

Redesign Statement – agreed by the Council 15.12.16

The Redesign Board agrees that a clear and compelling vision for redesign is needed to help communities, staff, members and partners understand what it means. The statement developed by the Board and agreed by the Council is set out below.

Highland is a unique, wonderfully diverse area bound together by its history, environment and culture. The Highland Council believe that our central priority is to sustain happy and resilient communities. We will champion and support our people to take shared responsibility for the wellbeing and development of the places in which they live and work. We want to build on a culture based on values, tolerance and community spirit.

The Council will offer leadership and collaborate effectively with partners in each place to provide good quality services designed to support local priorities. Where we provide services ourselves we will redesign structures and processes to improve efficiency, responsiveness, value and accessibility. The whole Council will work together to remove obstruction and delay from our processes, streamlining decision making and promoting opportunities.

Recognising the financial challenges facing the public sector the Council will become a more efficient and commercially aware organisation, recognising that income from high-value services, from fees and charges are an essential component of our future funding model.

Our Highland Council is changing. We will adapt to changing needs with less funding. We promise to:

- run business more efficiently, with new ways to remove waste in time and money
- run business more commercially, raising more income to support our public services
- listen locally, providing information to help people make affordable local choices about local services
- free up staff to work boldly and imaginatively with communities and other bodies to find new ways of running services locally
- help people to help each other, with new ways of supporting community groups and bodies
- take special care of people and places that need the most help to thrive.