

**COUNTY COUNCIL STATEMENT**  
**FOR COUNTY COUNCILLOR CHRIS METCALFE**

**19 DECEMBER 2007**

**Access to Services**

The Council's website has been improved as a result of the development of a new software platform for the website. This will enable the website to be more flexible and allow for improved interactive and informational services. For example the site will include, in the coming weeks, 360 degree pictures of wedding rooms for prospective customers, an events page, an interactive "where is my nearest" facility and a significantly improved search engine for the whole site. We will be looking for opportunities as part of the Council's transformation project to encourage customers to use the website rather than more expensive means of contacting the Council.

The Customer Services Centre continues to extend its services to customers. Efficiencies have allowed extra opening hours for the main switch board to be provided at no additional cost. This is now open until 6pm and Saturday morning. The centre now handles around 2500 calls a day. In November there was an average speed to answer of 14 seconds and 85% of calls were answered within 20 seconds. Work continues to improve these figures.