



Council Overview and Scrutiny Committee
3 December 2014

IMT Update on Better Place To Work project

Purpose of the report:

To highlight what's been done to address topics raised and future plans in IMT for customer support, products and services

Report (*guidance*):

- This report highlights four main areas:
 1. What we have done so far in IMT to address concerns raised
 2. What else is planned / scheduled
 3. Are any savings associated
 4. Are any risks associated
- PowerPoint slides attached to review.

Recommendations

The recommendation from IMT is that we continue to upgrade and support all the IMT services in Surrey CC as we are doing, and review the Better Place To Work project as part of this, in our on-going Customer Service programme.

Next steps

There are a number of actions and next steps on the part of IMT, which include:

1. keep our customers up to date on what we're doing
 - s-net updates monthly – started in **September 2014** and ongoing
 - email updates for priority items – started in **September 2014** and ongoing
2. continue to maintain our technology and services remaining up-to-date and relevant for our customers to continue to achieve in their daily jobs
3. provide an efficient and responsive service to all our customers so they feel confident in our ability to support them

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Sources/background papers: BPTW COSC Presentation.ppt

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