



**OFFICIAL DECISION NOTICE PUBLISHED BY
DEMOCRATIC SERVICES ON 07 APRIL 2021**

The Leader of the Council and the Cabinet Member for Corporate Services and Transformation have made the following decision today:

1.	<p><i>THE LEADER OF THE COUNCIL AND THE CABINET MEMBER FOR CORPORATE SERVICES AND TRANSFORMATION</i></p> <p><i>CUSTOMER CONTACT DELIVERY MODEL REVIEW</i></p> <p>DECISION:</p> <p>That the Leader of the Council and Cabinet Member for Corporate Services & Transformation accept the single tender from PricewaterhouseCoopers (PwC) to undertake a strategic review of customer contact to develop a new operating model and roadmap for implementation at a total value of £95,000.</p> <p>REASONS FOR THE DECISIONS MADE</p> <p>The review will provide a clear road map for how savings can be delivered whilst ensuring the Council continues to provide a high quality customer experience to residents.</p> <p>ALTERNATIVES CONSIDERED AND REJECTED</p> <p>This review is required in order to set a clear strategy and plan both to deliver savings but also to establish a sustainable delivery model that delivers a high-quality customer experience.</p> <p>The only alternative would be to complete an in-house review. However, this approach would not bring the level of rigour and challenge officers are seeking on this occasion. The Council is some way behind other authorities with regards to channel shift and digital strategies for customer contact, and external input in this review would help accelerate progress as the external provider will bring significant experience of other LA delivery models.</p> <p>FURTHER INFORMATION</p> <p>The report relating to this decision was declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</p>	<p><i>Mike Talbot, Director – Corporate Resources and Services</i></p>
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DECISION AUTHORITY & IMPLEMENTATION

Where required, these decisions have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

These decisions, unless called in, will come into effect from 5pm on Wednesday 14 April 2021.

This is the formal notice by the Council of the above decisions. If you would like more information on any of the decisions, please contact Democratic Services on 01895 250636. The right hand column indicates the name of the officer(s) responsible for implementing / following up the decision in each case. Circulation of this decisions sheet is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public.