Service Title: Customer Services & Customer Access, Post Room and Printing

Manager: Alison Whittaker, Stuart Rickards

Business Unit: Information Services

Executive Head: Bob Clark

Brief Description of Service:

Customer Services provides the primary access channels for the public contacting Torbay Council. Face to face services operate from central locations in each of the three towns in the Bay. One operates in Torquay Connections whilst the others are co-located services at Brixham Library and Paignton Library Information Centre. In addition to providing information on Council services, Torquay and Paignton also offer self serve facilities via internet pods and drop in sessions and surgeries for partner organisations. The Contact Centre manages telephone contact for a wide range of council services. The Public Access Channel and Systems Team (PACS) support and develop the back office systems that Customer Services use as well as customer facing systems.

Printing operates as a trading unit with all work charged on a job basis to clients. The majority of work is required by Torbay council with a diverse range of output from posters and outdoor banners through to offset/digital printing and regular complex mailing jobs obtaining the maximum postal discounts available. The Post Team deal with the receipt and despatch of all internal and external mail generated by and for Torbay. The general and education courier services are run from within the post Team and they also operate the Council's corporate scanning service.

Service provides:-	No of Staff (**FTE)	Employee Direct Costs	Premises	Supplies & Services	Contribut'n to Reserves	Other	Total Expenditure (*ATL)	Fees, Charges & Sales	Govern't Grant Income	Contribut'n from Reserves	Other	Total Income (*ATL)	Net Expenditure (*ATL)
		£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000
500 Customer Services	36.5	795	0	29	0	0	824	-21	0	0	0	-21	803
501 Post Room	5	125	0	10	0	0	135	-31	0	0	0	-31	104
503 Printing Services	8.4	221	21	563	0	0	805	-805	0	0	0	-805	0
TOTAL	**49.9**	**1,141**	**21**	**602**	**0**	**0**	**1,764**	**-857**	**0**	**0**	**0**	**-857**	**907**

Note: *ATL = 'Above the Line' budget is the net budget that an officer is responsible for, which excludes reallocated support services   **FTE = Full Time Equivalent