

DECISION TITLE

Customer Access Strategy

DECISION DETAILS/DESCRIPTION

New Customer Access Strategy which replaces the existing Customer Strategy 2018-2022 and sets out the strategic vision for how the organisation will operate to enable the best possible customer experiences.

PROPOSAL DETAILS FOR FORWARD PLAN**AUTHOR:****HEAD OF SERVICES/RESPONSIBLE PERSON:**

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 Title
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Name Executive Director - Business Services
 (Deputy Chief Executive)
 Title
 Email
 Tel

TYPE OF DECISION	KEY DECISION
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DECISION MAKER	Cabinet
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IS THE REPORT OR THE APPENDICES LIKELY TO CONTAIN CONFIDENTIAL	Open
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LEAD CABINET MEMBER/OFFICER:	IN ASSOCIATION WITH:
Cabinet Member for Customer Service and Transformation	

DECISION DATE:	20 Dec 2021
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WARDS AFFECTED:

All Wards

MAIN CONSULTEES:	CONSULTATION METHOD:
Relevant Cabinet Members and officers in key council departments	Circulation of the draft report to consultees

**COMMENTS / REPRESENTATIONS FROM INDIVIDUALS/ORGANISATIONS MAY BE SENT TO /
 COPIES OF ANY DOCUMENTS LISTED BELOW MAY ALSO BE OBTAINED FROM:**

Name, Title and
 Contact details
 By when:

**LIST OF ALL DOCUMENTS ATTACHED TO THE REPORT MUST BE SUPPLIED. THIS INCLUDES ANY
 DOCUMENTS INTENDED TO BE INCLUDED IN THE REPORT NOT DRAFTED BY THE REPORT
 AUTHOR) :**

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