

Corporate Services

2024-2034 Activity Summary

The Corporate Services Activity is pivotal to enable Council and all other activities delivering services to and engaging with our community. Several factors are likely to impact on this including customer service expectations, demographic composition and volume, technological advancements, cyber security, labour market challenges and changes in legislation and/or national policy.

Over the next 10 years, demand for accurate and timely information will only increase and Council will actively be considering how to best deliver in a format that is desired by our community. This will be reflected not only in customer service areas, but also communications and engagement platforms.

These will have both people and financial implications therefore internally, Council will consider resourcing, streamlining internal processes and opportunities for change capability.

Key Projects

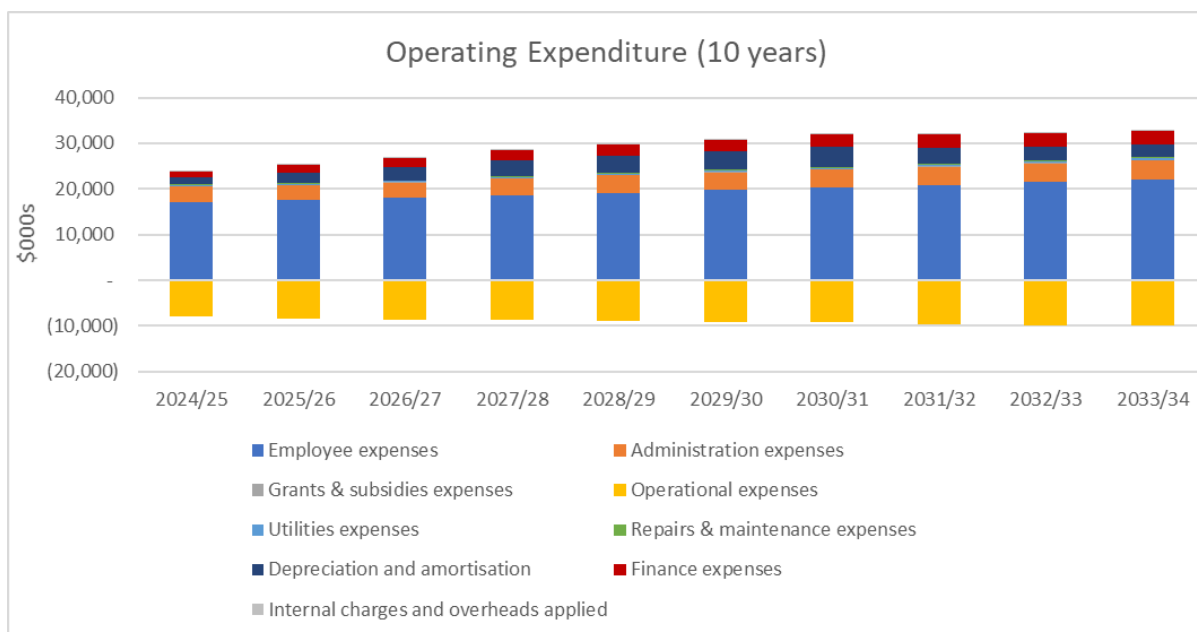
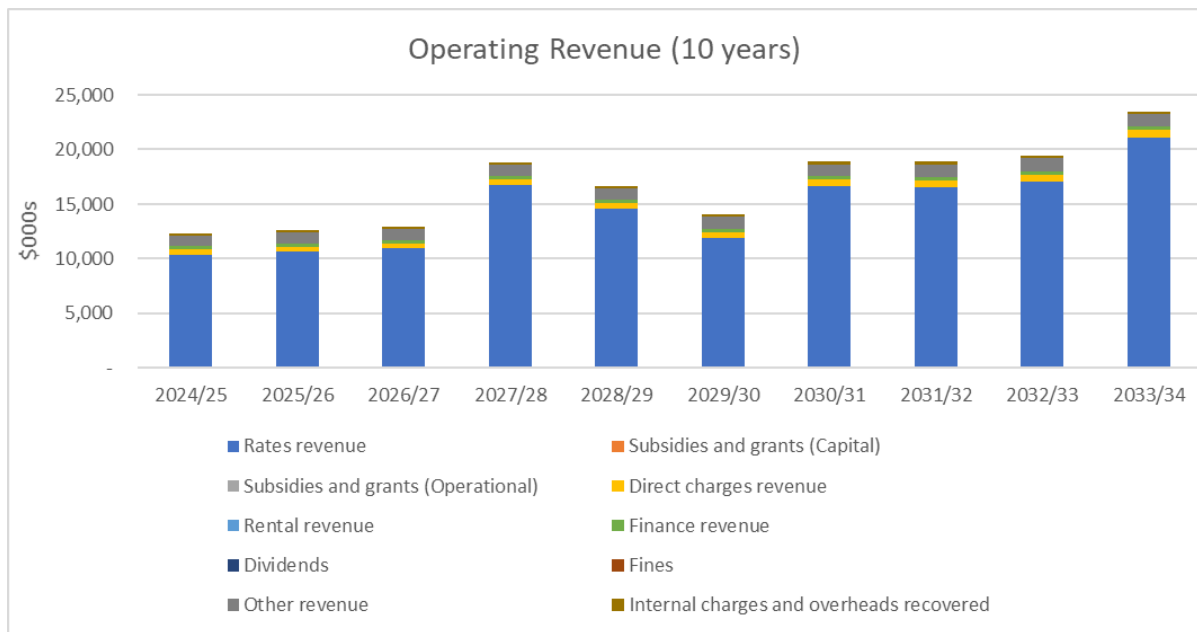
The Our Council Programme will improve the connection between customers and Council, improving and automating processes across Council to support an enhanced customer service experience. \$20 million is budgeted for this work between 2024 and 2030. This project will support improved levels of service in other activities.

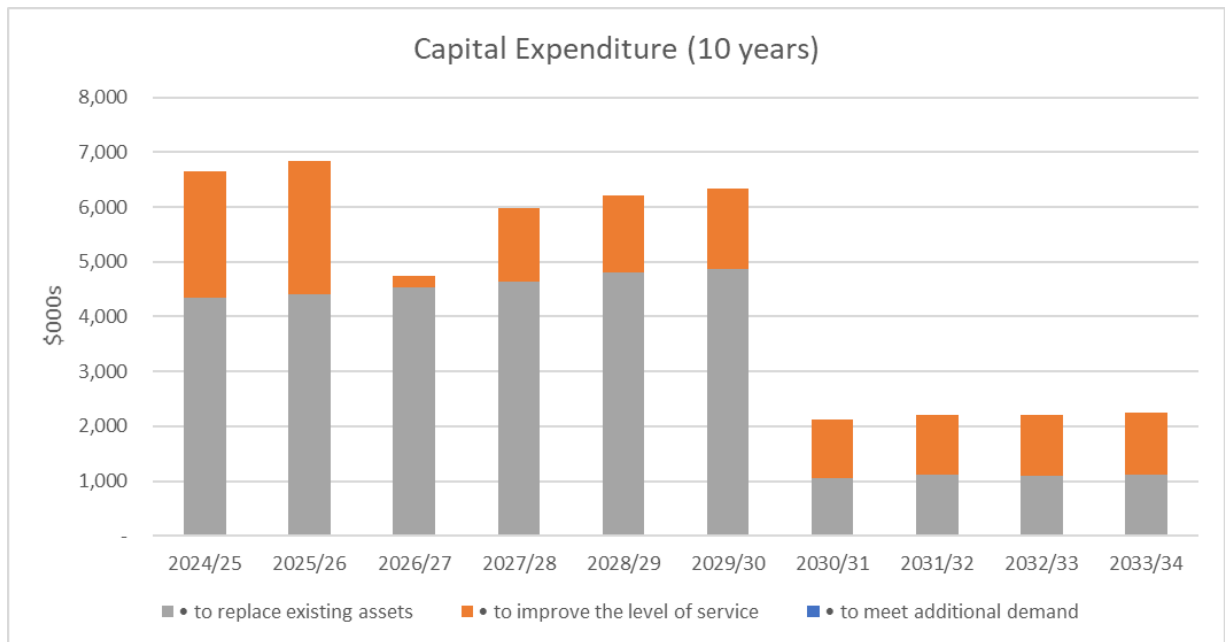
A new wellness package will support staff mental health, wellbeing and retention. \$200,000 is budgeted each year. This core service will support Council in delivering its responsibilities as an employer and as such is a regulatory compliance driven project intended to maintain levels of service.

Key Performance Indicators

Measure		Target
Percentage of Requests for Service under investigation/ closed within 10 working days of being raised		80%
Accessible customer service	Customers are provided with a 24 hours x 7 days a week call centre	99%
	Invercargill customers are provided with face-to-face customer services	1880 hours per annum
	Bluff customers are provided with face-to-face customer services	2045 hours per annum
Percentage of suppliers who are paid on time		85%

Budget





Figures in the graphs have been inflation adjusted. All other numbers are uninflated and are based on 2024-dollar levels.