

Case study: Borough of Poole Council

The Borough of Poole is a Unitary Local Authority on the south coast of the United Kingdom, with a population of around 148,000 residents. The council provides Local Government public services to its residents, businesses and visitors.

Client situation

The council wanted to extend its investment in customer service improvement to cover the most vulnerable members of the community in Benefits, Housing, Adults and Children's Services.

How did we help?

Price Perrott was engaged to manage the council's Customers First 'phase 2' initiative. It quickly became clear the council needed to re-define its strategy for customer service, if it was to achieve its objectives within the budget available. We established the work as a co-ordinated programme of customer service change, following the best practice MSP methodology.

Consulting widely with service unit staff at all levels and elected politicians, we established a clear vision and radical new direction for the future of customer service provision. We developed a comprehensive programme plan, backed by a soundly researched business case. New business process models reflected the delivery of services designed around customer need, providing a template for implementation projects.

Results achieved

- Re-shaped the direction for service provision in a two year programme plan approved by Cabinet, with engagement and buy-in from service units.
- New analysis tools developed to improve performance with knowledge transfer to the council's project team
- Developed the business case foundation for specific projects.



We have been left with a strong vision for customer service and a sound strategy and blueprint.

With over 75 officers involved, high quality deliverables and extensive knowledge transfer have enabled us to continue managing, developing and implementing the programme in-house.



Andrew Flockhart
Strategic Director



To improve your organisation's customer service performance, contact Price Perrott now

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