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Peterborough is one of the fastest growing cities in the country bringing new housing, jobs and opportunities for the people who live here and attracting new residents from across the UK and beyond. As our city grows and the needs and demands of our customers change and grow, we will adapt and respond to these by providing high quality and cost effective services.

Transforming our customer services

We have embarked on an ambitious transformation programme that will ensure that customers have greater choice and control of how they engage with council services. We will redesign the way we deliver our services to the people we serve to always put them first in everything we do.

Our vision is to deliver needs led, easy to access customer services however you choose to contact us. We will put you at the heart of what we do, to ensure that we continue to deliver the right services, by the right people, at the right time, in the right place and at the right cost.



[Customer service strategy \(https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/policies-and-plans/CustomerServiceStrategy-October2015.p](https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/policies-and-plans/CustomerServiceStrategy-October2015.pdf)

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This strategy and transformation programme will help us to deliver our core values to all of our customers whether they are residents, businesses or visitors to our city.