



BRECKLAND COUNCIL

DELEGATED DECISION RECORD

This records a key or other decision taken by an Executive Member, the Cabinet or Cabinet Sub-Committee 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.

Portfolio/Cabinet	Cabinet
Report Title (& Reference No.)	Reference from the Business Improvement Sub-Committee: 1 March 2011 (Agenda item 13)
Summary Background	See report.
Author/Contact Officer	See Reports
Ward(s) Affected	N/A
Urgent?	No
Key Decision?	No
In Forward Plan?	No
Date Decision Taken	Tuesday, 5 April 2011
Date Published	Thursday, 7 April 2011
Call-In Expiry	Thursday, 14 April 2011
Exempt Information?	No
Decision (Action Agreed)	<p>(a) <u>Customer Service Improvement Plan (Minute No. 22/11)</u></p> <p>The Executive Member for Environmental Wellbeing & Communications reported that an enormous amount of progress had been made in regard to reducing the number of engaged calls which was all thanks to the new equipment that had recently been installed in the Contact Centre. Breckland Council was continuing to work with its partners to improve</p>

	<p>frontline services.</p> <p>RESOLVED that the Customer Service Improvement Plan be adopted, subject to the inclusion of a requirement to use the gathered data to client manage partners and other out-sourced services.</p> <p>(b) <u>Options and Recommendation for Amalgamation of Business Improvement Sub-Committee and the Capital Programme Working Group</u></p> <p>RESOLVED that:</p> <ol style="list-style-type: none"> 1) a new Sub-Committee combining and replacing the Capital Programme Working Group (CPWG) and Business Improvement Sub-Committee (BISC) be formed; and 2) the Terms of Reference as set out in Appendix 1 of the report be approved.
Reasons(s)	N/A
Options	N/A
Further Information	Minutes Public Pack, 01/03/2011 Business Improvement Sub-Committee

