

Vision for a single shared back office

A Shared Back-Office is our destination. By 2025, we will be :

- More resilient organisations

Building a single shared back-office, organising and delivering services centered on those who use them and focused on outcomes

- Designed around customer needs

Better understanding of our customers, their needs and expectations; Increasing engagement with customers with greater focus on their priorities and what good looks like for them

- Using money wisely, delivering value

Removing duplication, stripping out waste and non-value add activity, increasing efficiency

- Delivering Affordable and sustainable services

Improve the way in which we prioritise and manage peaks/troughs to ensure effective allocation of resources, using new service delivery models, with less reliance upon external agents/Suppliers