



## Cabinet 3 December 2008

### Report of the Policy Development Committee: Customer Service Strategy (Dec08/13)

1. On 19 November 2008, as part of its work on the Service Delivery Review, the Committee considered work which was already underway, together with areas in which future work was being planned, to support the authority to deliver consistent, excellent customer service.
2. A Customer Service Strategy provides a framework through which the Council may encapsulate its vision of customer service throughout the organisation. Having a strategy in place allows the Council to create a framework within which it can set standards on how it delivers customer service, monitor its progress against those standards, and work with services to identify specific improvements and actions that will enable a consistently high standard of customer care.
3. As part of its consideration of the Strategy, the Committee considered the longer-term aspiration to extend office and switchboard opening hours once the occupation of West Suffolk House was completed, and requested that a timetable for investigating this with Suffolk County Council be developed.
4. The Committee **RECOMMENDS that the Customer Service Strategy 2008, and actions to be taken forward in the Strategy, as set out in Report Z363, be approved.**

#### Contacts:

Ian Houlder, Chairman of the Policy Development Committee (01284-714248)  
David Nettleton, Vice Chairman of the Policy Development Committee (01284-702212)  
Adriana Stapleton, Scrutiny Manager (01284-757613)