

Appendix 2

Summary of Progress of CSE - Customer Service Excellence

Completed Self Assessments *	More than 4 weeks behind schedule / No Return of Self Assessment from Service	Programmed for completion August/ Sept2017
Committee Services	Corporate Policy Unit	Building Warrants
Registrars	HR	Roads Maintenance and Management
Legal - Property and Contracts	ICT	Internal Audit
Legal -Licensing and litigation	Payments	Accountancy
Trading Standards	Revenues and Benefits	Schools and Curriculum Development
Customer Contact Centre	Children's Services	Libraries and Leisure
Planning	Community Care	
Environmental Protection - Lands and Parks	Property and Housing	
Environmental Protection - Catering		
Environmental Protection- Waste		
Direct Services - Consultancy		
Direct Services - Transportation		

*Completed assessment require to be validated and Action Plans for Improvement developed