

Level

Tier

Scope

Customer

District

All



# New Operating Model

Characteristic(s) / CSF(s):

Managing Expenditure

Use of Digital and Technology

## Problem and Approach

- South Somerset has transformed the way it works and delivers services. Learning from the Commercial Sector and using technology as an enabler
- SSDC has introduced a new operating model that places the customer at the heart of service delivery and improving community outcomes as a focus for everyone in the organisation.
- A new Commercial Services area to the Council has been implemented, driving income generation to support service delivery

## Outcomes

- Saved 10% of its net cost in the past year and will reach a 22% saving by the end of 2018
- Has a balanced budget without cutting services and will have a balanced budget for 2019-20.
- A new Senior Leadership Team (SLT) and structure
- A new Leadership and Management Team (LMT) working in a very different structure and way to traditional councils
- 80% of Support Services processes having been redesigned
- The IT infrastructure to support transformed service delivery to the Council's external customers

<http://modgov.southsomerset.gov.uk/documents/s9563/7%20Transformation%20Business%20Case%20-%20FINAL.pdf>



The public sector transformation partner