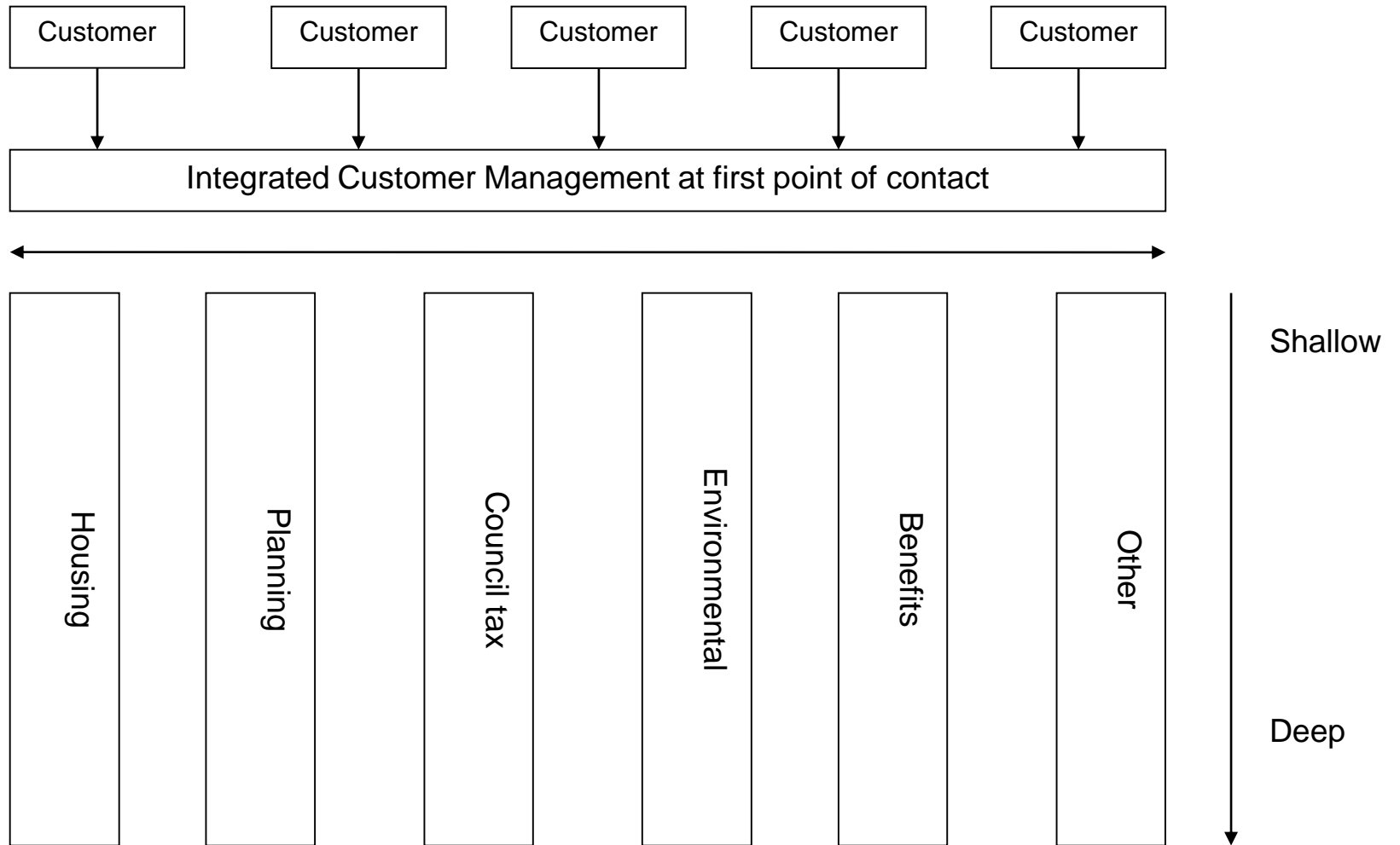


# The Council's customer service strategy



# Where we are now.

