

Service Title: **Customer Services & Customer Access**

Manager: Alison Whittaker

Business Unit: Customer 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.

Service provides:-	No of Staff (**FTE)	Employee Direct Costs £'000	Premises £'000	Supplies & Services £'000	Contribut'n to Reserves £'000	Other £'000	Total Expenditure (*ATL) £'000	Fees, Charges & Sales £'000	Govern't Grant Income £'000	Contribut'n from Reserves £'000	Other £'000	Total Income (*ATL) £'000	Net Expenditure (*ATL) £'000
500 Customer Services	38	737	0	29	0	0	766	-22	0	0	-10	-32	734
<b>TOTAL</b>	<b>38</b>	<b>737</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>766</b>	<b>-22</b>	<b>0</b>	<b>0</b>	<b>-10</b>	<b>-32</b>	<b>734</b>

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