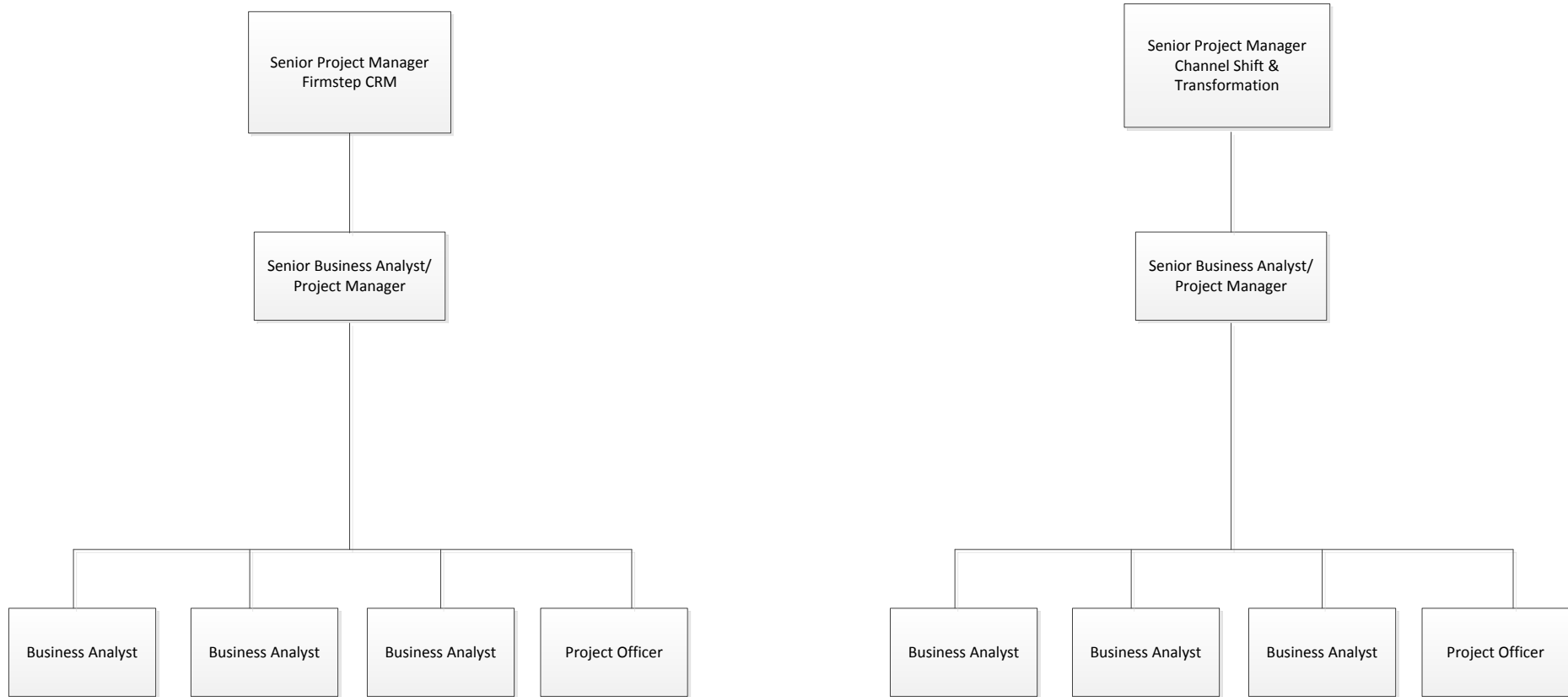


Appendix B

Customer Services Transformation Team



The priorities of this transformation team are implementation and development of the new CRM, Channel Shift and Transformation across Leicester City Council.