

**WRITTEN STATEMENT OF A NON-KEY DECISION
CABINET**

ITEM:	CUSTOMER STRATEGY
Members Present:	Councillors: RJ Phillips (Leader), H Bramer, JP French (Deputy Leader), JA Hyde, JG Jarvis, PD Price.
Date of Decision:	26 November 2009
Exempt:	No
Confidential	No
Urgency/Special Urgency: (As defined in Constitution)	No
Purpose:	To inform Cabinet of the rationale behind and the contents of the joint Herefordshire Council & NHS Herefordshire Customer Strategy, so that regard can be had to it in future planning and commissioning of services and budget decisions.
Decision:	<p>THAT</p> <p style="padding-left: 40px;">(a) the attached strategy, its implementation and next steps be supported: and</p> <p style="padding-left: 40px;">(b) regard be given to the strategy in future plans, commissioning of services and budget decisions.</p>
Reasons for the Decision:	The Customer Strategy is a reflection of the current agenda in relation to the design and delivery of Local Authority and NHS services. It has therefore been constructed to inform the provision and re-organisation of customer-facing (and support) services across the Council and NHS Herefordshire.
Options Considered:	There are no alternative options.
Declaration of Interest:	

COUNCILLOR RJ PHILLIPS: Date: 26 November 2009
LEADER OF THE COUNCIL