

## Key Decision Details

<b>Decision Name</b>	Customer Service Development in St. Ives and St. Neots
<b>Date of Decision</b>	18 December 2008
<b>Decision maker</b>	Cabinet
<b>Describe the Decision taken</b>	Noted the proposed increased range of services in St Ives and St Neots, approved in principle the relocation of the St Neots Tourist Information Centre, merging staff into the main customer service team. With "What's on" information being provided by the teams in all six customer service locations. Requested the Head of Customer Services to look into alternative accommodation in St Neots and St Ives and the possibility of sharing the accommodation with partners and to consult with local members and report back to Cabinet.
<b>What were the reasons for taking the Decision?</b>	As part of the review of customer services in St Ives and St Neots.
<b>What alternative options were considered and rejected?</b>	None
<b>Conflict of interest and dispensation</b>	Councillor Hansard - personal as trustee
<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>	Survey Results - St Ives and St Neots Mosaic Data Analysis - St Ives and St Neots
<b>Person Making this report</b>	Mrs Helen Taylor
<b>Date upon which the Decision will come into force, subject to no call-in</b>	30 December 2008
<b>Accompanying</b>	St Ives and St Neots - Cabinet

**Documents**

Cabinet Report - Customer Service  
Development in St Ives and St Neots