



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.

Portfolio/Cabinet	Cabinet
Report Title (& Reference No.)	Customer Access Strategy
Summary Background	To seek approval for the Breckland Customer Access Strategy 2018-2022
Author/Contact Officer	Sarah Barsby, Executive Manager for Information (sarah.barsby@breckland-sholland.gov.uk)
Ward(s) Affected	All
Urgent?	No
Key Decision?	No
In Key Decision Plan?	Yes
Date Decision Taken	Tuesday, 16 October 2018
Date Published	Wednesday, 17 October 2018
Call-In Expiry	Wednesday, 24 October 2018
Exempt Information?	No
Decision (Action Agreed)	<ol style="list-style-type: none"> 1) The draft Customer Access Strategy be approved; 2) The strategy is implemented from April 2019, to align with the Council's new Corporate Plan.
Reasons(s)	The strategy sets out a clear plan for making best use of Council resources to meet the needs of its customers, achieving value for money for the Council and its residents.
Options	<ol style="list-style-type: none"> 1. Approve the Customer Access Strategy, and that it

	<p>be implemented from April 2019 to align with the Council's new Corporate Plan.</p> <ol style="list-style-type: none">2. Propose changes to the Customer Access Strategy.3. Do nothing
Further Information	<p>2018.10.16 Cabinet Customer Access Strategy report FINAL App A Breckland Customer Access Strategy FINAL DRAFT v4</p>