

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</b>  This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.
Consultation:	All services are aware and engaged in the approach to implementing the Customer Service Strategy as it is part of the Business and Financial Planning process for 2015/16.
Legal:	None.
Financial:	Please see 2.7 resources in the report Actions arising from the business and financial planning process will need to be developed following the Council's project management toolkit and will be progressed subject to a successful business case and any required senior officer and member approval.
Human Resource:	Please see 2.7 of the report.
Risk Management:	None, by embedding the process within service planning the achievement of the strategy becomes part of what the Council does on an on-going basis.
Health and wellbeing – issues and impacts:	None.