

## CUSTOMER REDESIGN

### Policy and Performance Advisory Committee - 20 September 2018

Report of	Jim Carrington-West - Chief Officer Corporate Services
Status	For Information
Key Decision	No
Portfolio Holder	Cllr. Peter Fleming
Contact Officer	Amy Wilton, Ext. 7280

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#### Recommendation to Policy and Performance Advisory Committee:

That this report be noted.

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#### Introduction and Background

- 1 A project is underway to re-design the approach we take to delivering Council services.
- 2 We are doing this now to ensure the Council is prepared for what it assesses to be the future of local government. Demand for Council services is growing, customers want to interact with services in the way that best suits them and they have ever increasing expectations. We believe this will lead us to need to do more with the resources we have. To achieve this we want to do things more effectively, more efficiently and through better use of data, IT and other technology in order to create more capacity to enable us to meet current and future challenges.
- 3 The growth and development of our staff remains important to us. We will provide more opportunity for career growth, linked to a career grade pay structure.
- 4 Through this project we will:
  - Resolve a greater proportion of all customer contact at the first point of contact.
  - Reduce the levels of avoidable contact from customers.
  - Increase the number of customers using self-service options.
  - Sustain or improve performance of services.

