



Customer contact

Since Dec 2012...

TARGET SAVINGS:

£100,000



Mini call centre

Creation of a mini call centre with upgraded software, hardware and training currently being implemented



Appointment service

being developed to allow communities that do not have hub offices the opportunity to meet with council officers



Payments for Council services

Customers will be able to access the Post Office and Paypoint networks for making payments such as rent and council tax – providing access to more than 100 outlets with longer opening hours