

## Appendix A – Critical Success Factors



### Financial

An overall reduction in net budget of 15% by 23-24 over 18 months

An overall reduction in expenditure on 'Enabling and Back Office' functions of 15-20% by 23-24

A higher proportion of the budget is spent on 'front-line' services and the Councils priorities



### Residents and Service Users

Service Users are involved in the redesign of services

Resident and Service User feedback and insight is used to drive service improvement

Residents and Service Users are directed to use the least cost channel to access Council services



### Services

Service Delivery models are assessed & service delivery is undertaken by the most appropriate means

Service performance is measured, benchmarked and actively managed

Service levels are set at an appropriate level which is aligned to Council priorities



### Staff

The Council has a smaller directly employed workforce

Managers and staff are engaged and accountable for their performance

Staff feel valued and motivated and understand the values and behaviours expected of them