

RECORD OF EXECUTIVE DECISION

Tuesday, 16 January 2018

Decision No: (CAB 17/18 20083)

DECISION-MAKER:	CABINET
PORTFOLIO AREA:	FINANCE
SUBJECT:	CUSTOMER STRATEGY 2018-2022
AUTHOR:	Felicity Ridgway

THE DECISION

To approve the Customer Strategy 2018-2022.

REASONS FOR THE DECISION

To ensure the Council has an agreed and published statement setting out its strategic approach to delivering services, to drive improvements for customers accessing and using Council services.

DETAILS OF ANY ALTERNATIVE OPTIONS

An alternative option is to do nothing and not to revise the current Customer Strategy. This option is not recommended as it is important for the Council to refresh its strategy in order to help customers, communities and staff understand the Council's vision.

OTHER RELEVANT MATTERS CONCERNING THE DECISION

None

CONFLICTS OF INTEREST

None

CONFIRMED AS A TRUE RECORD

We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision.

Date: 16 January 2018

Decision Maker:
The Cabinet

Proper Officer:
Pat Wood

SCRUTINY

Note: This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny "Call-In" provisions.

Call-In Period expires on

Date of Call-in *(if applicable) (this suspends implementation)*

Call-in Procedure completed *(if applicable)*

Call-in heard by *(if applicable)*

Results of Call-in *(if applicable)*