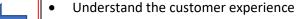
#### Dover District Council Transformation Programme (Dover 2024 – 50 years of service): Workstreams

#### **Outcomes:**

- **Excellent Customer Care** and follow-up: Treat people with respect and how we would wish to be treated
- Efficient and effective decision-making
- Fully trained and engaged organisation (with an agile culture, empowering leadership at all levels)
- Flexible and adaptable workspaces
- **Employer of Choice**
- Each Workstream delivering **Transformation Projects** (tba)

## **Customer Experience: Workstream 1:**



- Re-think services and co-design with customers and partners
- New Service Standards
- Mystery shopping

# Staff Development and Engagement: Workstream 2:

- Review of structure
  - Renew Job Evaluation Scheme
  - Review of policies
  - Customer Care and Performance Management Training, for an agile working environment

#### Performance and Decision Making: Workstream 3:

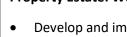
- Data driven objective decision-making
- Review of decision-making processes: to enable quicker decisions, with accountability
- Re-invigorate the Strategic Performance Dashboard
- Review PPR processes and link to corporate objectives/values and vision (plain English)

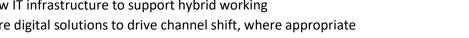
#### **Property Estate: Workstream 4**

- Develop and implement the One Public Estate Project
- Review IT infrastructure to support hybrid working
- Explore digital solutions to drive channel shift, where appropriate
- New website and CRM (My Account) system

#### Redefined culture/ Communication: Workstream 5

- Customer first
- Staff panel
- **Effective Internal** communication (notably around transformation and change)
- Transformed induction
- Re-emphasis on benefits to staff and what we expect from staff
- Improved focus on work/life balance and wellbeing





### **Budget:**

- Workplace Reviews: productivity, capacity, digital, data
- Re-design around customer journey and expectation
- Innovation and transformation
- Commercial investment/opportunities

