

## Key Decision Details

<b>Decision Name</b>	Customer First Contact Centre - Recruitment and Retention Strategy
<b>Date of Decision</b>	27 May 2004
<b>Decision maker</b>	Cabinet
<b>Describe the Decision taken</b>	<p>Subject to the amendment of the covering report to reflect the employment of 12 contact centre agents whose positions will in the first instance be advertised internally and having accepted the recommendations of the Overview and Scrutiny Panel (Service Delivery and Resources) concerning the use of the term "Call Centre", the Cabinet has approved the Customer First Recruitment and Retention Strategy.</p> <p>The Cabinet has also approved the release from the existing MTP of £155,000 in 2004/05 and £297,000 from 2005/06 onwards to enable the appointment to the posts referred to in paragraph 3.2 of the report.</p>
<b>What were the reasons for taking the Decision?</b>	As part of the continuing arrangements for establishing the District Council's Contact Centre.
<b>What alternative options were considered and rejected?</b>	None.
<b>Conflict of interest and dispensation</b>	None.
<b>Is the decision a Key Decision?</b>	Yes
<b>Was the decision included in the Forward Plan</b>	Yes
<b>Was the decision subject to the urgency proceedings?</b>	No
<b>List the background papers to any report considered by the Decision Taker</b>	Customer First Strategy MTP
<b>Person Making this report</b>	Miss C Harris

**Date upon which the  
Decision will come into  
force, subject to no  
call-in** 05 June 2004

**Accompanying  
Documents** Customer First - Recruit Retention -  
O&SP27 May 04

Customer First - Recruit Retention -  
27 May 04

Customer First - Recruit Retention  
Strategy Exec Summary1

Recruitment Strategy Employment  
Panel and Cabinet with  
appendicesv1.1