

**DEVON AUDIT PARTNERSHIP – OUTCOME OF CUSTOMER SERVICE EXCELLENCE  
EXTERNAL ASSESSMENT  
Report of the Director of Finance**

Please note that the following recommendations are subject to confirmation by the Committee before taking effect.

**Recommendation:** that the Committee notes

1. the attached summary report setting out the findings from the recent Customer Service Excellence (CES) External Assessment
- 2.

**Summary**

The attached Customer Service Excellence (CES) External Assessment report from our assessors confirmed that we have met the expectations of the standard and, in some respects, are seen as “compliance plus” meaning the we exceed standards.

The report is very complimentary and positive. However, as with all DAP systems and processes, there is always “room for improvement” and we shall look at the helpful insight provided and, where we can, strengthen our customer focus and response.

Angie Sinclair

Electoral Divisions: All  
Local Government Act 1972

List of Background Papers

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<u>Background Paper</u>	<u>Date</u>	<u>File Ref</u>
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Nil

There are no equality issues associated with this report