

Priority 2: **Access to multiple service channels**

Our commitment:

- Ensure customers have access to multiple service channels to support their needs and type of enquiry

Purpose:

- To enable customers to choose their preferred communication channel at every touchpoint.

2029 Outcomes:

- Each of our processes will continue to be reviewed in detail, and where necessary, remodelled to support digital interactions in the future.
- Focus on the core channels our customers prefer
- The customer will get an improved outcome and will have greater choice in how to access a service
- The council will see lower operating costs through greater levels of automation and a reduction in repeat contacts from customers.



Priority 1: Our commitment to a customer first ethos



Priority 2: Access to multiple service channels



Priority 3: Accessibility and Inclusion



Priority 4: Regular Training



Priority 5: Technology