Target Operating Model

Demand

Customer Interaction and Analysis
led by Business Intelligence

Gateway/Assessment
Inc. External Partnerships

Universal Services

Services Designed to meet individual needs by category

Cat 1	Cat 2	Cat 3
Low cost	Low cost	Low cost
Achievement (Young People)	Maintaining Independnce	Community Resilience
Family Support		
High Cost	High Cost	High Cost

One Council -
Eg. Waste Management,
Planning,
Housing Benefits,
Council Tax,
Regulatory,
Housing Repairs.

Alternative delivery models

Geographical Focus

"One & Done"

Minimum Standards

Enabling Services
eg. HR, EA, ICT, Legal, Commissioning, Finance, Performance Management, Governance