

Presentation to Diversity Forums in January/March 2009

In Customer Services – council tax, benefits & ‘generic’ we are implementing the ‘Customer Service Improvement Programme’. A root and branch review and re-organisation of the way we do things

The drivers behind this are:

- Budget pressures council wide and within Customer Services
- Changing attitudes to customer service
- Customer expectations

Our vision is to be:

- Customer focused
- Flexible
- Efficient
- To give value for money

Traditional way of working is for organisations such as ours to decide what we think is best for our customers then to implement it – with little or no consultation.

What we want to do is change all that and shape our service so that it works in a way that our customers tell us they want it to work.

We’re going to do that by approaching the community and asking for input into the way we do things. We have already started doing systematic customer surveys, targeting the areas in which we are piloting change. I have also attended Derby Seniors’ Forum.

I would like permission to attend the various diversity forums simply to make myself known to the groups, explain what we’re doing and invite feedback, so they can have a say in the way we work in future.

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