

Written statement of a key decision
Cabinet member finance and corporate services

Title	Customer Service Strategy
Decision maker	Cabinet member finance and corporate services Information about cabinet, including the names and contact details of the cabinet members, can be found here: http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251
Date of decision	25 January 2024
Report exemption class	Open
Reason for being a key decision	This is a key decision because it is likely to be significant having regard to: the strategic nature of the decision; and / or whether the outcome will have an impact, for better or worse, on the amenity of the community or quality of service provided by the authority to a significant number of people living or working in the locality (two or more wards) affected.
A notice was served in accordance with Part 3 (Key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.	
General exception or special urgency (as defined in the constitution)	No
Purpose	To approve and adopt the Herefordshire Council Customer Service Strategy
Decision	That: a) approves and adopts the Herefordshire Council Customer Service Strategy.
Reason for the decision	As set out in the report. Documents relating to this decision are available at http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?Id=50046741
Options considered	Do nothing. If the strategy is not adopted, the council will continue to operate a fragmented approach to customer service and will not derive maximum benefit from the use of

	technology to improve the service provided to customers.
Declarations of interest (see ▪ below)	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	1 February 2024

<p>Councillor:</p> <p>Cabinet member finance and corporate services (Councillor Pete Stoddart)</p>	<p>Date 25 January 2024</p>
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- a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;
- and
- in respect of any declared conflict of interest, a note of dispensation granted.