



## Report to Overview & Scrutiny Management Committee 1<sup>st</sup> December 2016

**Report of:** Sue Palfreyman – Head of Customer Services and Julie Toner Director of Human Resources and Customer Services (Sponsor)

**Subject:** Customer Experience Strategy

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### Summary:

The Overview and Scrutiny Management Committee have asked to be briefed on the Customer Experience Programme, to understand and be able to comment on the Customer Experience Strategy and to be brought up-to-date with the Programme.

The Customer Experience Strategy focuses on delivering the part of the Corporate Plan which refers to Sheffield City Council being ‘an in touch organisation’ and sets out our intentions and direction to achieve an improved customer experience.

A presentation re-capping on the background and describing the enablers the Programme will deliver will be given to the Committee on the day.

**Type of item:** The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	X
Other	

### The Scrutiny Committee is being asked to:

The Committee is being asked to provide their comments and views on the Customer Experience Strategy and the enablers being delivered by the Customer Experience Programme.

**Background Papers:**  
None

**Category of Report:** OPEN

**Report of the Director of Human Resources and Customer Services**

**Title of report: Customer Experience Strategy**

**1. Introduction/Context**

- 1.1 The Overview and Scrutiny Committee have asked to be briefed on the Customer Experience Programme, to understand and be able to comment on the Customer Experience Strategy and to be brought up-to-date with the Programme.
- 1.2 See Appendix 1 - Customer Experience Strategy. This strategy focuses on delivering the part of the Corporate Plan which refers to Sheffield City Council being 'an in touch organisation' and the strategy sets out our intentions and direction to achieve an improved customer experience.
- 1.3 A presentation re-capping on the background and describing the enablers the Programme will deliver will be given to the Committee on the day

**2. Recommendation**

- 2.1 The Committee is being asked to provide their comments and views on the Customer Experience Strategy and the enablers being delivered by the Customer Experience Programme which will be covered in a presentation to be given to the Committee at the meeting.

**3. Appendix 1**

- 3.1 See separate PDF document – Customer Experience Strategy