



SOUTH HOLLAND

DELEGATED DECISION RECORD

This records a key or other decision taken by 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 Performance Monitoring Panel 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.

Decision Maker	Cabinet – 17 January 2024
Report Title	South & East Lincolnshire Councils Partnership Customer Experience Strategy
Summary Background	To adopt the South & East Lincolnshire Councils Partnership Customer Experience Strategy and to commit to supporting the delivery of the vision, principles and approach to Customer Experience across Council services.
Author / Contact Officer	Assistant Director - Wellbeing and Community Leadership emily.spicer@sholland.gov.uk
Ward(s) Affected	
Urgent?	No
Key Decision?	No
In Key Decision Plan?	N/A
Date of Decision	17 January 2024
Date Published	19 January 2024
Call-In Expiry	26 January 2024
Exempt Information?	No
Decision (Action Agreed)	To adopt the South & East Lincolnshire Councils Partnership Customer Experience Strategy and to commit to supporting the delivery of the vision, principles and approach to Customer Experience across Council services.
Reason(s)	<ul style="list-style-type: none"> • The Strategy is an overarching document, developed by the Customer Experience Board with engagement with local stakeholders. It gives a framework and objectives to use to further develop consistent approach across Council services. • It demonstrates a clear commitment to shared objectives to improving Council staff and services engagement with our 'customers'.

Options	No alternative options were considered.
Further Information	