
- Updated HR & Organisation Development Strategy
- **Employee Survey**
- Workplace Mental Wellbeing Strategy & Action Plan
- Employee Reward & Recognition Scheme
- Modernisation of HR systems
- Enhanced Employment Offer & Induction Process



# One Message

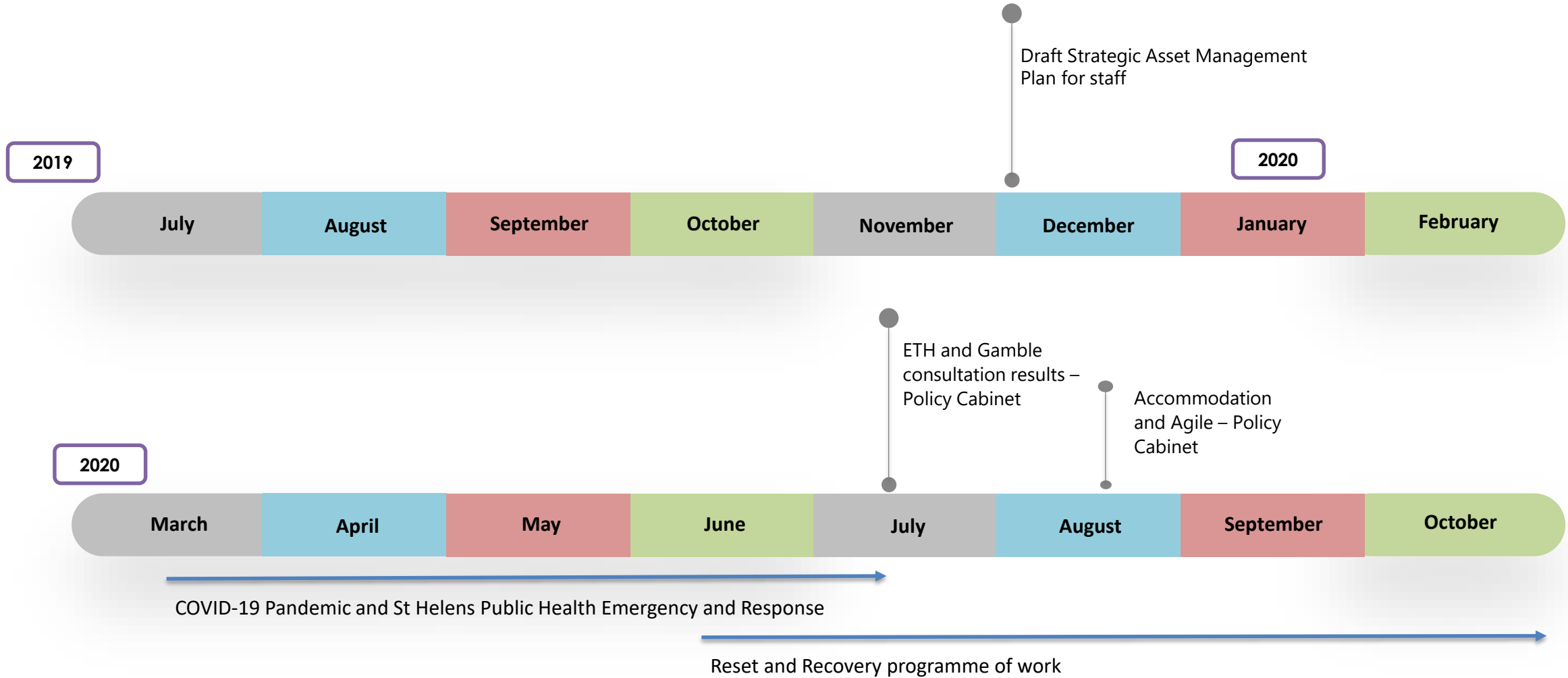
- New Communications Strategy
- **Corporate** & Place Branding
- New Intranet
- Embed Vision, Values, Beliefs & Behaviours
- **Employee Engagement Events**
- **Community Engagement Plan**

x

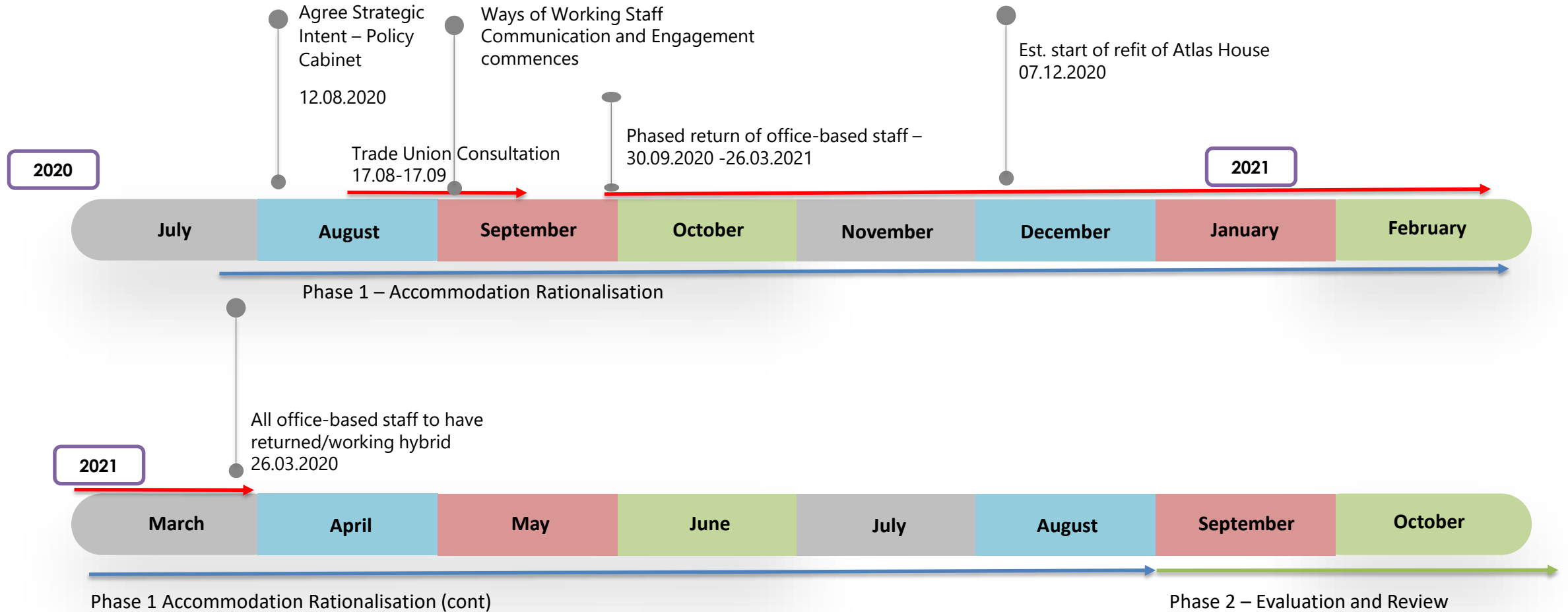


# One Place

- Strategic Asset Management Plan
- Rationalisation of Council Office Buildings
- Expansion of Agile Workspace & Collaborative Areas
- Digital Screens & Commercialisation
- Improved Signage in Buildings
- Earlestown Town Hall & Gamble Public Consultation



# Future Ways of Working/Workplace

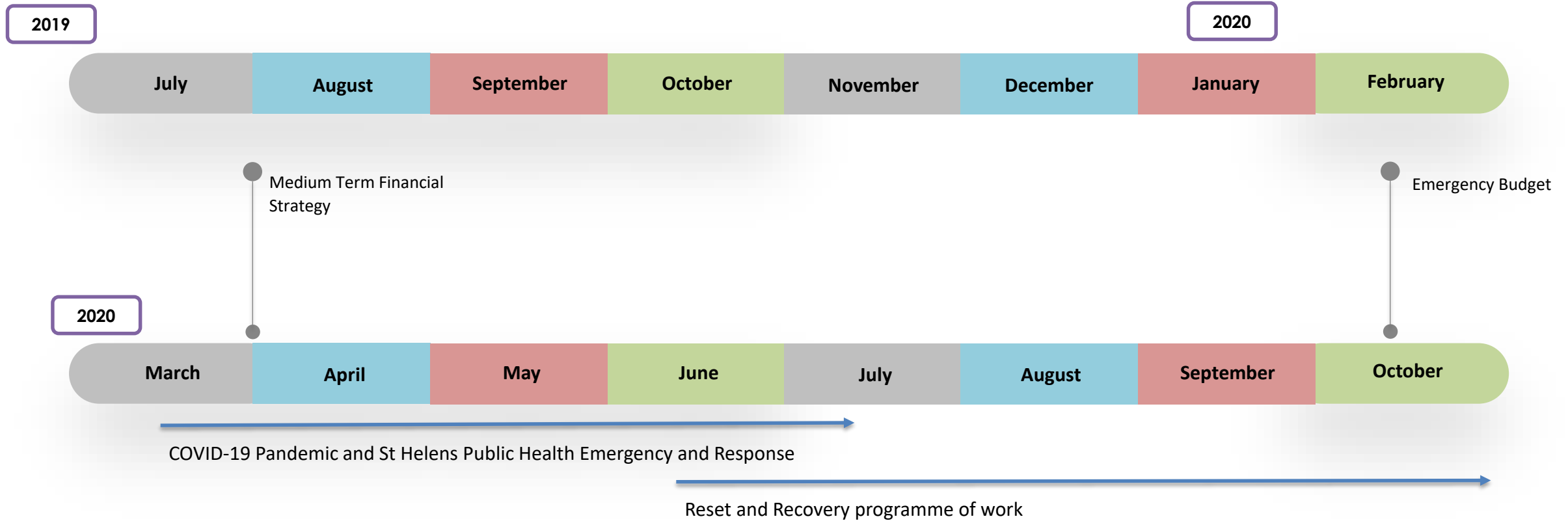




# One Budget

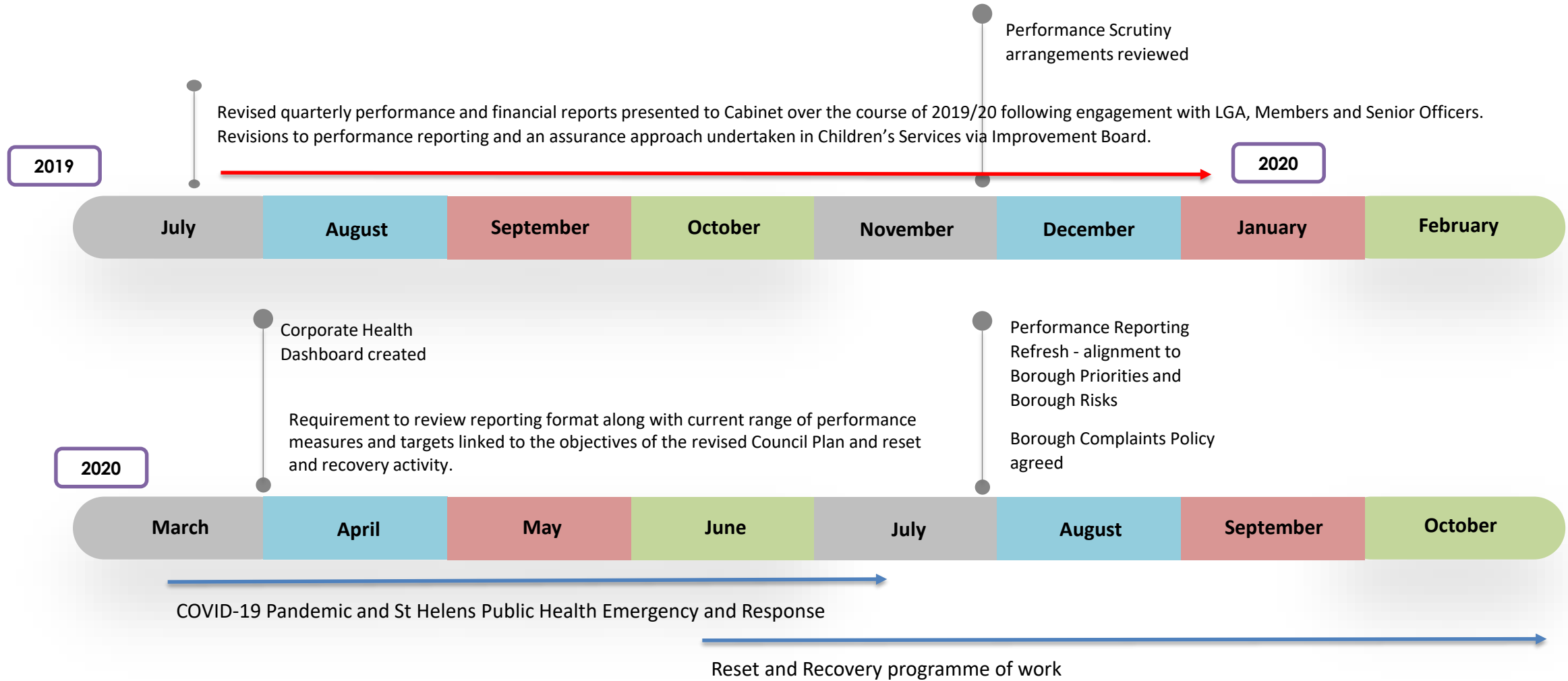
- **Medium Term Financial Strategy**
- **Capital, Borrowing & Investment Funding Strategy**
- Explore Commercialisation & Trading Models
- New Financial Reporting Format
- Balanced Budget 20/21
- Updated Financial Instructions & Procedures
- **Finance Business Partnership**

x

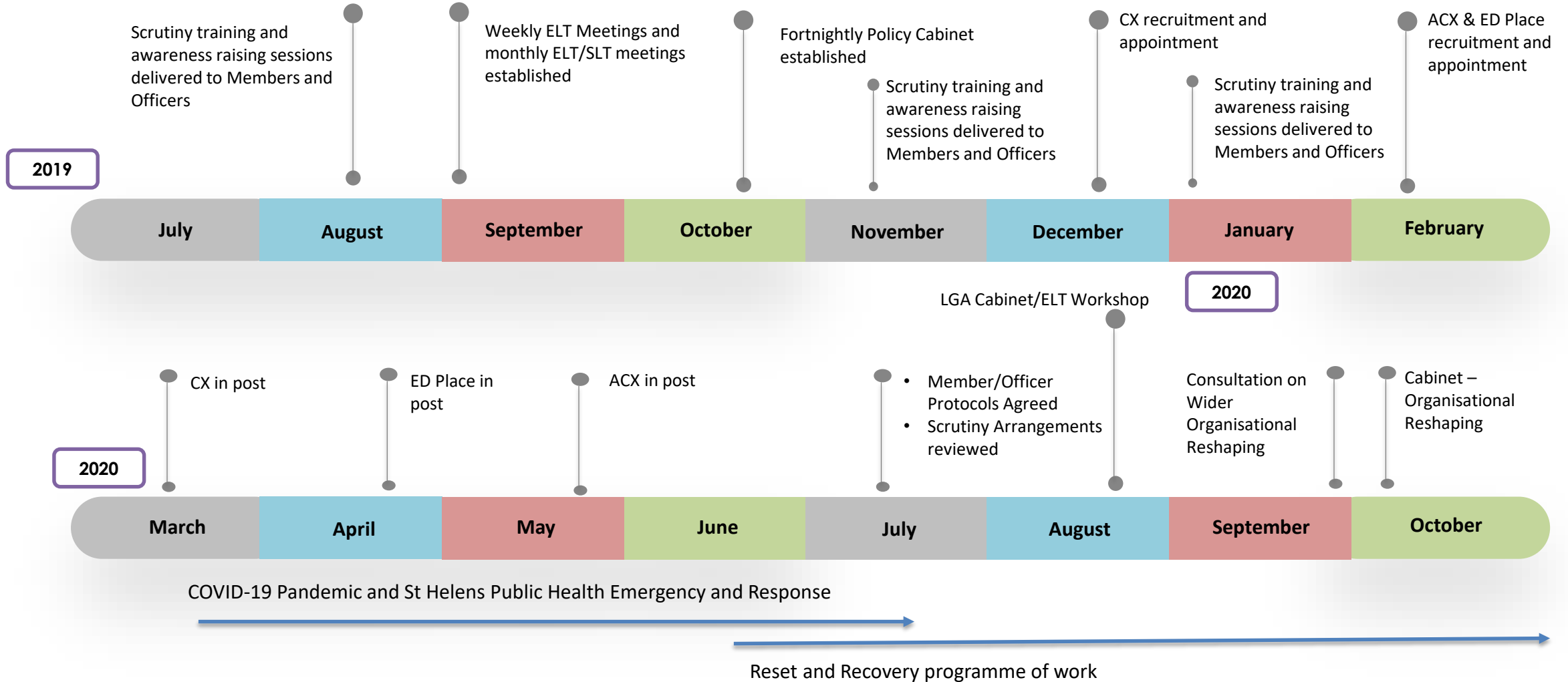


# One Outcome

- Improved Performance Management Culture
- Improve Data Management & Analysis
- Develop 'Health of the Organisation' Management Information
- Implement Dashboard & Reporting Tool
- Collaborative Approach to Council-wide Service Improvements



# New Senior Management Structure & Political Leadership



# Council Plan/Borough Strategy

