



Report to Our Council Transitional Committee 10th March 2022

Report of: Policy & Improvement Officer

Subject: Customer Experience and Customer Service

Author of Report: Alice Nicholson
alice.nicholson@sheffield.gov.uk

This Committee's focus of work was around Customer Experience and Customer Service, to advise on how we can deliver the One Year Plan commitment to improve customer experience. The Committee carried this out through a whole Committee briefing, workgroup evidence sessions, to determine what standards and expectations should look like. With this final session to advise and inform the ongoing work of the Council's Customer Service review.

The main paper for Committee consideration under this item is "*Our Council Transitional Committee – Strategic Review – Customer Focus*" and two appendices to that.

The Committee is being asked to:

Note the report appended to the papers "*Our Council Transitional Committee – Strategic Review – Customer Focus*" agree the recommendations in Section 5 of that report be fed into the Strategic Review of Customer Experience, and the recommendations form the basis of handover from the Chair of Our Council Transitional Committee to the appropriate Committee and Committee Chair in the New Committee System from May 2022

Background Papers: Sheffield Council Constitution
Category of Report: OPEN/CLOSED

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