



## Report to Our Council Transitional Committee 10 February 2022

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**Report of:** Eugene Walker, Executive Director of Resources

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**Subject:** Customer Service Standards and Expectations

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This report follows on from previous presentations and discussions from The Director of HR and Customer Services and the Head of Customer Services.

Members are uniquely well placed to offer a steer based on the evidence they have from ward members on the standards and expectation customers should reasonably have.

This report set out the 2 main application of standards and how they can help our journey to improving customer experience.

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**The Committee is being asked to:**

Use their knowledge and experience to describe the future experience of a customer, what their ambitions are for customers so that Council officers deliver improvements that make steps towards an ambitious commitment to customers. Identify any gaps in knowledge and understanding.

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

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