

## Key Decision Details

<b>Decision Name</b>	Consultation processes
<b>Date of Decision</b>	23 June 2011
<b>Decision maker</b>	Cabinet
<b>Describe the Decision taken</b>	requested the Managing Director (Resources) to undertake investigations as to how the current consultation and engagement process could be improved and to report back thereon to the Cabinet and Overview and Scrutiny Panel (Social Well-Being).
<b>What were the reasons for taking the Decision?</b>	In response to the Panel's findings
<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>	No
<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>	None.
<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>	01 July 2011
<b>Accompanying Documents</b>	working group reports and minutes consultation calendar and database customer service strategy  Final Report - V4 Consultation Processes Working Group to Cabinet

