

COUNCIL – 8TH NOVEMBER 2021

Report of the Leader

ITEM 6.2 CUSTOMER SERVICES STRATEGY 2022-25

Purpose of Report

To seek approval of an updated Customer Services Strategy for the period 2022-25.

Recommendation

That the Customer Services Strategy 2022- 2025, as set out in the Appendix to the report of the Head of Customer Experience (attached in the Annex to this report), be approved.

Reason

To identify the priorities against which the Council will seek to maintain and enhance its Customer Service capabilities over the period 2022-2025.

Policy Justification and Previous Decisions

Policy justification detailed in the attached Annex.

An Executive Decision made by the Leader was published on 20th September 2021 (attached in the Annex to this report). This followed a recommendation of the Cabinet at its informal meeting on 16th September 2021.

Implementation Timetable including Future Decisions and Scrutiny

As detailed in the attached Annex.

Report Implications

As detailed in the attached Annex.

Key Decision: No

Background Papers: None

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