

Organisational Excellence principles

By 2020, Swindon Borough Council will be:

- Operating accessible digital services to customers which put user needs first
- Digital by design in all end to end processes
- Empowering of staff to authorize and make decisions appropriate to their roles
- Centrally procuring new products and services enabled by centralized services and best practice
- Paper light > 1m per annum and free of paper storage on site
- Communicating through digital channels for all correspondence and records management internally and externally
- Operating cashless services
- Maximising centralized services
- Open and transparent in its decision making,
- Using real time data to understand customers, trends, opportunities and demand management to inform the decisions it makes
- Sitting on as small as possible an estate footprint as possible
- Operating to “right first time” principles