



ONE-DAY WORKSHOP

CREATING EFFECTIVE AND SUSTAINABLE SERVICE DELIVERY MODELS

Introduction

Local Authorities today face significant challenges with regards to effective and sustainable service delivery in the current economic environment of ongoing austerity and cuts.

The way in which council services are accessed and delivered are changing and the Creating Effective and Sustainable Service Delivery Models workshop provides delegates with the knowledge and understanding of how to determine the best service delivery model for their organisation through a structured process utilising technology and innovation.

The module will focus on:

- Establishing customer requirements
- Creating a service approach
- Determine the most effective service delivery channels to meet the organisation's need
- Determine the most cost effective and appropriate service delivery approach and model to best meet needs of the organisation
- Establish the strategy and model to ensure effective and efficient service delivery, and adapt process and delivery to meet crucial organisational needs
- Build the customer service culture and measure effectiveness

Content

The workshop will be as pragmatic as possible and based around practical exercises.

Participants will be given free access to the electronic tools, templates and examples when they have completed the workshop.

Facilitator

David Leask, Consultant, NEREO.

Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email mokeefe@nereo.gov.uk