



WOKINGHAM  
BOROUGH COUNCIL

# 21<sup>st</sup> Century Council - People services

ignite



21<sup>st</sup> CENTURY COUNCIL

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# 1) 21<sup>st</sup> Century programme vision

*The 21<sup>st</sup>  
Century  
Programme  
will:*

*Understand our customers better and re-design services to meet their prioritised needs*

*Help to deliver the Council's efficiency targets*

*Create and implement a new way of working across the Council*

*Realise the benefits of state-of-the art technology and systems*

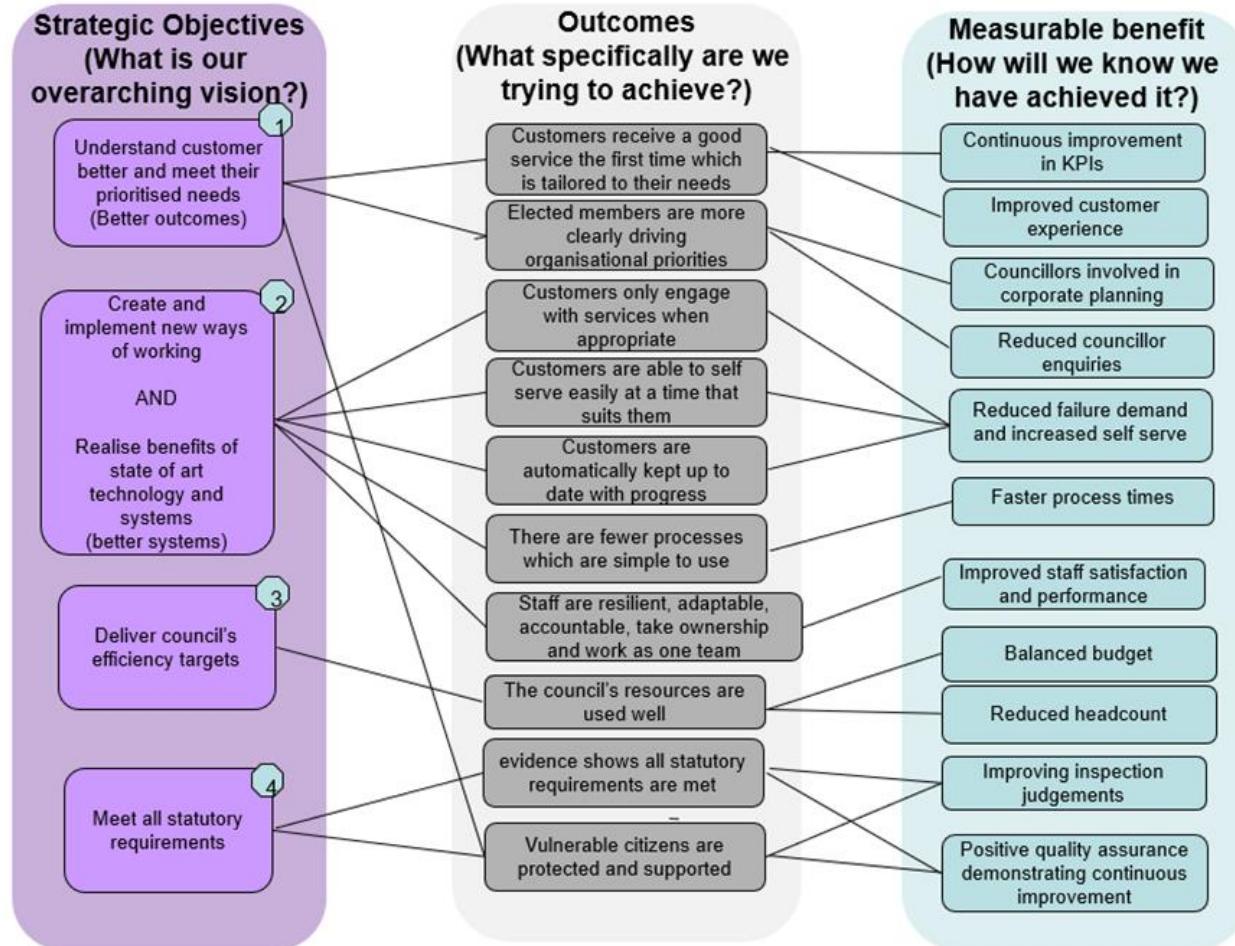
*Deliver a 'once and done' approach wherever possible*



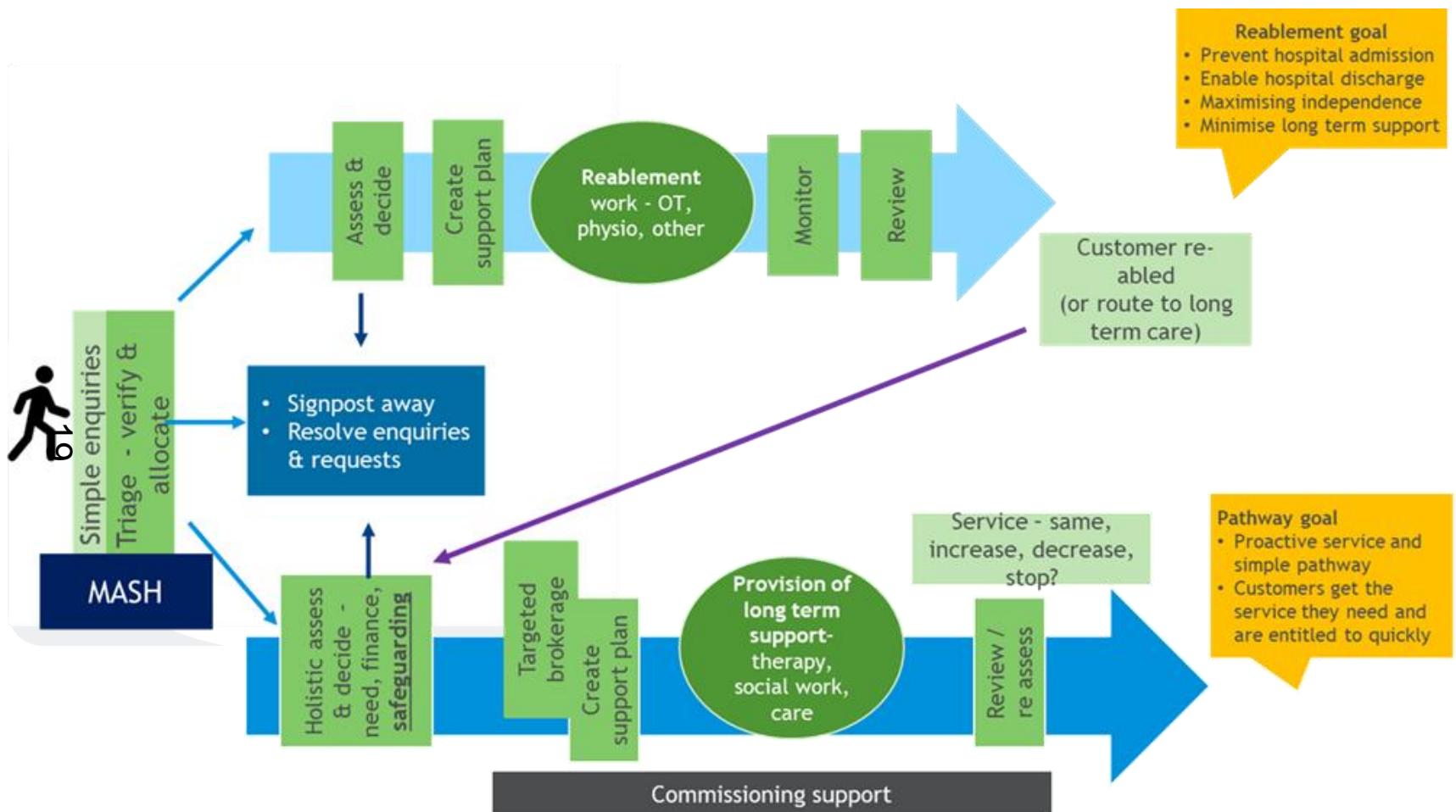
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# 2) Programme benefits

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### 3) Pathway for care



# 4) Design principles for People services

1) Keeping children and adults safe is at the heart of everything we do

2) Focus on the experience of the child or adult in need - it's always about a person

3) Redesign processes around the ideal customer journey so they have pace, are uncomplicated and take as few steps as possible

4) When customers contact us we are welcoming and open - we don't want to miss anything that might keep them safe

5) Act politely and treat people with dignity and respect. We are here to provide a public service

6) Provide equality of access according to need, distributing our resources equitably

7) Tell customers what to expect and keep them up to date along the way.

8) Make services digital so that customers can easily access them online, track progress and receive notifications – in their home

 Address generic/ mainstream issues at first point of contact by providing staff with high quality scripts, diagnostics, guidance and training

10) Collect information once, and only if we actually need it. Keep it updated

11) Align teams and roles to the core pathway so these make sense to families and allow quality and consistent services

12) Move work quickly and easily around the organisation using electronic case recording systems that support practice, allowing the right people to see the right information and use it efficiently

13) Systems will provide prompts to ensure children and adults receive everything they need.  
*This might include permission to deviate to better meet outcomes*

14) Measure performance in a process/ workflow – so that we keep children and adults safe

15) Manage customer resilience and capability by working in partnership and enabling resilient family and community networks

16) Meet the right need at the right time by designing effective and coherent early help and prevention into the system and our offer

