

**CUSTOMER SERVICE STRATEGY ACTION PLAN
(Report by Head of Customer Services)**

1. Introduction

- 1.1 The Cabinet meeting of 21st February 2008 approved the new Customer Service Strategy. At that time, the Action Plan was not developed because the Council was to establish a new Customer Services team under a new Head of Service.
- 1.2 On the 1st April, the new team was created by joining together all front facing services (customer service centres, community information centres, tourist information centre and the call centre) under a new Customer Services Manager. The team reports to the new Head of Customer Services (formerly Head of Revenue Services).
- 1.3 Since then, the Action Plan has been developed, and is now submitted to the Scrutiny Panel for comment and for Cabinet to endorse.

4 Recommendation

- 4.1 It is recommended that the Customer Service Strategy Action Plan be approved.

BACKGROUND INFORMATION

Cabinet minutes – 21 February 2008

Contact Officer: Julia Barber – Head of Customer Services
☎ 01480 388105