

## Information Services

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## Customer Services & Customer Access

What is provided?	Why is it provided?	What drives demands?	Budget Digest
<p><b>Customer Services</b> provides the primary access channels for the public contacting Torbay Council. Implementing Customer Access Improvement Project (CAIP) and eContact.</p> <p>Face to face services operate in Torquay Connections in Brixham Library and in Paignton Library Information Centre.</p> <p>The Contact Centre manages telephone contact for a wide range of council services</p> <p>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.</p> <p>The team also provides website design &amp; support, document digitisation, social media support</p>	<p>Customer Services is not statutory but does offer the public's main contact to Torbay Council either face to face, through the call centre or main switchboard. However, many of the functions supported by Customer Services are statutory, such as Elections, Registrars and Housing.</p>	<p>Financial Year 2013/14 demand :</p> <ul style="list-style-type: none"> <li>• over 261,000 calls to call centre</li> <li>• over 71,000 visitors</li> <li>• over 122,000 calls to the switchboard</li> </ul> <p>Call centre demand has continued to increase</p> <p>Increasing demand for channel shift and digital by default to access services through the Corporate website and mobile devices.</p> <p>Office Rationalisation Project (ORP)</p> <p>Corporate initiatives such as Tell us Once (TUO)</p>	<p>500</p>