

Report of the Portfolio Holder for Resources and Personnel Policy

CUSTOMER SERVICES STRATEGY 2023-20261. Purpose of Report

To request approval for the new Customer Services Strategy 2023-2026.

2. Recommendation

Cabinet is asked to RESOLVE that the Customer Services Strategy 2023-2026 be approved.

3. Detail

The new Customer Services Strategy 2023 to 2026, set out in the Appendix, details the actions that will be taken to continue the development of Customer Services throughout the Council.

The Strategy outlines the developments the Council will consider over the next three years. Although a significant amount of this is linked to the Customer Services Team, there will be a requirement for the whole Council to embrace the strategy and the developments it proposes.

The Customer Services Strategy has been developed in line with the current Corporate Plan, Communications Strategy and the Digital Strategy.

The new strategy has been developed to include the recommendations from the Overview and Scrutiny Committee, which was resolved at the Cabinet meeting on 1 November 2022.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional financial implications for the Council at this stage with any costs being contained within existing budgets. Any significant budget implications going forward, over and above virement limits, would require approval by Cabinet.

5. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

Whilst no direct legal implications arise from the report, a term of reference for the Resources & Personnel Policy Portfolio in the Constitution is:

To consider and recommend other such policies and strategies as Council may from time to time decide should be adopted.

6. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

7. Union Comments

The Union comments were as follows:

Not applicable.

8. Data Protection Compliance Implications

Not applicable.

9. Equality Impact Assessment

Not applicable

10. Background Papers

Nil.