

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
<p>9 FIRST CLASS CUSTOMER SERVICE – CUSTOMER EXPERIENCE, PHASE ONE</p> <p>Lead Officer – Assistant Director, ICT/Digital and Transformation</p>	<p>RESOLVED</p> <ol style="list-style-type: none">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; and2. 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.
<p>10 PEER REVIEW FEEDBACK AND ACTION PLAN REPORT</p> <p>Lead Officer – Chief of Staff</p>	<p>RESOLVED</p> <ol style="list-style-type: none">1. To approve the publishing of the Peer Review Report, and;2. To adopt the Peer Review Action Plan.