

Our Target Operating Model (TOM) within Cleaning Services

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**BUILDING THE COUNCIL
OF THE FUTURE**

Vision and Priorities

Supported by the Local Outcome Improvement Plan (LOIP)

These are the promises we and our Community Planning Partners have made to the **people of Aberdeen**:

Our vision: A place where all people can prosper

Delivered through the themes of: Economy; People and Place

Under each theme are priority areas:

- Aberdeen prospers
- Children are our future
- People are resilient, included and supported when in need
- Empowered, resilient and sustainable communities
- Creating digital place

Why are we changing?

Customer

Demand on public services is increasing due to changing customer expectations and economic decline

Legislation

Government policy requires us to empower our communities to do more themselves

Staff

Through our Employee Opinion Survey staff said they wanted

- More **visible leadership**
- To be **recognised** and **valued**
- To be **trusted** to do their job
- To be clear about the **vision** of the Council

Resources

Decreasing central funding is placing pressure on service delivery - within five years it is estimated we will need to find £125million to stay within our budget



New Business Opportunities



Property Clearance - Before



Property Clearance - After



Needle Sweeps



Trauma Cleaning



Future Expansion

