

Key Decision Details

Decision Name	Location of the Call Centre
Date of Decision	22 March 2012
Decision maker	Cabinet
Describe the Decision taken	Agreed that the District Council's Call Centre be retained at Speke House and authorised the Managing Director (Communities, Partnerships and Projects) to negotiate the best terms available for a new lease for Speke House, before its expiry in June 2013.
What were the reasons for taking the Decision?	To determine the future of the call centre
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	Yes
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	Julia Barber, Head of Customer Services Mrs Helen Taylor
Date upon which the Decision will come into force, subject to no call-in	29 March 2012
Accompanying Documents	22 3 12 - location of CC FINAL VERSION Report to Cabinet - CALL CENTRE LOCATION

