

REPORT TO COMMUNITY SERVICES SCRUTINY



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PORTFOLIO	Resources
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Customer Access & Service Strategy 2013 - 2016

PURPOSE

1. To consult with members on the new Customer Access & Services Strategy

RECOMMENDATION

2. That members of Community Services Scrutiny comment on the draft strategy and endorse it's direction.

REASONS FOR RECOMMENDATION

3. It is important at these times of reducing budgets that the council ensures all of its resources are co-ordinated and focused on customers. The Customer & Access Strategy gives clear direction as to how the council wants to provide access to council services over the next three years

SUMMARY OF KEY POINTS

4. The strategy outlines the major transformational change that the council has applied to service delivery following the council's first strategy developed in 2009.
5. The focus is to continue to build on what we have achieved. A key aim is to improve digital access, to reduce cost to serve, enabling the council to focus on those customers with greatest need. The strategy has a high dependency on the council's Information Services Strategy 2011-2015.
6. Mobility of the workforce and the ability to update systems remotely, to improve response to core services and minimise repeat contacts also features strongly, whilst maintaining a quality of service, which has seen satisfaction levels improve year on year..

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

10. Funding is already secured for the technical enablers for this strategy. The council will continue to use its CPI methodology, working with partners and suppliers within existing budget provision

POLICY IMPLICATIONS

11. None

DETAILS OF CONSULTATION

12. None

BACKGROUND PAPERS

13. Customer Access & Service Strategy 2013 - 2015

FURTHER INFORMATION

PLEASE CONTACT:

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