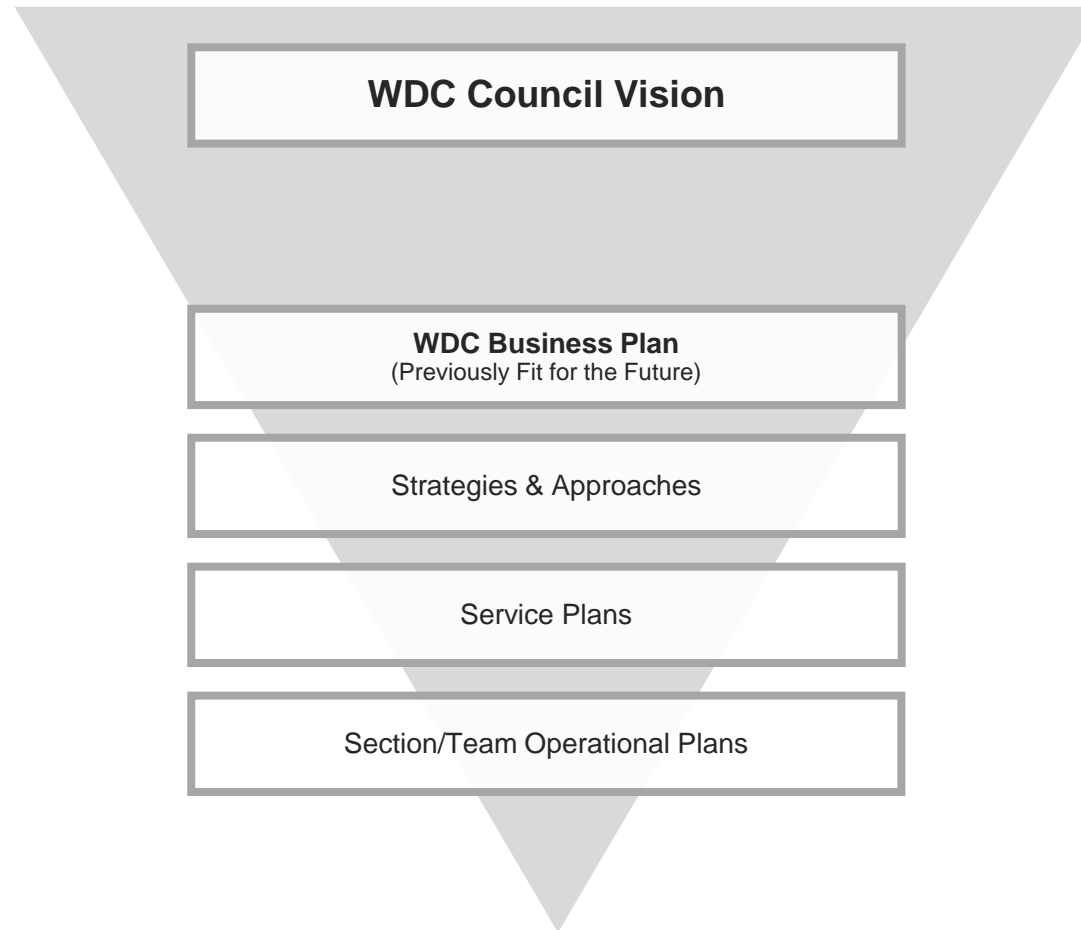
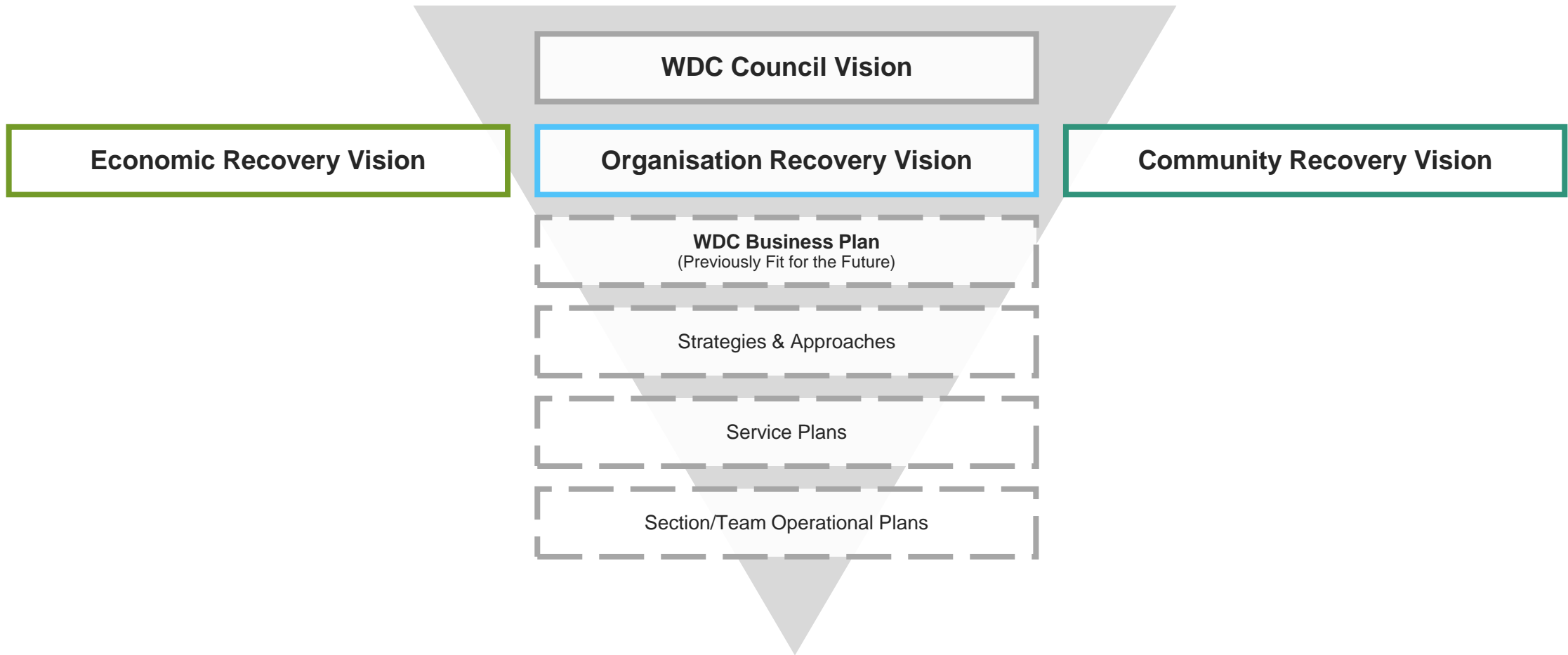


Normal Business Hierarchy of Forward Planning

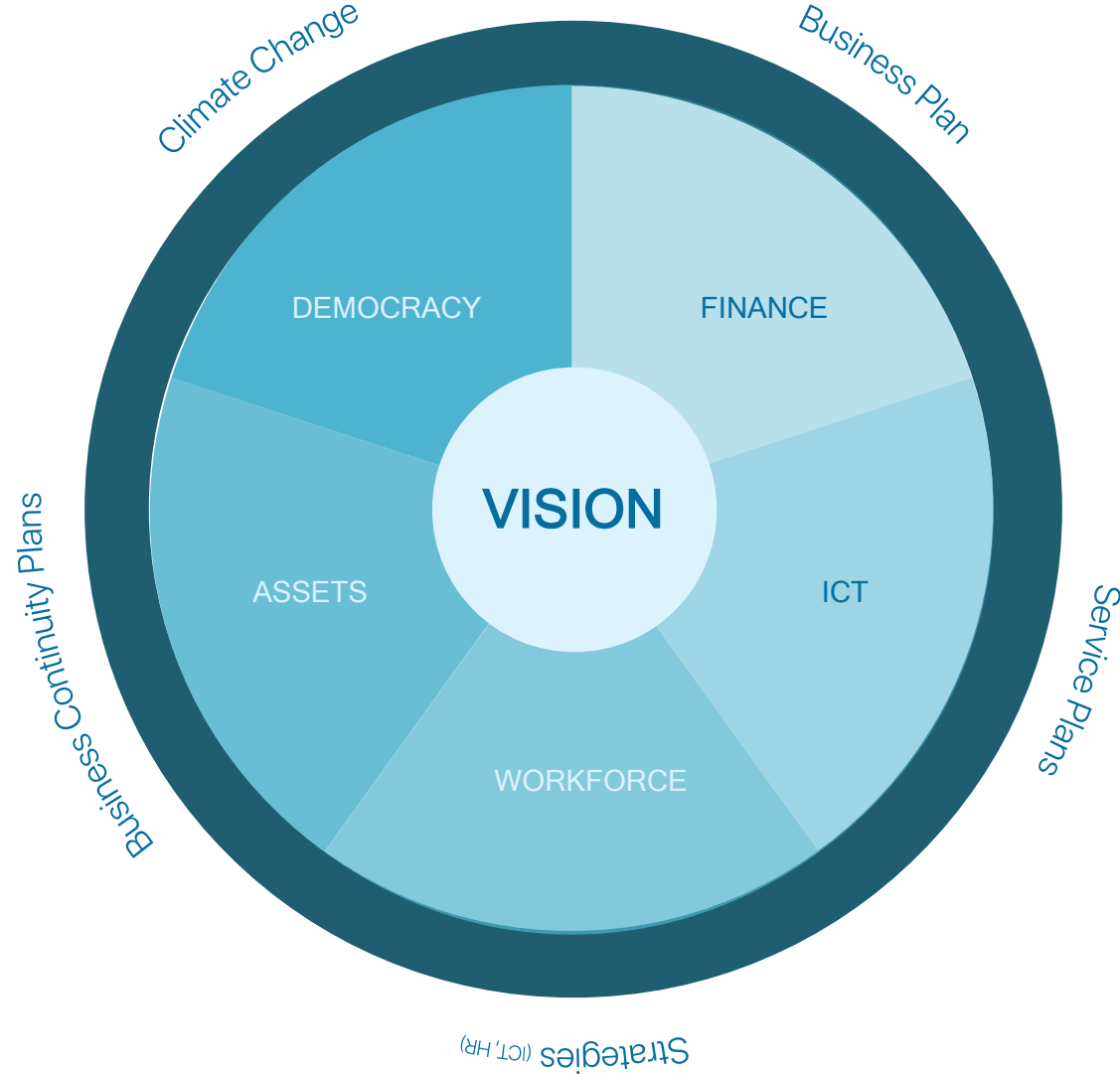


Additional Item / Appendix 4

COVID Recovery Hierarchy of Forward Planning



Organisational Recovery



Organisational Recovery Vision:

Learning from our pandemic experiences-

An organisation which ensures customer service is at the forefront of what we do, moving at pace to be agile and responsive, with easy accessible and effective services, staffed by competent professionals who work with flexible processes and procedures to deliver organisational requirements and are supported in their individual needs (health, safety and wellbeing).

Goals:

Climate change, decentralised working arrangements and within existing budget constraints are givens

Assets are used to:

- Collaborative spaces
- Front interface
- Equipment and infrastructure hubs
- Mapped network of touch downs spaces

Workforce are:

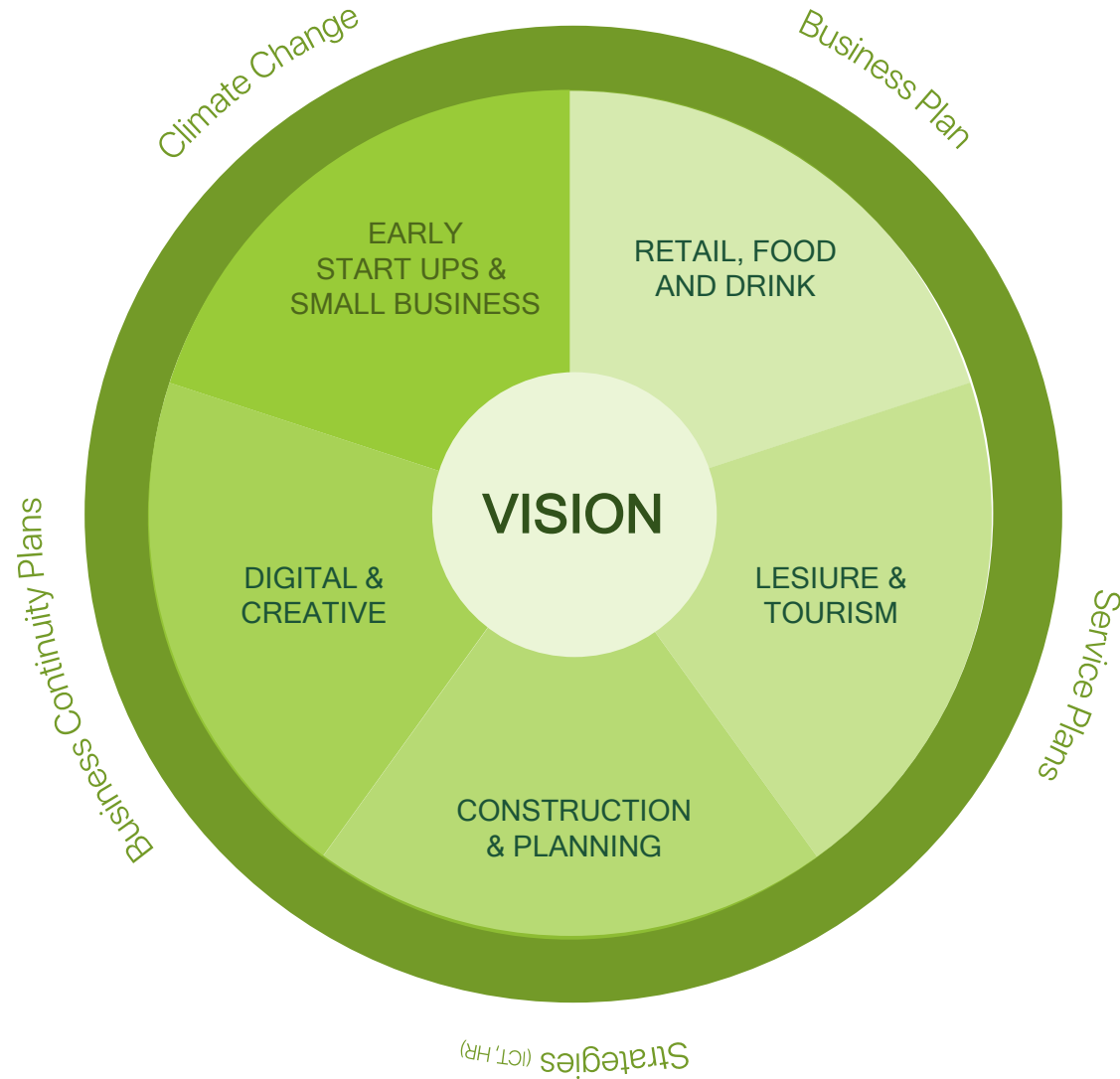
- Agile and adaptable
- Safety & health is important
- Recognition of the importance of social glue

ICT is used to:

- Support & transforming service delivery
- Allow agile working
- The right equipment to do the role/task.
- Allow customers to self serve

The full organisation plan is defined in terms of short, medium and long term actions. Whilst this only covers the period to April 2021, the vision describes a future possibly 5 years in advance. The current situation makes planning all action cover this period difficult and therefore it is accepted that the plan will need to be regularly reviewed.

Economic Recovery



Community Recovery

