

Key Decision Details

Decision Name	customer service strategy action plan
Date of Decision	04 September 2008
Decision maker	Cabinet
Describe the Decision taken	Approved the contents of a Customer Service Strategy Action Plan.
What were the reasons for taking the Decision?	As part of the development of the Customer Services team
What alternative options were considered and rejected?	None
Conflict of interest and dispensation	None
Is the decision a Key Decision?	Yes
Was the decision included in the Forward Plan	No
Was the decision subject to the urgency proceedings?	No
List the background papers to any report considered by the Decision Taker	None.
Person Making this report	Mrs Helen Taylor
Date upon which the Decision will come into force, subject to no call-in	12 September 2008
Accompanying Documents	CS Strategy Report CS Strategy Annex - Action Plan