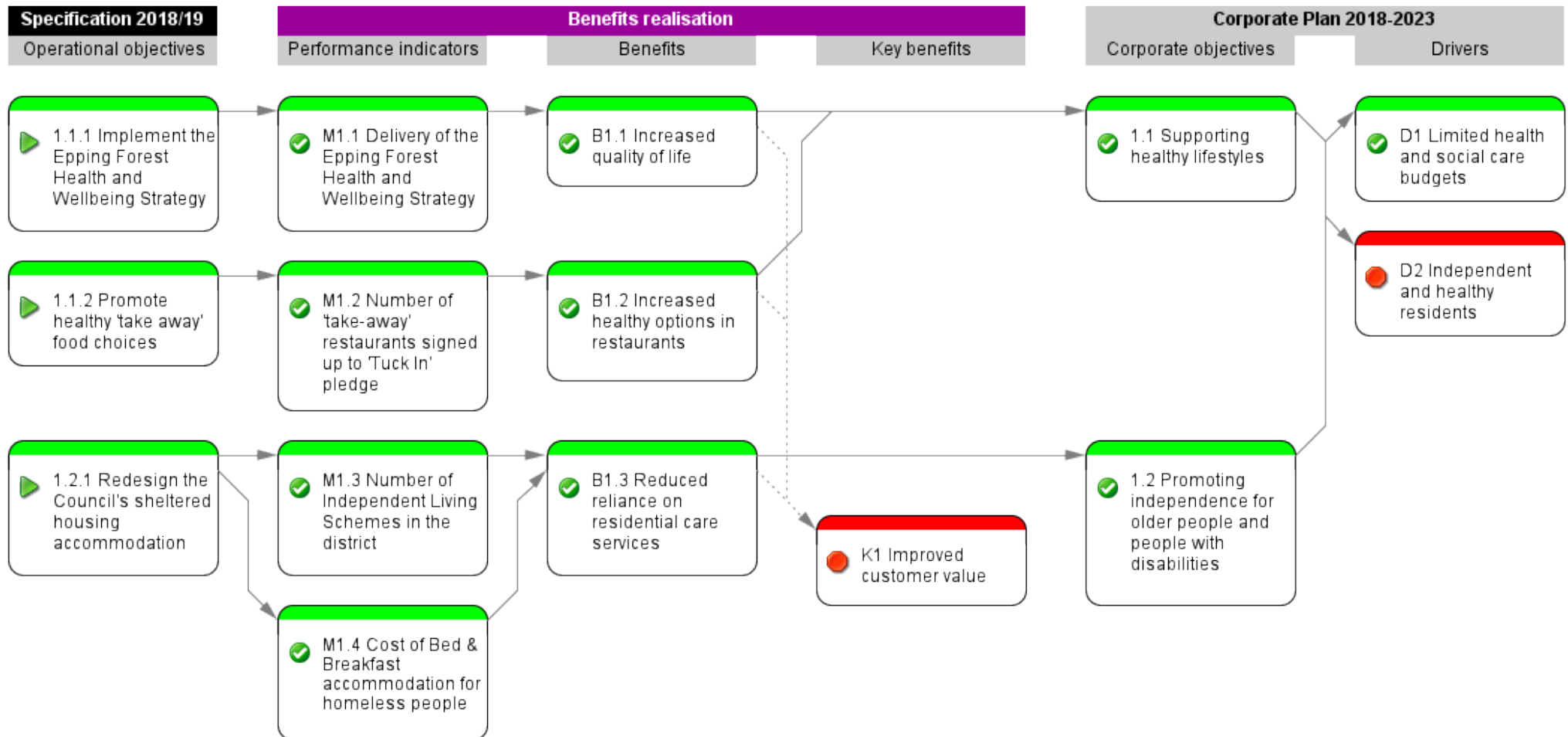


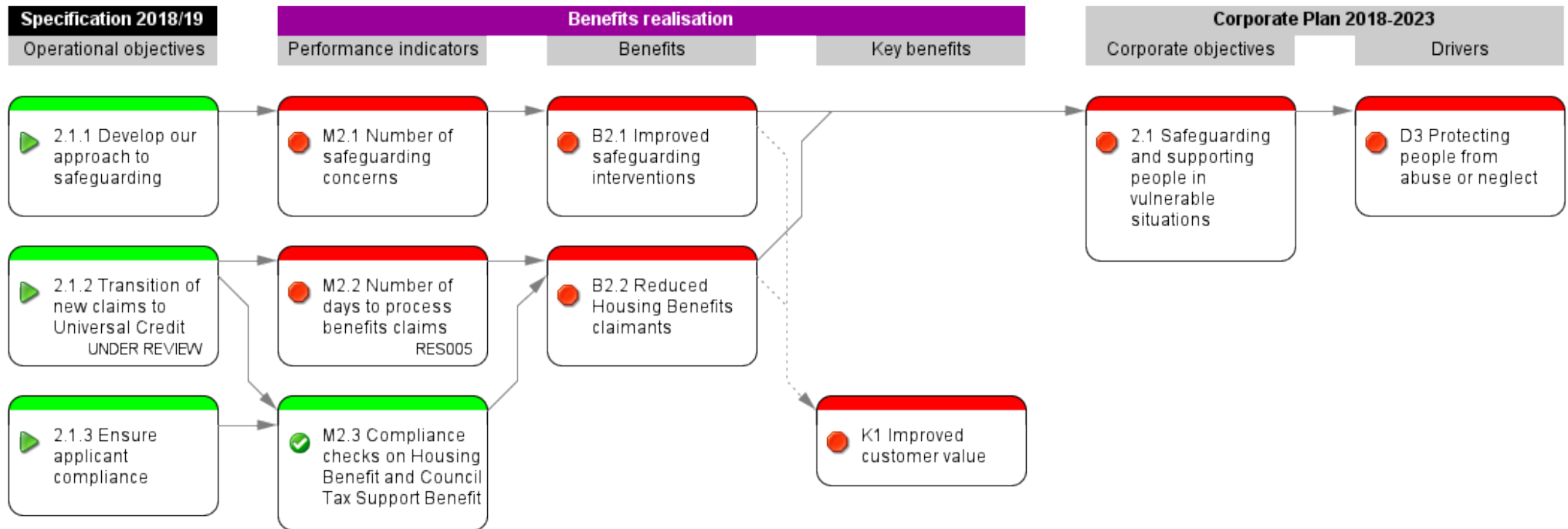
Aim 1 - People live longer, healthier and independent lives

Stronger communities



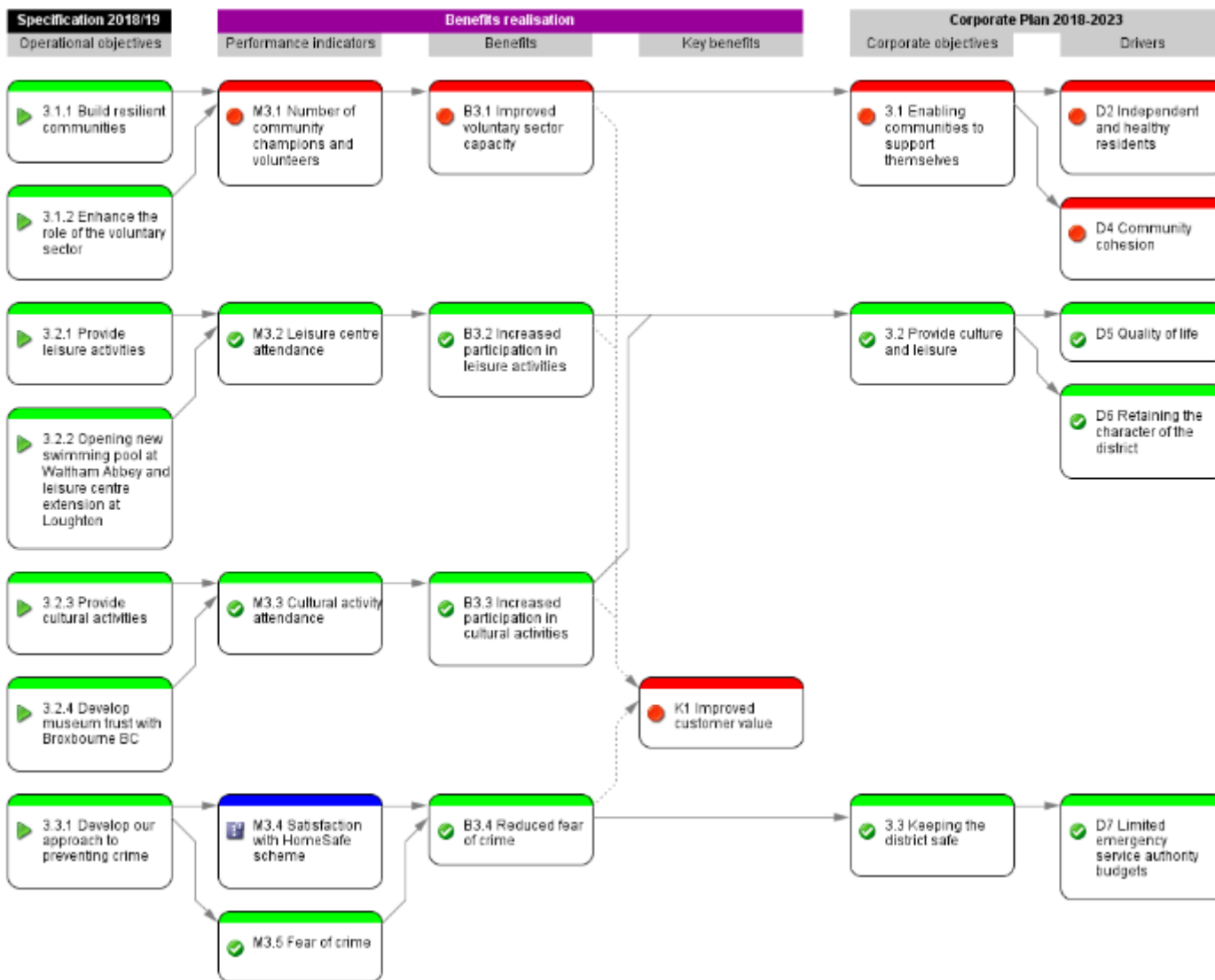
Aim 2 - Adults and children are supported in times of need

Stronger communities



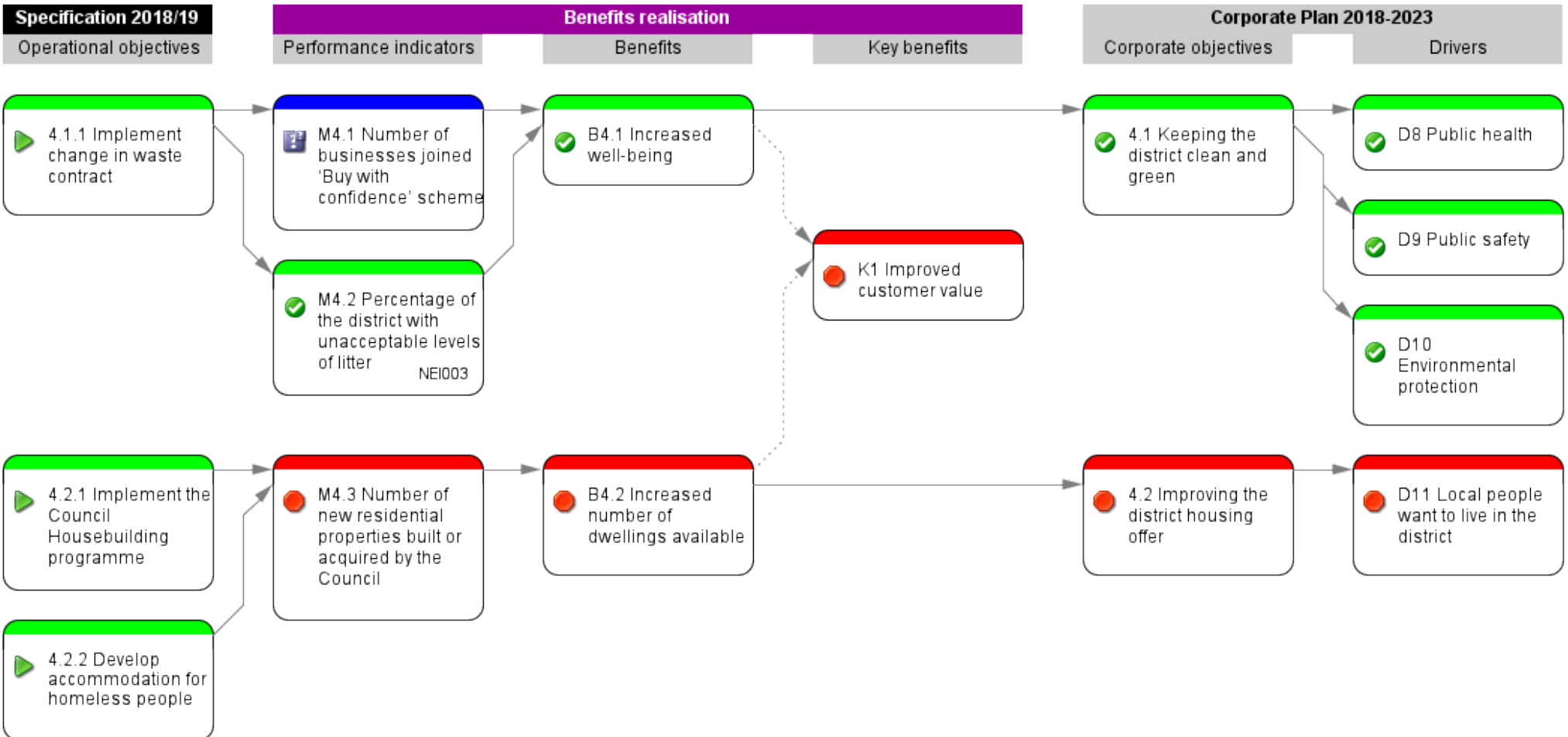
Aim 3 - People and communities achieve their potential

Stronger communities



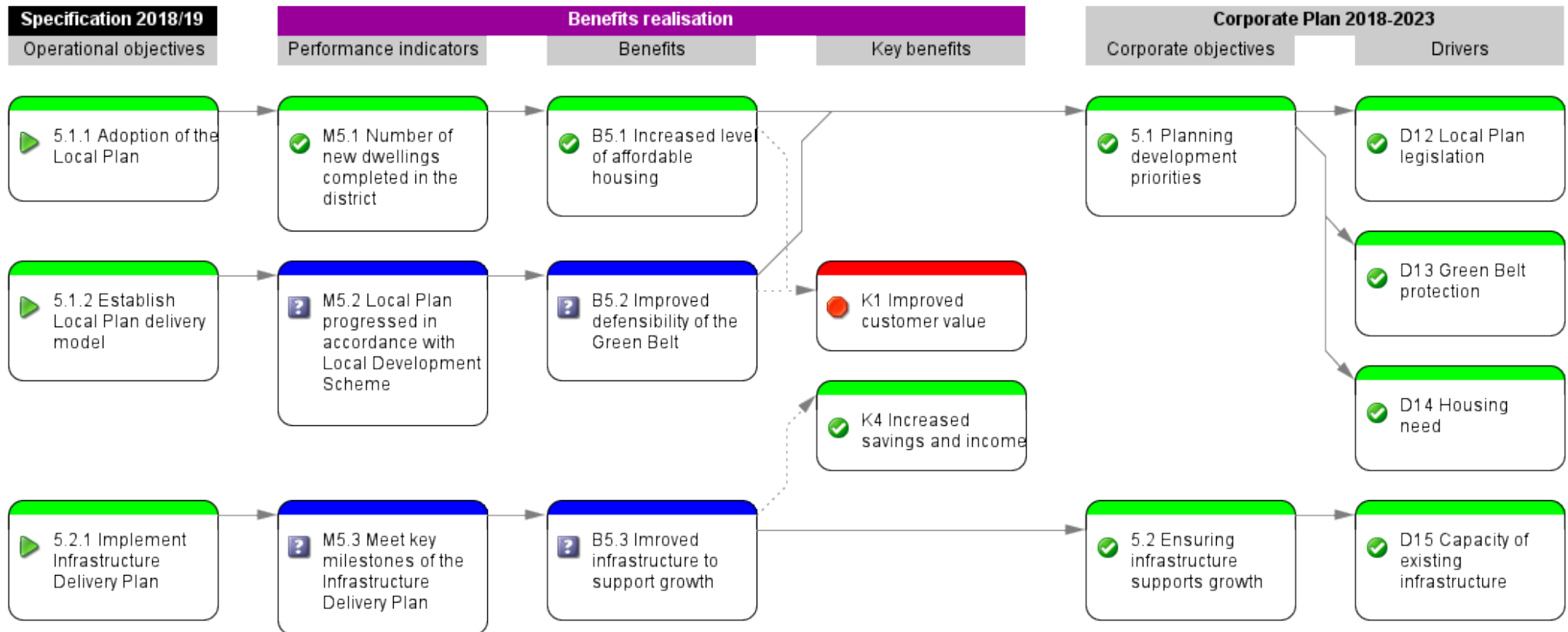
Aim 4 - Delivering effective core services that people want

Stronger places



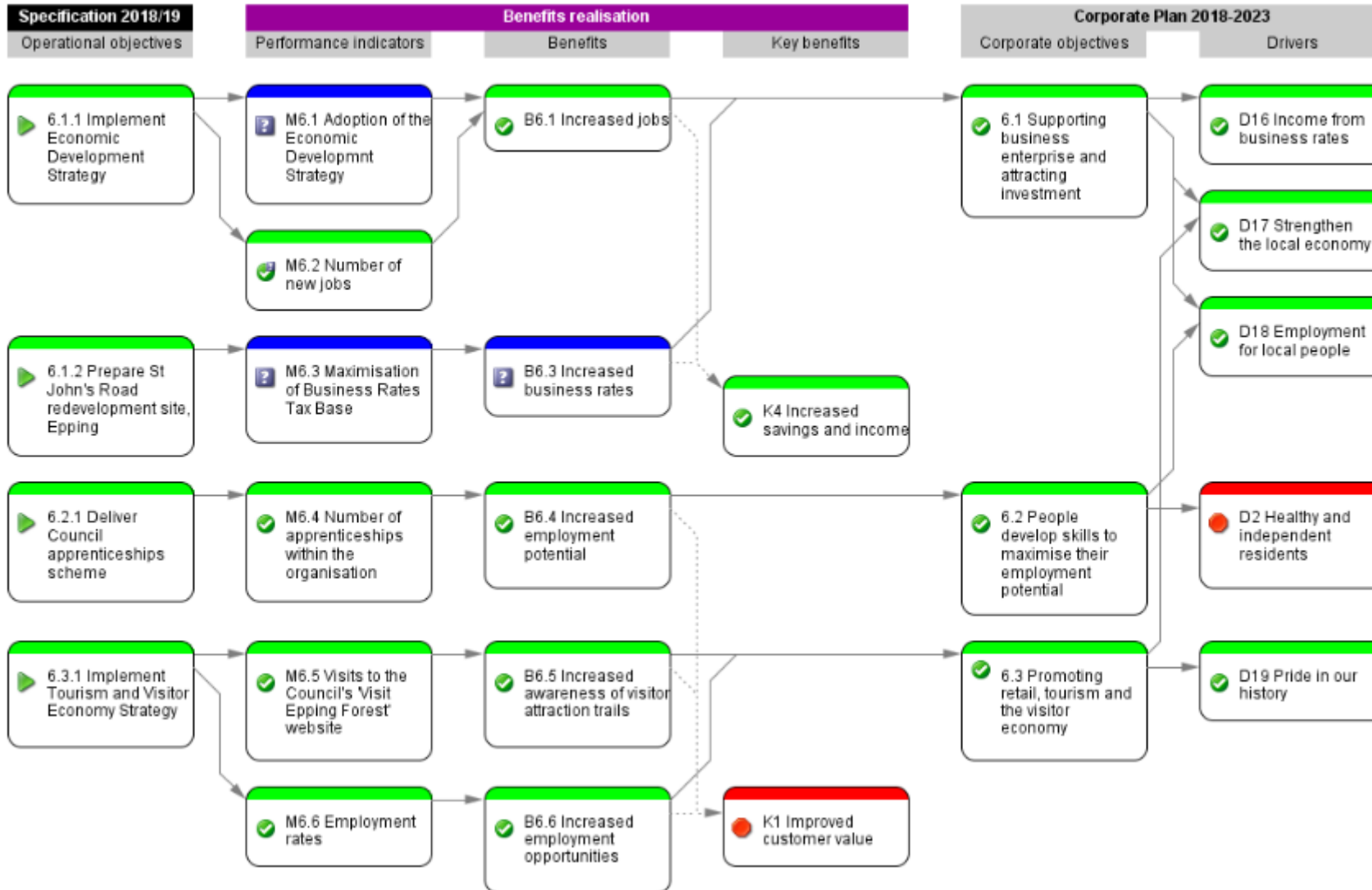
✓ Aim 5 - A district with planned development

Stronger places



Aim 6 - An environment where businesses thrive

Stronger places



✓ Aim 7 - Customer satisfaction

Stronger council

Specification 2018/19

Operational objectives

7.1.1 Implement the Customer Service Programme (year 2)

Benefits realisation

Performance indicators

✓ M7.1 Customer satisfaction survey

M7.2 Customer first contact resolution
From 2019

✓ M7.3 Customer complaints resolved

Benefits

✓ B7.1 Improved customer satisfaction

Key benefits

● K1 Improved customer value

⚠ K2 Increased efficiency

✓ K3 Increased agility

✓ K4 Increased savings and income

Corporate Plan 2018-2023

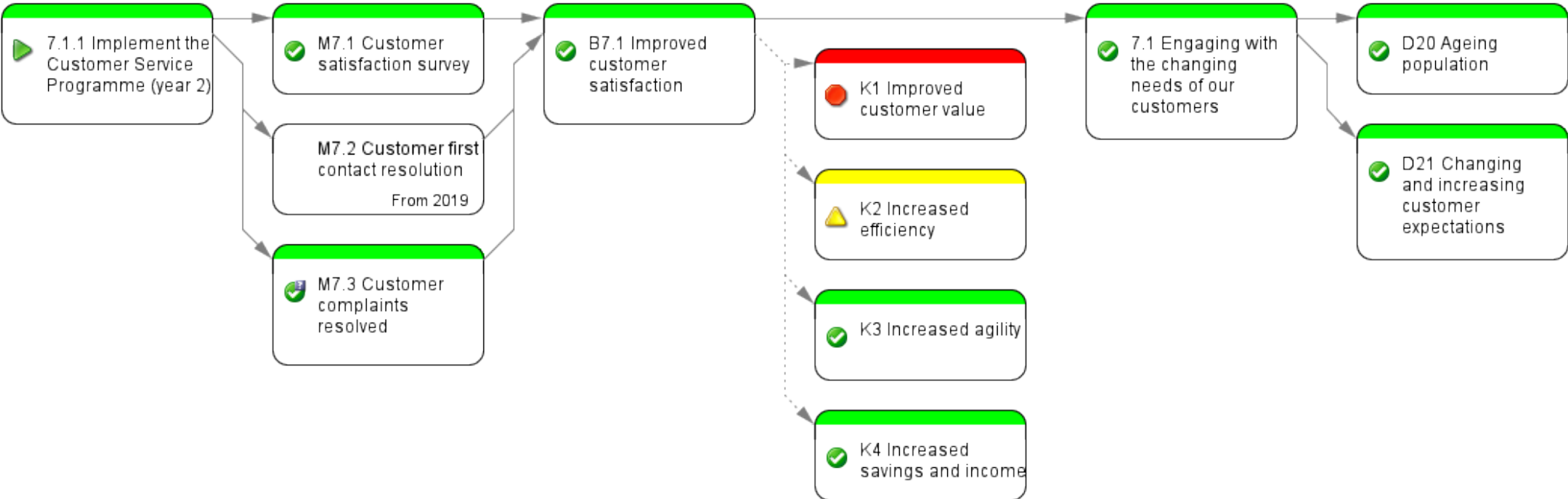
Corporate objectives

✓ 7.1 Engaging with the changing needs of our customers

Drivers

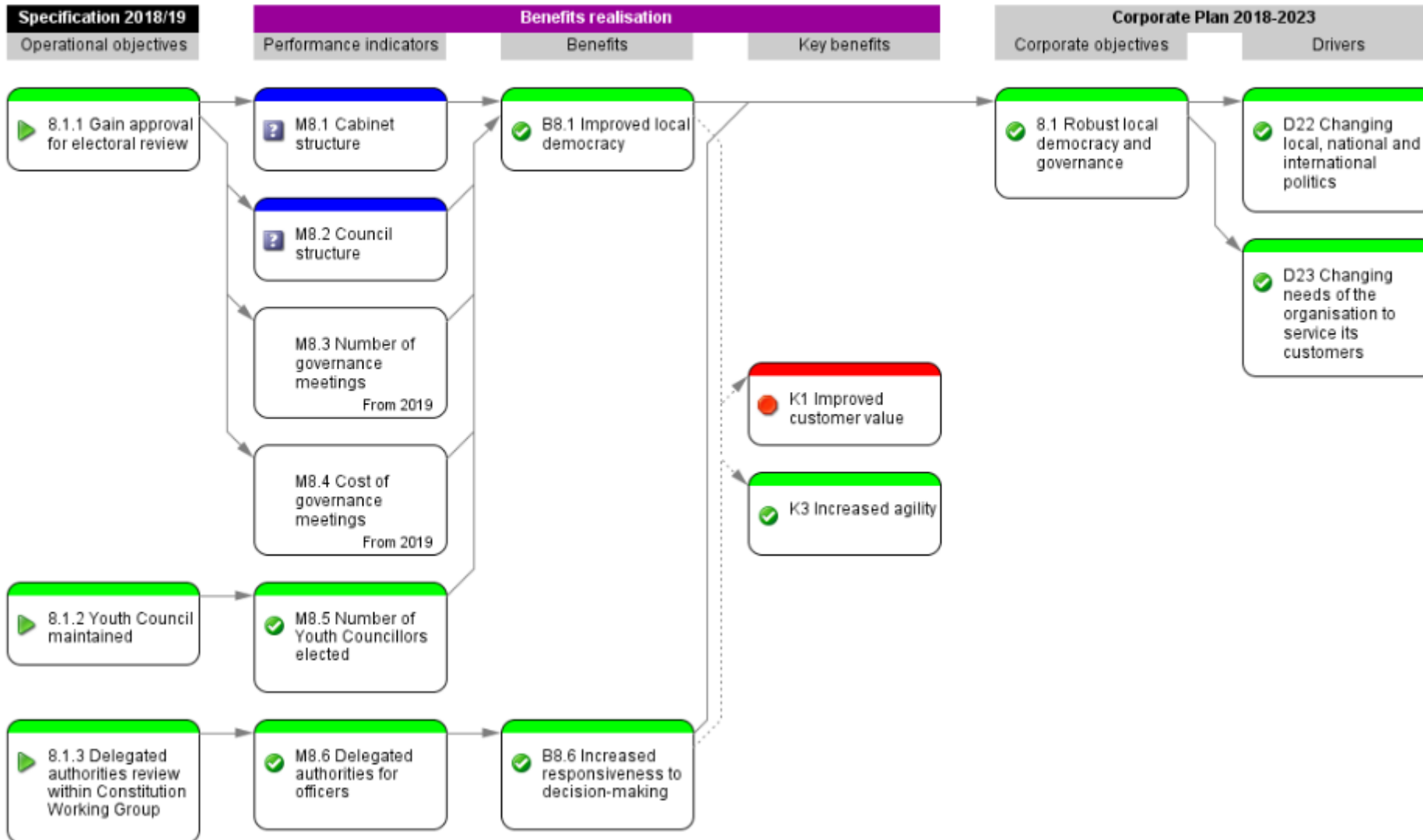
✓ D20 Ageing population

✓ D21 Changing and increasing customer expectations



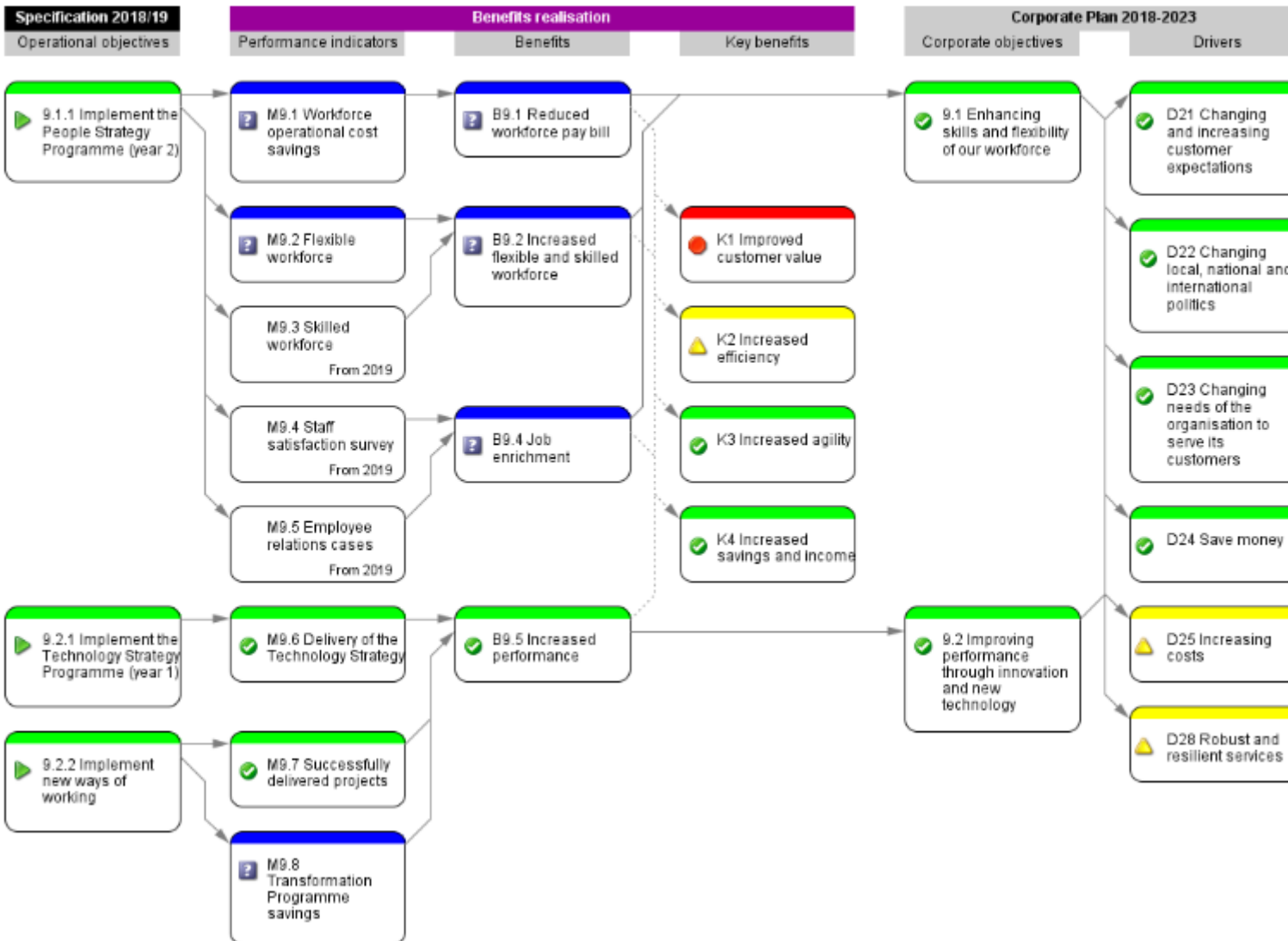
✓ Aim 8 - Democratic engagement

Stronger council



▲ Aim 9 - A culture of innovation

Stronger council



Aim 10 - Financial independence with low Council Tax

Stronger council

