

Greetings...



*...from
East Suffolk!*

March 2019

Dear Frank & TJ,

Hope you are well! Thought I would drop you a line to let you know the difference we have made...

Lots of customer enquiries are being resolved at the first point of contact.

Huge numbers of customers are using the website for doing business with the councils.

Costs have been reduced every year.

Staff have been empowered to help customers help themselves.

Resources have been freed up across the councils.

Learning has been identified and changes made following customer feedback.

Kindest regards,

Darren Knight
Head of Customer Service

Ps....we have just been awarded Customer Service Excellence Accreditation!



Cabinet Members for Customer Services

Suffolk Coastal and

Waveney District Councils

East Suffolk

UK

