

## RECORD OF EXECUTIVE DECISION

Wednesday, 18 November 2015

**Decision No:** (CAB 15/16 16010)

DECISION-MAKER:	CABINET
PORTFOLIO AREA:	LEADER'S PORTFOLIO
SUBJECT:	CUSTOMER STRATEGY 2015-2018
AUTHOR:	Louise Fagan

### THE DECISION

- (i) To approve the Customer Strategy 2015-2018 (Appendix 1).

### REASONS FOR THE DECISION

To ensure the Council has an agreed and published statement setting out its strategic approach to delivering services, to help customers understand how council services will be delivered in the future and how they can get involved in shaping them.

### DETAILS OF ANY ALTERNATIVE OPTIONS

An alternative option is to do nothing and to not adopt a Customer Strategy. This option is not recommended as it is important for the council to adopt a Strategy which helps customers, communities, partners and employees to understand the council's vision regarding the future delivery of services, as well as opportunities for customers to get involved in shaping services.

### 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: 18<sup>th</sup> November 2015

Decision Maker:  
The Cabinet

Proper Officer:  
Judy Cordell

**SCRUTINY**

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

Call-In Period

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)*