

CBH 2.0 Project Principles

	Principle	Rationale
1	Use technology to its full potential	<ul style="list-style-type: none"> • Look to use technology to replace service delivery where this where possible. • Consider smart technology which can be controlled and monitored remotely. • Use technology to improve communications. • Become a paperless organisation. • Be more efficient in the way we work.
2	Build back better	<ul style="list-style-type: none"> • Maintain the positive changes made during C-19 and do not lose good practice already implemented. • Use this opportunity to transform services rather than as a recovery exercise. • Maximise opportunities. • Develop strong communities. • Consider the environmental impact and include Green initiatives.
3	Develop our Agile approach to work	<ul style="list-style-type: none"> • Roles become remote and home based where possible in order to reduce the accommodation requirement. • Travel by car and/or public transport is minimised to reduce the chance of staff being infected in the short to medium term and for efficiency in the longer term (post vaccine). • Continue to prevent the spread of C-19 by putting staff and customer safety first. • Government guidance is followed and risk assessments completed prior to each service returning. • Statutory and legislative requirements are met and any deviations are made through a risk assessment with decisions logged with review dates.
4	Use customer insight to inform service recovery	<ul style="list-style-type: none"> • All customer-based services only return once customers views and opinions have been collected and evaluated (with the exception of statutory services that remain the same). • Staff are part of the planning and decision-making process. • Services transform to meet the changing needs of our customers post C-19.
5	One company approach	<ul style="list-style-type: none"> • A collaborative approach to recovery is essential in order to be successful and consistent. • Consider any effect on other areas of the business.
6	Set achievable plans and targets	<ul style="list-style-type: none"> • Monitor, learn and react to the C-19 KPI's. • Plans are implemented using Kotter's change management principles in order to be successful. • Governance and previous audit requirements are considered with any changes to a service, especially in relation to fraud or GDPR breaches. • Any changes to service delivery are costed and any financial implications are clearly identified and approved in advance of any changes.
7	Ensure plans are flexible and sustainable	<ul style="list-style-type: none"> • Services are built back to sustain further waves of coronavirus. • Plans are flexible to deal with further easing / restricting of social distancing measures. • Plans consider the impact this crisis will have on customers, the economy and hard-hit sectors in the short, medium and long term. • Contractors and partnering agencies are ready to support and deliver plans.