

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I067302
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1. **TITLE:** Citizen and Customer Contact Transformation Project

2. **SERVICE AREA:** Corporate Services

3. **PURPOSE OF DECISION**

To formally agree the proposals and recommendations for implementing the new approach to Citizen and Customer contact following the Plan Phase Gateway Review.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

That the recommendations in the Plan Phase of the Citizen and Customer Contact Transformation Programme be endorsed.

7. **REASON FOR DECISION**

The programme must move to the 'Do Phase' in order to implement the principles for the customer experience and achieve the anticipated outcomes and savings for 2020 and beyond.

8. **ALTERNATIVE OPTIONS CONSIDERED**

None.

9. **PRINCIPAL GROUPS CONSULTED:** Staff and managers across the Council.
Citizen and Customer Contact Programme
Team members.
Corporate Management Team

10. **DOCUMENT CONSIDERED:** Report of the Director of Corporate Services

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
9 May 2017	16 May 2017