

Customer Access Strategy

2025: Progress against our commitments

In line with our commitment to review customer access improvements by the end of 2025, we have delivered initiatives that have enhanced efficiency, effectiveness and value for money across all front-facing council services.

Digital service usage: targets and achievements

Metric	Target reduction	Actual reduction
Emails	30%	44%
Phone calls	20%	31%
Face-to-face visits	20%	26%

These improvements have enabled us to better support customers who require traditional communication channels, ensuring no customer is left behind.

Customer experience: measure of success

Measure	Target	Actual
Enquiries resolved with a single contact	70%	73%
Customer satisfaction with online services (4 stars or above)	80%	82%
Satisfaction with resolution time (non-digital service users)	80%	89%

We are dedicated to driving continuous improvement and ensuring every customer enjoys an inclusive, high-quality experience. Building on our successes, we are actively exploring innovative technologies and fresh approaches to further enhance the customer journey, making our services more accessible, efficient and responsive to evolving needs.



Elmbridge
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