



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
Cabinet (Policy and Resources) Scrutiny Sub Committee

7th March 2023

Report of the Head of People and Organisational Development

Sheenagh Rees

Matter for Information

Wards Affected:

All Wards

Report Title

Customer Services update

Purpose of the Report:

To provide Members with an update in relation to Customer Services following the transfer of the service from Digital Services to People and Organisational Development within the Chief Executives Directorate on 2nd January 2023.

Executive Summary:

Members will receive a presentation (attached as Appendix 1) outlining early learnings and initial proposals for the service going

forward, together with information on the background and context around the service, how the service team is resourced, and demand and performance data.

Financial Impacts:

No implications

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes

Valleys Communities Impacts:

No implications

Workforce Impacts:

No implications

Legal Impacts:

No implications

Consultation:

There is no requirement for external consultation on this item

Recommendations:

Committee to note the update contained in the report.

Appendix:

Appendix 1 - Presentation – Customer Services update

Officer Contact:

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