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## CBC Overview and Scrutiny Meeting

October 2018

### Business Plan Vision - To be “visibly better” by 2020

- We know that the internet and mobile technologies provide great opportunities with:
  - 24/7 access to services
  - On the go access
  - Communication updates straight to your phone
  - Availability to easy payment methods
- This is leading to some organisations enhancing the customer experience including:
  - Better first point of contact
  - Queries answered at the point of contact
  - Providing information before someone needs to ask for it

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## Working with CBC on Transformation

- Developed close working links between Publica's Transformation team and CBC's team
- Procured new IT "platform" upon which digital services can be built
- Providing specialist advice to support the new Director to develop a Transformation Plan for Cheltenham
- Developing a joint proposal (with WODC, CDC and Ubico) to improve missed bin collection service
- Building new customer services capabilities

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Future ambitions

## WHAT ARE THE BIG TICKET ITEMS

- Internal improvements – planned annual savings of £1.7m by 2020
- Potential to look at:
  - Further efficiencies post 2020
  - Supporting councils to increase existing commercial opportunities
  - Working with councils to introduce new income streams
  - Services to other bodies and individuals
  - New products for delivery into the local government and wider public sector

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## Timeframes

- 2018/19 focus is on doing the day job well & transformation
- Awareness raising during 2018/19
- Opportunistic approach through 2018/19
- Review again – August 2019
- Develop a proven model by March 2020

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# Questions?

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