

## Customer Strategy Update and key actions for 2022/2024



“Our Customer Service Strategy sets out what we want to achieve to deliver our vision, and an action plan to achieve it. This mid-point update shows a significant number of priority actions have been completed, and refreshes our actions to focus on the next 18 months.”



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

**Councillor Rae Evans (Labour)**

Cabinet Member for Finance, Governance and Customer Services