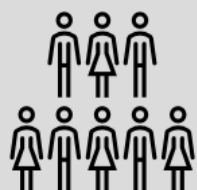


## Appendix 1

### Service Delivery and Localities team structure (outline)

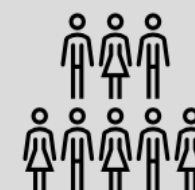
Customer Hub	Locality services	Income and Debt	Lettings Bookings	Advice & Support
<p>One team to handle customer queries and casework, monitor feedback and improve the web/ digital experience</p> <ul style="list-style-type: none"> <li>• Improve satisfaction</li> <li>• Reduce complaints</li> <li>• Ensure feedback shapes services</li> <li>• Maximise use of digital where appropriate</li> </ul>	<p>One team to support the six cooperative neighbourhood areas.</p> <ul style="list-style-type: none"> <li>• Ensure residents engaged in setting local priorities</li> <li>• Tackle issues important to local residents</li> <li>• Take action where needed</li> </ul>	<p>One team looking after payments policy, income collection monitoring and debt for all services.</p> <ul style="list-style-type: none"> <li>• Prevent escalation of debt</li> <li>• Maximise income collection</li> <li>• Ensure clear policies</li> </ul>	<p>One team to manage lettings of garages, houses and space, venue bookings</p> <ul style="list-style-type: none"> <li>• Reduce empty property time</li> <li>• Increase rent from spaces</li> <li>• Set and monitor standards.</li> </ul>	<p>One team to provide support for those in need of specialist help, covering statutory and non statutory services</p> <ul style="list-style-type: none"> <li>• Support those who need extra help</li> <li>• Help early and reduce further costs.</li> <li>• Maximise impact of services</li> <li>• People-centred</li> </ul>



#### Bigger , multi-skilled teams

- => Resilience as more staff trained on a range of areas
  - => More flexibility to respond to changes
  - => Fewer non-specialist management posts
  - => Specialist/ technical roles can have more impact

=> More likely to be able to make efficiency-related headcount reductions from staff turnover



#### 5 star programme drivers

- ★ Accessible services, online & 24/7
- ★ Easy to use trackable processes
- ★ An answer first time and clear on next steps

- ★ Spot and solve issues before they arise

- ★ Easy to use trackable processes
- ★ Spot and solve issues before they arise

- ★ Easy to use trackable processes
- ★ Spot and solve issues before they arise

- ★ Personalised advice and support
- ★ Spot and solve issues before they arise