



Breckland  
COUNCIL

## **BRECKLAND COUNCIL**

### **DELEGATED DECISION RECORD**

This records a key or other decision taken by an Executive Member or the Cabinet in accordance with the Council's scheme of Delegations (as set out in Section D of Part 3 of the Council's Constitution).

Unless the Leader and the Chairman of the Overview and Scrutiny Commission certify that the matter is so urgent that the normal five-day scrutiny delay on action should not apply, then this decision will come into force and may then be implemented on the expiry of five working days after the publication of the decision, unless called in under the call-in procedures as set out in Section D of Part 3 of the Council's Constitution.

<b>Portfolio/Cabinet</b>	Cabinet
<b>Report Title (&amp; Reference No.)</b>	Review of Customer Services (Cabinet Minute No. 116/17)
<b>Summary Background</b>	To provide an update on the service review of Customer Services and to obtain approval to proceed with the implementation of the proposal to restructure of Face-to-Face Customer Services.
<b>Author/Contact Officer</b>	Maxine O'Mahony, Executive Director of Strategy & Governance (maxine.omahony@breckland-sholland.gov.uk)
<b>Ward(s) Affected</b>	Attleborough Burgh & Haverscroft; Attleborough Queens & Besthorpe; Dereham Toftwood; Dereham Neatherd; Dereham Withburga; Swaffham; Watton
<b>Urgent?</b>	No
<b>Key Decision?</b>	No
<b>In Key Decision Plan?</b>	Yes
<b>Date Decision Taken</b>	Tuesday, 17 October 2017
<b>Date Published</b>	Tuesday, 17 October 2017
<b>Call-In Expiry</b>	N/A
<b>Exempt Information?</b>	Yes
<b>Decision (Action Agreed)</b>	<b><u>RECOMMEND</u></b> to Full Council that the recommendations as listed in the Cabinet report be approved.
<b>Reasons(s)</b>	See report.
<b>Options</b>	See report.

<b>Further Information</b>	2017.10.10 Customer Services Review report FINAL Appendix A final Appendix B Appendix C Copy of Appendix D Final Final Final Appendix E - 1 Appendix E - 2 Appendix E - 3 Appendix F AppendixG Rents Info 2 Equality Impact Assessment
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