

SERVICE DESCRIPTION FORM

Department: Corporate Services	
Service: Designing Better Services	
Income None	(£000s)
Description: <p>The Designing Better Services (DBS) team was formed to enable the council to manage a substantial modernisation programme. The team support services to apply a number of standard methods for delivering and supporting service delivery. The standard methods are:</p> <ul style="list-style-type: none">• Customer contact to be dealt with via the website or customer services telephone contact• Use of electronic records management• Use of staff scheduling programmes• Use of portable electronic devices <p>The team work with services to implement standardised methods with the aim of reducing the annual cost of delivery.</p> <p>The DBS programme has drawn on many other resources including the HQ Annexe building, the HQ building, ICT investment, pool cars and the time of many other staff.</p>	
Outcomes / impacts: <ul style="list-style-type: none">• Reducing the annual cost of delivering services.• Remodelling how the public access council services with the aim of sustaining more service delivery.	