



# **Smarter Together will make us:**

a dynamic outcomes-based  
organisation using digital innovation and  
partnership working to respond to the  
changing needs of our borough.

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## Introduction

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Smarter Together is evolving.

Our efforts over the past year have helped to refine the programme.

Now we are setting out a new narrative and blueprint.

This approach will revolutionise the way people access services and empower them to take a greater role in improving their lives and their borough.

We know you are busy, but we can only get there with your help. We want your thoughts and ideas on how best to redesign the way people access services.

That means effective collaboration, supported by managers, to harness views and ideas across the council.

## Smarter Together lenses

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Our transformation is shaped by three lenses – Partnership, Outcomes and Digital.

**Partnership:** Collaboration with residents, businesses and partners at the earliest stage. Our new Town Hall will bring people together to achieve it. We will:

- Integrate services across council directorates.
- Take a partnership approach to providing services.
- Empower people to do more for themselves by providing the data and tools.
- Centralise support services for the whole organisation.

**Outcomes:** Services will be delivered by organisations that offer the best outcomes for our residents. That means measuring the difference we are making in people's lives. We will become agile in responding to issues and finding solutions inside and outside the council. We will:

- Redesign services to achieve the best outcomes for our residents.
- Become a leaner and more strategic organisation with an agile workforce that works across projects.
- Commission services where a partner is better placed to deliver.
- Be accountable through open data and online tracking.

**Digital:** Accessing most council services will feel similar to the best online experiences. Smart technology will allow people to transact, feedback and measure services with ease. We will:

- Move from telephone and paper contact to online self-service.
  - Use new technology to provide faster and better services at a lower cost.
  - Be data driven to provide one view of customer and measure outcomes.
  - Put digital services at the core of our new Town Hall in Whitechapel.
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## Our narrative

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Tower Hamlets is the UK's most dynamic, innovative and exciting place.

Change is happening at a faster rate than at any time in our history. We are seeing a rapid expansion in the number of homes and jobs, and a changing and growing population.

Since 2011 the number of people in our borough has increased by 19% from 256,000 to 304,000.

We have the fourth youngest population in the country with an average age of 31. The vast majority of residents (92%) have access to the internet. In the next ten years our population is forecasted to reach 365,000.

With these increased pressures and reduced budgets, we need to embrace technology and work with residents and partners to make the most of our resources.

To get the best **outcomes**, the council needs to be more agile, leaner and strategic, and not try to deliver everything. So we will commission services when other organisations are in a better position to provide them.

We will work in **partnership** with stakeholders to share resources and become more than the sum of our parts.

We will also use **digital** innovation to improve services and to give people the opportunity to take a greater role in improving their borough.

This approach will support frontline services so they can offer high-quality, face-to-face services to our most vulnerable residents.

In short, it will mean that public funding will make bigger improvements, in more lives, at a faster rate.

Change has already begun, and we need to do much more if we are to adapt our skills and not get left behind.

We will be a very different organisation when we move into our new Town Hall in 2022.

## New mechanics for delivering Smarter Together

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We have consolidated the five programme boards to four.

Of course, it is not as simple as that. The scope of these areas has changed as we have refined and evolved our approach.

The new programme boards are:

### Organisation and Culture

The move from a function-based to an outcome based organisation.

### Support Services

The centralisation and consolidation of back office functions.

### Frontline Services

Reducing demand through prevention, early identification and targeted intervention.

### Digital Services

Everything we want to do depends on the use of technology and innovation.

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You can find out more here by visiting  
**Smarter Together** on the intranet or email  
**[Smarter.Together@towerhamlets.gov.uk](mailto:Smarter.Together@towerhamlets.gov.uk)**

