

CABINET MEETING – 1 NOVEMBER 2022

Decision List

Resolutions are subject to a five working day call-in, recommendations to Council cannot be called-in.

ITEM & HEADING	DECISION
9 FIRST CLASS CUSTOMER SERVICE – CUSTOMER EXPERIENCE, PHASE ONE Lead Officer – Assistant Director, ICT/Digital and Transformation	RESOLVED 1. To agree to initiate the discovery phase as the first phase towards establishing the current state, the future state and the underpinning technology to inform a fully costed business case for investment to deliver a First-Class Customer Service; and 2. To utilise the Broadland District Council's contribution of £49,500 from Earmarked Reserves agreed by Cabinet on 26 April 2022 on consultancy resource to support in the development of a full outline business case.
10 PEER REVIEW FEEDBACK AND ACTION PLAN REPORT Lead Officer – Chief of Staff	RESOLVED 1. To approve the publishing of the Peer Review Report, and; 2. To adopt the Peer Review Action Plan.