Get Fit for Future Shape – what do Future Shape Skills look like?

3 Councillors and leaders are supported to promote and role model/have a customer focused culture

Com.Commissioning Services that are based on customer needs through effective use and application of options appraisal and demand management principles

2/3 Line and team managers recognise the importance of and have the skills to manage and motivate their teams to be more customer focussed

1 Individuals and teams are more customer focused
1 Increased understanding of customer need
1 Colleagues are empowered to do the things they need to resolve customer issues

Customer Centric service delivery drives service provision from the perspective of the user not the provider

DMA levels

3. Effective outcome based commissioning strategies

Com.Commissioning strategies support and are aligned with council priorities
Com.Commissioners adopt a market stewardship approach to ensure long term outcomes, value for money and deliver services that reflect the needs of the user

1/2 Effective outcomes based commissioning
1/2 Better contract management
1/2 Better demand management
1/2 Better business cases
1/2 Improved /better project management

1 Can do, innovative approach
1 Increased cost consciousness
1 Colleagues put customers at the centre of their thinking

Commercially minded workforce that demonstrates our refreshed values and behaviours

DMA levels

Com.Spot and act on opportunities to develop digital channels and markets

2 Digital by design is a key service feature in the planning and specification, stage of the commissioning cycle and service design
2 Managers use digital approaches to improve user experience to achieve service outcomes
2 Digital champions have skills for their role
2 Knowledge of customer insight and journey mapping in process design

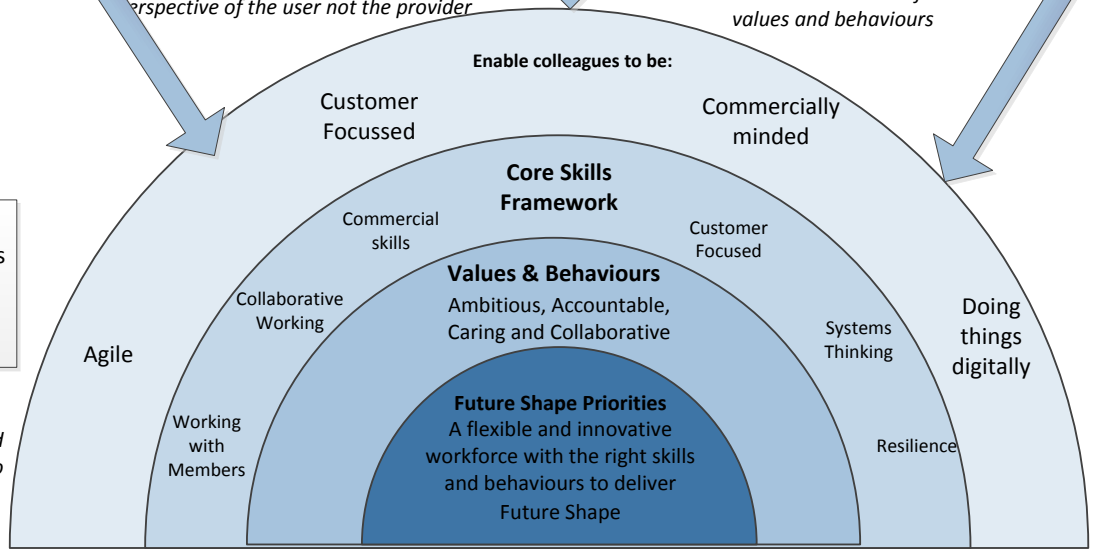
1 More colleagues do more things digitally

A digitally minded workforce to improve the customer experience and meet customer needs

DMA levels

2/3 Have an understanding of agile project methods and when to apply them
2/3 Service are built in an agile and iterative and user centred way
2/3 Managers are comfortable managing virtual teams

2 Teams are supported to work in a flexible environment

1 Colleagues confidently use enabling technologies
1 Colleagues apply agile methodologies to work delivery

Colleagues are fleet of foot and are flexible in their approach to work