

**REPORT TO CABINET**  
**Customer Access Strategy**

**Agenda Item 3b**

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**Background Papers:-** Customer Access Strategy

**Financial Implications:** - There are no direct financial implications from this strategy. A number of individual projects in the action plan already have a budget associated with them, or have not been scoped yet.

**Equalities Implications:** - This strategy aims to improve our services to all of our customers, and ensure all of our customers can access our services, taking into account their individual needs.

**Legal Implications:** - N/A

**Options:** For cabinet to support or not the Customer Access Strategy

**Risks:** There is a risk that this Customer Access Strategy is not aligned with the general customer view of how they wish services to be delivered. This will be mitigated by consulting with the our customers over the next nine months to test the strategy and to ensure that we are delivering our Customer Services in line with their priorities.

**EXECUTIVE SUMMARY**

This Customer Access Strategy links the priorities from the Corporate Strategy, under the theme We deliver excellent, cost effective and valued services. Five priorities which closely relate to improving customer service have been chosen to form the basis of the document.

The strategy details the achievements so far under each priority, and sets out the plan to improve Customer Service between now and 2012.

There are amended measures for performance, to reflect the priorities from the Corporate Strategy. Targets have only been put in the Strategy for 2008/09, as the consultation with customers will determine the priorities and therefore the targets for following years.

An action plan has been included at the end of the strategy. This will be updated every year with target dates.

**DECISION**

For cabinet to support the Customer Access Strategy 2008-12.

